



ANNEXURE B:

CONTRACT DELIVERABLES AND SERVICE REQUIREMENTS

RT68-2026

**APPOINTMENT OF CONTRACTOR FOR THE PROVISION OF FINANCE AND ADMINISTRATION OF
SUBSIDISED VEHICLE FLEET OF THE STATE FOR THE PERIOD**

01 OCTOBER 2026 TO 30 SEPTEMBER 2031

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LIST OF ABBREVIATIONS

Abbreviation	Meaning
BAC	Bid Adjudication Committee
BEC	Bid Evaluation Committee
BQRC	Bid Quality Review Committee
CCGMT	Coordinating Committee of Government Motor Transport
CIPC	Companies and Intellectual Property Commission
CPA	Contract Price Adjustment
CPI	Consumer Price Index
CSD	Central Supplier Database
FSCA	Financial Sector Conduct Authority
FSRA	Financial Sector Regulation Act 9 of 2017
GCC	General Conditions of Contract
NT	National Treasury
NCR	National Credit Regulator
OCPO	Office of the Chief Procurement Officer
PA	Prudential Authority
SBD	Standard Bidding Document
SARS	South African Revenue Service
SCC	Special Conditions of Contract
STATS SA	Statistics South Africa
TC	Transversal Contract
TCA	Transversal Contracting Agreement
TCD	Transversal Contract Document
PFMA	Public Finance Management Act
PPPFA	Preferential Procurement Policy Framework Act
VAT	Value-Added Tax

LIST OF ATTACHMENTS AND ANNEXURES

- i. Standard Bidding Documents (SBD's)
- ii. Transversal Contracting Documents (TCD's)
- iii. General Conditions of Contract (GCC)
- iv. Annexure A - Pricing Schedule
- v. Annexure B - Contract Deliverables and Service Requirements
- vi. Annexure C - Penalty Schedule
- vii. Annexure D - Subsidized Motor Transport Handbook 1 of 2017
- viii. Annexure E- Statistics

RT68-2026 ANNEXURE B: CONTRACT DELIVERABLES AND SERVICE REQUIREMENTS**LIST OF DEFINITIONS**

Accounting Officer	bears the same meaning as defined in the Public Finance Management Act (PFMA) or the Municipal Finance Management Act (MFMA)
Contract	the agreement that results from the acceptance of a bid by any organ of State.
Contractor	the successful bidder who is awarded the contract to maintain and administer the required and specified services to the State.
Driver/owner	an official/employee who has qualified for and partakes in the Subsidized Motor Transport Scheme and is in possession of a valid unendorsed driver's license which enables them to drive a specific category of vehicle.
Due Diligence	The investigation or exercise of care that the State conducts before entering into an agreement with the bidders to validate the bid responses.
Fleet Responsibility Manager / Fleet Manager / Transport Officer	an official designated by the Accounting Officer or Chief Financial Officer to assume accountability for the subsidized vehicle fleet of the respective department.
Government Payroll Systems	The Persol and Persal systems or the system of preference, as used by the majority of government end-user departments, as identified in the special conditions of the contract.
Joint Venture	an association of persons for the purpose of combining their expertise, property, capital, efforts, skills, and knowledge in an activity for the execution of a contract.
National Department	means a department listed in Schedule 1 to the Public Service Act, Act 1 of 1994, excluding the Office of a Premier.
Provincial Department	The Office of a Premier listed in Schedule 1 to the Public Service Act, Act 1 of 1994 and a provincial department listed in Schedule 2 to the Public Service Act, Act 1 of 1994.
Service Plan / Maintenance Plan	A service or maintenance plan that is procured during the purchasing of the vehicle where it is compulsory as part of the RT57 price.
SMS	Short Message Service or also referred to as text messaging
Subsidized vehicle	A vehicle procured from the RT57 vehicle procurement contract, financed by the service provider as appointed under contract RT68 and maintained through contract RT62.
Subsidized Vehicle Owner	a government employee who was allocated a vehicle in terms of Scheme A of the Subsidized Motor Transport Scheme.
The State	for the purpose of this bid, the State refers to National and Provincial

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	Departments and any other public entity that make use of the government payroll systems, payroll systems PERSAL and PERSOL.
Transport Officer / Controller / Control Officer	an officer appointed by the Accounting Officer in writing to, inter alia, administer the department's State vehicles either at a sub-office within a region, within a region or within a department.

SECTION A: INTRODUCTION AND TERMS OF REFERENCE

1. INTRODUCTION

1.1 The End User requirements will form the basis of the Service Level Agreement entered into between the Contractor and the Department of Transport.

2. VEHICLE FINANCE AND RELATED PROCESSES

2.1 The Contractor will be required to manage the vehicle ordering process to ensure that:

2.1.1 All the requirements in terms of the National Credit Act for the financing of the vehicle are met,

2.1.2 That the supplier of the vehicle in terms of the RT57 vehicle procurement contract is paid,

2.1.3 That the vehicle instalments are deducted from the government payroll system

2.1.4 That the allowances payable by the government are loaded correctly onto the government payroll system.

3. MANAGEMENT OF THE VEHICLE ORDERING PROCESS

3.1 The official applies within his/her end user department for approval of the subsidized vehicle.

3.2 Once such approval has been granted, the vehicle of choice is selected by the individual from the RT57 contract for the procurement of vehicles. This application specifies the category for which the official will qualify, also referred to as the benchmark, in terms of the type of vehicle and the engine size. It also forms the basis for the capital contribution to be made by government.

3.3 The current processes have been implemented to manage the Subsidized Motor Transport Scheme. The contractor will need to fulfil their role in terms of these processes as well as introduce modifications and improvements on the current systems whilst at the same time ensuring that all control measures as implemented remain intact. The typical life cycle of a vehicle ordered through the Subsidized Motor Transport Scheme can be summarized in the following steps:

3.3.1 The official applies within his/her department for a subsidized vehicle through the government application form (Z81). This application is not vehicle specific but for a certain type of vehicle such as a sedan or a light delivery vehicle with a specific engine category.

3.3.2 The end user department will approve such an application based on the fact that the official adheres to the minimum requirements for the participation to the scheme as well as the

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most economical solution for the provision of appropriate transport as set out in Subsidized Motor Transport Handbook 1 of 2017.

- 3.3.3 The approved vehicle category will form the basis for the payment of all allowances to the official. To assist with this process, the contractor will have to provide a web-based calculator and ordering system. This system should allow officials to:
 - 3.3.4 Compare various vehicle options with each other, including the various government contributions
 - 3.4 and subsidies.
 - 3.5 Provide an electronic Z81 application form that can be utilized by officials as part of their application process to indicate the contribution by government and by the official.
 - 3.6 Include a list of accessories and make a provision for accessories to be included in the quotation.
 - 3.7 After the department has approved the application for the subsidized vehicle, the application will be sent to the Contractor. The official will select a vehicle of his/her personal choice from the RT57 contract that will need to be ordered by the Contractor. The contractor will do the credit and affordability checks as required by the National Credit Act before approving the application based on the actual vehicle selected by the official. For the purpose of the affordability check the amount to be contributed by government (the capital allowance) will need to be “ring fenced” and treated as additional income.
 - 3.8 The Contractor will be required to add a disclaimer to the application form in which the official states that they will retain a good credit standing up until the vehicle is delivered.
 - 3.9 Once the application has been approved, the Contractor will send the application back to the end user department for verification of the vehicle make and model as ordered by the official.
 - 3.10 For the purpose of this contract, the contractor will apply for a vehicle in four colours as specified by the official in the application process. Should a vehicle in any of these colours become available, the official will need to take delivery of the vehicle.
 - 3.11 Should the application not be approved, the Contractor will need to notify the official as well as inform the official of the steps to be taken to rectify the application should it be possible. Upon verification by the official of the make and model of the vehicle, the application will be sent back to the Contractor that will place the vehicle order with the relevant supplier in terms of contract RT57 for the procurement of vehicles.

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- 3.12 The RT68 contractor will need to do an additional credit check, prior to the vehicle being dispatched from the RT57 supplier to reduce any re-allocations of vehicles where a vehicle cannot be delivered due to an increase in the vehicle price or a change in the credit profile of the individual.
- 3.13 The supplier, in terms of contract RT57, will deliver the vehicle to the identified dealership and invoice the Finance Service Provider accordingly.
- 3.14 The official will inspect the vehicle before signing the finance agreement.
- 3.15 The RT68 contractor will need to ensure that the signing of the contract is convenient for the official and will need to either implement a system where the official can electronically sign for the vehicle or sign the agreement at the place and time that the vehicle will be delivered.
- 3.16 The contractor cannot expect officials to travel in excess of 100km just to sign the finance agreement.
- 3.17 When the official signs the finance agreement and takes delivery of the vehicle, the following
- 3.18 processes are started:
- 3.19 The Finance Service Provider is required to pay the vehicle supplier as per contract RT57.
- 3.20 The Finance Service Provider needs to institute the monthly deductions from the official's salary
- service providers if:
- 3.20.1 Such late payments were caused by failure to inform the official in time that the vehicle needs to be collected.
- 3.20.2 Any delay in payments to the RT57 service provider due to faulty or insufficient processes of The RT68 contractor.
- 3.20.3 In the event that a vehicle cannot be delivered to the official who applied for the vehicle due to the official passing away, being transferred, promoted, or any other reason, the contractor will be responsible for re-allocating the vehicle to any other official within the scheme that is willing to take delivery of the vehicle, and that qualifies for the vehicle in terms of the Subsidized Motor Transport Handbook.
- 3.20.4 The contractor must ensure that this re-allocation is done within the required 30 days of the date of invoice. The contractor will be responsible for the payment of any interest incurred

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on such a vehicle.

- 3.20.5 Should the contractor not be in a position to re-allocate the vehicle 75 days after invoice, the specific case will be taken up with the relevant motor manufacturer and The National Department of Transport.
- 3.20.6 Based on the outcome of this process a method of disposal will be determined to ensure that the disposal will happen within 90 days of the date of invoice. The contractor shall be responsible for any losses incurred.
- 3.20.7 The contractor should make provisions for possible transportation of vehicles within the relevant province in order to re-allocate the vehicles when the vehicle cannot be allocated at the initial place of delivery.

4. APPOINTMENT OF END USER REPRESENTATIVES

- 4.1 The Coordinating Committee of Government Motor Transport manages all government fleet related matters and contracts on a national level. The committee consist of representatives from all provincial transport departments and some national users such as South African Police Service, South African Defence Force and Correctional Services.
- 4.2 Within each province, the provincial department of transport chairs a provincial transport officers meeting, where all departments in the province are represented. The National Department of Transport chairs the transport officer's forum for all national departments.
- 4.3 Each department has appointed transport officers that represents their respective departments at the provincial / national transport officers meeting.
- 4.4 Transport Officers are responsible for the day-to-day interaction with the contractor to ensure that the required services are rendered to the end user department.
- 4.5 The appointed contractors shall within reasonable time make all relevant documents, writings and technical data available to CCGMT members and transport officers and render them with the required assistance to perform their functions in line with this contract.
- 4.6 The appointed contractor shall appoint its own representatives to whom all queries or correspondence regarding work carried out in terms of this contract shall be directed.
- 4.7 All correspondence not of a confidential nature, may be made by telephone and, if so, shall be followed by confirmation in writing either by letter, e-mail within a period of 48 (forty-eight) hours thereafter.
- 4.8 The appointed contractor shall indicate the persons appointed to act as representative

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between the participating department and the appointed contractors.

5. GOVERNMENT PAYROLL SYSTEMS

- 5.1 Government is making use of the Persal and Persol payroll systems and the contractor will be required to ensure that they meet the requirements for interaction with these payroll systems to ensure the submission of allowances and deductions.
- 5.2 The Contractor shall ensure that all finance allowed and deductions are made from the payroll account of the official.
- 5.3 The contractor will ensure and make provision for the relevant audit processes required by the government's payroll systems.
- 5.4 The bidder must indicate the capability of its system to interact/ interface with the government's payroll systems.
- 5.5 Should this function be outsourced the agreement or possible agreement with such a company will need to be provided.

6. CONSULTANCY FUNCTION

- 6.1 The Contractor must participate in State forums held on a monthly basis as coordinated by the Provincial Transport department or when requested to do so. Pro-active participation and reporting at these sessions are required.
- 6.2 The Contractor shall present a critical evaluation of the State fleet on at least a quarterly basis.
- 6.3 The presentation, in a format and manner to be agreed with the respective organ of the State must deal with and shall not be limited to aspects such as vehicles utilisation, fuel and finance control, loss control, vehicle selection, risk management, fleet composition and any new technology designed to curb abuse and recommendations to improve the overall service.

7. FINANCE INCLUSIONS

- 7.1 The Contractor shall ensure that the full amount of the vehicle including all accessories is financed. Such financing shall be done in line with the requirements as contained in the National Credit Act with the due considerations to the required ITC verifications as well as the affordability calculations.
- 7.2 The contractor shall ensure that all correct invoices as received from the various service providers under contract RT57 will be paid within the 30 days as prescribed in the PFMA.

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- 7.3 The RT68 contractor will be responsible for any interest levied for late payments to the RT57 service providers in the event that:
- 7.4 Such late payments were caused by failure to inform the official in time that the vehicle needs to be collected.
- 7.5 Any delay in payments to the RT57 service provider due to faulty or insufficient processes of the RT68 contractor.
- 7.6 In the eventuality that a vehicle cannot be delivered to the official that applied for the vehicle due to the official passing away, being transferred, promoted or any other reason, the contractor will be responsible for re-allocating the vehicle to any other official within the scheme that is willing to take delivery of the vehicle and that qualifies for the vehicle in terms of the Subsidized Motor Transport Handbook.
- 7.7 The contractor must ensure that this re-allocation is done within the required 30 days of the date of invoice. The contractor will be responsible for the payment of any interest incurred on such a vehicle.
- 7.8 Should the contractor not be in a position to re-allocate the vehicle 75 days after invoice, the specific case will be taken up with the relevant motor manufacturer and The National Department of Transport.
- 7.9 Based on the outcome of this process a method of disposal will be determined to ensure that the disposal will happen within 90 days of the date of invoice. The contractor shall be responsible for any losses incurred.
- 7.10 The contractor should make provisions for possible transportation of vehicles within the relevant province in order to re-allocate the vehicles when the vehicle cannot be allocated at the initial place of delivery.

8. CAPITAL ALLOWANCE CALCULATION

- 8.1 The Contractor will be required to load the calculated capital deduction onto the government payroll system. The capital allowance to be loaded on the government payroll system will be 60% of all approved accessories as well as 60% of the benchmark.
- 8.2 The benchmark is calculated by the service provider and approved by the National Department of Transport, based on the average vehicle price, per category of the RT57. The benchmark is updated once every four (4) months based on the increases and decreases of vehicle prices on contract RT57.
- 8.3 The Contractor, apart from ensuring that the correct amount is loaded on the government

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payroll systems for each official, will consider the amount of this capital allowance as additional income when calculating the affordability.

8.4 Should the contractor have appointed in terms of contract RT68 load the incorrect amount, all cost incurred to rectify the amount will be for the cost of the RT68 service provider.

8.5 Approved accessories: 60% of the amount of the accessories, 100% for SANDF

8.6 The Contract administration fee as well as the legislated monthly administration fee.

9. ACTUAL CAPITAL TO BE COLLECTED

9.1 The contractor, along with the amount loaded on the government payroll system per official, will be required to load the actual amount to be deducted from the salary of the official towards the payment of the vehicle.

9.2 This capital to be collected will be based on the amount of the actual vehicle price and the actual cost of any accessories added by the official as well as all other costs specified within this document.

9.3 Once the contractor has loaded the allowance onto the government payroll systems, it will be the responsibility of the contractor to ensure that the payment of the actual vehicle instalment is received on a monthly basis.

10. ACCESSORIES

10.1 Government will contribute 60% towards all approved accessories. The calculated 60% will need to be included in the allowance to be loaded onto the government payroll system. (100% for the SANDF)

10.2 The full amount for the procurement of the approved accessory will need to be added to the amount to be deducted from the official through the government payroll system.

10.3 Should the accessory not be approved and therefore not be subsidized by the end user department, the cost thereof will be for the account of the official. Should the affordability of the official allow for it, the contractor can finance the accessory.

10.4 Non-approved accessories are limited to 15% of the vehicle value during the finance application process.

11. VEHICLE REGISTRATION FEE

11.1.1 The once off vehicle registration fee of the new vehicle will be paid for by the contractor and the amount charged thereof financed over the contract period. The Contractor will not be allowed to add any profit margin or administration fee to the registration fee.

12. REPORTING AND THE COLLECTION OF INFORMATION

- 12.1 It is the responsibility of the Contractor to supply accurate and relevant management information on a continuous basis to allow for the management of the fleet's requirements.
- 12.2 Given this fact, the Contractor shall have and maintain an IT system that allows the State to access and retrieve accurate and relevant management information from the Contractor within 24 hours.
- 12.3 In the event of termination or breach of contract, the Contractor shall provide its entire database containing the up-to-date information in respect of the State's fleet contract, in electronic format, within 24 (twenty-four) hours of such termination or breach to the State.
- 12.4 The cost of such transfer of information will be for the account of the Contractor.
- 12.5 The Contractor should upon request from The State be capable to alter, change or create new reports as and when requested.
- 12.6 The Contractor must have proven IT capability to provide management reports in hard copy and electronically from the date of the award of the contract.
- 12.7 The Contractor shall ensure that vehicle contract history and transaction data relating to any contract is retained for the period of the contract, even in the case where the agreement for the individual has been terminated or cancelled.
- 12.8 The Contractor's information system shall have the facility to provide information relating to the fleet at various levels, and needs to make provision for reporting on the following levels:
- 12.8.1 The entire fleet.
- 12.8.2 The fleet per province.
- 12.8.3 The fleet per department.
- 12.8.4 The fleet per district or operating area,
- 12.8.5 Per category/ type of vehicle Per vehicle, and per end user/driver
- 12.8.6 The system shall allow for the printing of online reports by all parties who have authorised access to reports.
- 12.8.7 The user departments/provinces or divisions should first approve the electronic format of reports prior to it being distributed.
- 12.9 Should any other operational information as recorded by the Service Provider be required by the end user department a request can be made, through the National Department of Transport to include the information in the reporting.

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- 12.9.1 Reports and reporting systems shall be user-friendly:
- 12.9.2 Each report shall have a narrative heading which indicates the nature of the report and clearly identifies the information required and for which level it is applicable. (Province, Department, District, etc.)
- 12.9.3 The reports/data required in an electronic format and hard copy shall be easily accessible through an efficient, user-friendly menu system compatible with at least Microsoft Windows operating system;
- 12.9.4 The Contractor must supply the State with access to a system/application for the State to analyse electronically downloaded data where required;
- 12.9.5 All reports must be exportable to at least a Microsoft Windows application.
- 12.9.6 The purpose of, and suggested usage for, each report shall be documented in “help” manuals and shall be addressed during training sessions conducted by the Contractor throughout the contract;
- 12.9.7 Printed reports that are required monthly and shall be delivered within 7 (seven) working days of the cut-off date of that month;
- 12.9.8 The contractor is required to capture the following information on its system:
- 12.9.9 In terms of the official:
- a) Name and surname
 - b) Government payroll number (Persal or Persol)
 - c) Contact details of the official
 - d) Province or National government
 - e) End user department
 - f) Region / District
 - g) Contact details of the Departmental Transport Officer
 - h) Finance Service Provider account number
 - i) Contract start date
 - j) Contract end date
 - k) ID number
 - l) Contract early termination date

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- m) Reason for early termination
- n) terms of the vehicle:
- o) Vehicle registration number
- p) Engine number
- q) VIN number (Chassis Number)
- r) Vehicle make
- s) Vehicle model
- t) Vehicle type
- u) Approved accessories fitted to the vehicle
- v) Non-approved accessories fitted to the vehicle

12.9.9.2 In terms of premium collection

- a) Government payroll centre
- b) Government payroll centre number
- c) Vehicle category as approved by end user department
- d) Actual vehicle category
- e) Approved rate for capital reimbursement
- f) Approved amount for capital reimbursement
- g) In terms of maintenance
- h) Service intervals
- i) Applicable service plans
- j) Approved vehicle maintenance category
- k) Actual vehicle maintenance category
- l) Billing amount
- m) Warranty of vehicle
- n) Administration information
- o) Date of order received
- p) Date of Credit check completed

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- q) Date of communication to end user department
- r) Date of vehicle confirmation received
- s) Date of vehicle order placed
- t) Date of vehicle delivered at dealership
- u) Date of vehicle inspection
- v) Date of vehicle collection by official

12.9.9.3 In terms of other information Any other operational information that may reasonably be required

12.9.9.4 The minimum required management reports as identified by the end users of the contract must be provided by the Contractor are required at the stated frequency, in the stated form and to the stated parties. Information supplied in the relevant reports should be sufficient to enable the State to institute investigations or take corrective action. The user departments can request a report on any combination of the following information as set out below as this information is essential for the deliverables stated in this contract.

12.9.9.5 The bidder is required to indicate where, when and with what regularity the data as set out herein will be captured and what measures will be taken to ensure the accuracy of the data.

12.9.9.6 The bidder is also required to ensure that the ability to report on the data as set out above and the flexibility of its system is illustrated in their submission by way of providing examples of current reports or proposed reports with the relevant headings and subsequent information.

13. END USER COMMUNICATION REQUIREMENTS

13.1 The contractor is required to communicate to the official and the Transport Officer via SMS or email (as preferred) in terms of the following:

13.1.1 Upon receiving the application from the official.

13.1.2 The Contractor shall communicate the results of the ITC and affordability checks to the official.

13.1.3 Should the application not be successful because of the results of the ITC and affordability checks, the recourse to be taken by the official will need to be communicated.

13.1.4 When the vehicle order is sent back to the department for verification, the official needs to be notified.

13.1.5 Upon receiving the rectified/verified order back from the end user department the actual

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vehicle to be ordered needs to be communicated to the official as well as the recourse to be taken by the official should the vehicle order not be correct.

- 13.1.6 Once the vehicle order has been placed with the vehicle manufacturer or supplier in terms of contract RT57, the official needs to be notified.
- 13.1.7 The Contractor will need to notify the official for the duration of the manufacturing process by making reference to the various vehicle-manufacturing phases. (See Management of information: RT57 Vehicle Procurement Contract). Such communication shall include whether the vehicle order can still be cancelled or not, if it is delivered or any other action that may be required from the official or in what phase of the manufacturing process the vehicle is.
- 13.1.8 The official will be notified of the vehicle delivery at the dealership and request the official to inspect the vehicle as well as the relevant details to ensure that the vehicle finance contract is signed.
- 13.1.9 Should the interest rate change during the contract period, the official will need to be notified, including the revised amount to be deducted via the government's payroll system.
- 13.2 All the above communication will need to be done in accordance with the applicable legislation and the official need to have the option not to receive the SMS's.
- 13.3 Should the contractor outsource this function a copy of the proposed agreement must be submitted as part of the bid document.

14. CALL CENTRE FACILITY

- 14.1 A call centre facility must be implemented by the contractor at no additional cost to the State for the logging, answering and resolution of queries. The call centre facility needs to fulfil the following requirements:
 - 14.1.1 Operated on all business days from 07:30 to 17:00.excluding weekends and public holidays.
 - 14.1.2 The call centre number may be diverted to a cell phone, this will however only be allowed, where the staff member has full access to the systems of the contractor.
 - 14.1.3 A shared call option will need to be made available for departments and officials contacting the Service Provider.
 - 14.1.4 All calls between The State and the Contractor will need to be recorded for quality and training purposes and the State should have access to such recordings within 48hrs of an incident occurring.
 - 14.1.5 The contractor shall ensure that 98% of all calls be attended to within 1 (one) minute in

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person.

- 14.1.6 An automated telephone answering service does not constitute a call being “attended to”
- 14.1.7 Call centre operators must at least be conversant in English and in at least one of the other official languages.
- 14.2 The call centre function must be performed to address the needs of each specific province/user that partakes in the contract. The bidder will need to establish provincial offices to support the call centre and will need to assist the provinces with the daily management of the contract. This includes applications, vehicle orders, and payment inquiries, and needs to fulfil the requirements of the relevant end user departments.
- 14.3 The call centre will need to be fully functional at the time of the commencement of the contract.
- 14.4 The contractor shall be capable of generating meaningful electronic call centre reports for feedback to the State (This will include, but are not limited to: average call waiting time, call duration, calls dropped etc.) – This information will need to be available per province and for the country as a whole and would need to be reported on, monthly within the first.
- 14.5 The contractor must submit proof that it does have access to a call centre facility or that such a facility can be established within the implementation period of the contract, conforming to the requirements of the Special Conditions of contract RT68-2021_RA. The contractor must submit information in terms of the current or anticipated call centre capabilities in terms of volume and service levels, as well as the capability to generate the reports as required, and the system to be used. Should this function be outsourced to any other company, the outsourced agreement must be supplied

15. PROVINCIAL OFFICES

- 15.1 The Contractor needs to appoint a dedicated individual contact person per province. Failure by the Contractor to appoint a dedicated individual for this contract per province can be construed as breach of contract and will allow the State to take the required action.
- 15.2 Over and above provincial offices requirements in phase 3 of the evaluation criteria, the following provincial offices conditions must be met:
 - 15.3 The dedicated service consultants must at least be able to perform the following tasks:
 - 15.3.1 Assist departments and resolve issues that arise with the day-to-day operation of the contract;
 - 15.3.2 Pro-actively analyse the State’s fleet management costs as well as administration and

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provide fleet management advice and assistance to the State;

- 15.3.3 Assist Departmental Transport Control Officers and Transport Officers on the reports generated;
- 15.3.4 Act as nodal point for the collection of all documents related to the finance and administration processed of the contract.
- 15.3.5 Obtain knowledge of the State's business principles and accordingly assist with the optimization of its fleet. Consequently, the Contractor will be contractually required throughout the contract period to provide recommendations in order to optimally manage the fleet size and cost.
- 15.3.6 Assist with the processes related to the affordability calculations, contract signing and delivery processes of the vehicles.
- 15.4 During the first three (3) months of the contract, the contractor must submit proof of provincial offices by means of a form or municipal rates account, lease agreement or any other documentation that may serve as proof of having a provincial office.
- 15.5 Contractors must provide the functions that will be performed in these offices as well as the number of staff at these locations and their level of expertise.
- 15.6 Offices will be required in Polokwane, Nelspruit, Mafikeng, Bloemfontein, Kimberley, Cape Town, Pietermaritzburg, East London/ Bisho, Johannesburg and Pretoria.

16. COLLECTION OF PREMIUMS

- 16.1 The Contractor shall ensure that they have all the required IT systems in place or subcontract to

a company that has the capability to collect through the government payroll systems under the correct Subsidized Motor Vehicle functions.
- 16.2 The Contractor shall not penalise or implement any measures against any official due to its failure to collect premiums. This includes interest or listing officials at the National Credit Regulator.
- 16.3 The Contractor shall notify the National Department of Transport on a monthly basis of any over or under collections.

17. PAYMENT OF RT57 SUPPLIERS

- 17.1 The contractor should take note that not all the suppliers on RT57 follow the same processes for the issuing of invoices. Some of the OEM's issue invoices upon the vehicle

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being dispatched from the factory and others only when the vehicles are received by the dealerships.

17.2 The contractor will be required to establish processes with each of the RT57 suppliers to ensure that:

17.2.1 Payments to the suppliers are done within the required period of 30 days as per the PFMA.

17.2.2 That re-allocations are minimized by doing another credit check on the individual prior to the vehicle being dispatched by the RT57 supplier.

18. MANAGEMENT OF INFORMATION: RT58 INSURANCE OF SUBSIDIZED VEHICLES

18.1 The Contractor will need to obtain and provide information to and from the contractor appointed in terms of contract RT58 for the insurance of Subsidized Vehicles.

18.2 The Contractor will need to ensure that confirmation of insurance is received from the RT58 contractor. Such a confirmation can be electronically or as otherwise agreed to but needs to be documented for audit purposes.

18.3 The amount of the vehicle to be insured and all other vehicle related information as well as the personal details of the official, department and contact details should be provided to the RT58 service provider on a regular basis and in the format as required by the RT58 service provider or otherwise agreed to prior to the official taking delivery of the vehicle.

18.4 The RT58 service provider needs to be notified within 24 hours of any terminations of agreements that the Contractor may be aware of. Such notification shall be in the prescribed format as required by the RT58 service provider or as otherwise agreed to. As per the contract RT58 for the Insurance of the Subsidized Vehicle, the vehicle will remain insured for the remainder of the calendar month in which the agreement was terminated.

18.5 The RT58 service provider will communicate any information related to vehicles written off to the Contractor as well as ensure that the outstanding amount is settled.

18.6 The Contractor shall provide the contractor appointed in terms of the RT58 Insurance Contract with the correct reference or account number for the settlement of the vehicle account should the vehicle be written off.

19. MANAGEMENT OF INFORMATION: RT62 MAINTENANCE OF SUBSIDIZED VEHICLES

19.1 The Contractor needs to provide the following information to the service provider appointed in terms of contract RT62 for the Maintenance of Subsidized Vehicles:

19.1.1 All vehicle related information as captured through the execution of this contract.

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19.2 All information related to the official, including ID numbers, Peral or Persol numbers, contact details and any other information as required by the maintenance service provider for the execution of the contract.

20. MANAGEMENT OF INFORMATION: RT57 VEHICLE PROCUREMENT CONTRACT

20.1 The suppliers in terms of contract RT57 for the procurement of vehicles can change throughout the finance contract period. The Contractor need to obtain the following information from suppliers on contract RT57, the government vehicle procurement contract:

20.1.1 The Financial Service Provider appointed in terms of contract RT68 will be required to verify the prices invoiced by the suppliers appointed in terms of contract RT57 for the supply of motor vehicles prior to drawing up the financial agreement with the official. Should a financial agreement be drawn up at an incorrect price, the RT68 service provider will be responsible for the cost that will be incurred in redrawing the financial agreement.

20.1.2 All relevant banking details and account information for the payment of vehicles as supplied under the Subsidized Motor Transport Scheme and financed by the Contractor appointed in terms of this contract.

20.1.3 All vehicle types, models and accessories available from the suppliers on contract RT57, vehicle procurement contract

20.2 The prices of vehicles and the subsequent price adjustments on a four monthly basis as managed by the Section: Contracts Management at National Treasury.

20.3 The dealership networks of all suppliers on contract RT57 where vehicles are to be delivered.

20.4 The process for the placement of a vehicle order and the method thereof such as email and verification processes.

20.5 The process for the confirmation of a vehicle order by the supplier on contract RT57 once the vehicle order has been placed. The contractor needs to ensure that the process is at all times documented.

20.6 The number of phases that needs to be completed by the manufacturer to build the vehicle.

20.7 These phases do not need to be the same number of phases for the relevant suppliers but must be numbered. For example: A vehicle in phase 4 of a 12 phase manufacturing process will therefore be communicated as phase 4 of 12, should the vehicle be in phase 4 of a 16 phase manufacturing process it will be communicated as phase 4 of 16. The Contractor will

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need to ensure that the various suppliers in terms of contract RT57 notify them within at least 24 hrs of a vehicle moving from one phase in the manufacturing process to the next.

- 20.7.1 The last phase in which a vehicle order can be cancelled or amended.
- 20.7.2 Anticipated time frames for the vehicle to be transported from the manufacturing or assembly plant to the relevant dealerships.
- 20.8 Arrival of the vehicle at the dealership

21. END USER TRAINING

- 21.1 During the period of the contract, the Service provider shall provide training on an ad-hoc basis countrywide to government officials as per consultation with the State or Provincial Transport departments.
- 21.2 Continuous training will need to be provided at different levels to accommodate administrative, operational staff and managers.
- 21.3 Regular training courses shall address all related systems, processes and fleet management principles and procedures, which have bearing on this contract and can include the following:
 - 21.3.1 General fleet management concepts;
 - 21.3.2 The purpose and method of accessing management reports;
 - 21.3.3 The implications of any system changes;
 - 21.3.4 Risk management
- 21.4 The training programs will be finalized with the successful bidders within 3 months' post award. The Service provider shall provide the State with a manual on systems and procedures relating to the contract.
- 21.5 Training will have to be provided online and should be accessible to all end users of the contract. Where required, the end user department can request for training to be provided onsite.
- 21.6 This training shall be provided to the State as part of the contract and at no additional cost to the State.
- 21.7 The Service provider shall provide a competent training officer to facilitate and provide training at the premises of the various users of this contract on a continuous basis from the commencement of the contract. This shall be provided for all nominated State officials on the "best practices" within the practice of fleet management at no additional cost to the

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State.

- 21.8 The Service provider shall provide detailed reporting on all training undertaken. This will include information such as the type of training provided, names of the officials trained, dates of training and venues.
- 21.9 The state will not require the Contractor to pay for any vehicle user training (in terms of the practical training in the application of the vehicle) but will be required to provide training on how to prevent vehicle abuse and wrongful application.

22. USER SATISFACTION SURVEY

- 22.1 The Service provider must conduct an annual web-based user satisfaction survey aimed at measuring the satisfaction of users with the services provided by contractor. It must include a proposed user satisfaction index and a schedule of user satisfaction criteria. The survey will test user satisfaction levels in respect of the services provided via a representative sample and cross-section of users.
- 22.2 The State can also require the user satisfaction survey to be done manually, should the impression exist that the web-based user satisfaction conducted is not representative.
- 22.3 The State will have to approve the questions to be used in the User Satisfaction Survey prior to the survey being conducted on an annual basis.
- 22.4 All callers that use the call centre must have the option to score or evaluate the service received once the call has been completed.
- 22.5 The user satisfaction survey, which should be included in the annual report to the state should be done in terms of:
- 22.5.1 RT57 Suppliers
 - 22.5.2 Government user departments
 - 22.5.3 Provincial Departments of Transport

23. B-BBEE REPORTING

- 23.1 The Contractor shall ensure that the requirements as set out in the Broad Based Black Economic Empowerment Act, Act no 53 of 2003 as amended. (B-BBEE Act, as amended) is implemented as part of the contract.
- 23.2 The Change Control procedures as set out in this document will be followed in the event that there is a substantial change to the current requirements as contained in the legislation.

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- 23.3 Should any disputes arise in terms of the reporting of B-BBEE, the cost of an independent auditor as appointed by the State will need to be covered by the contractor. Such requests shall be limited to one request for every year of the contract.
- 23.4 The Contractor shall be required to ensure the following:
- 23.4.1 That all service providers on the contract obtain a B-BBEE certificate as issued by a SANAS (South African National Accreditation System) accredited verification agency.
- 23.4.2 That service providers rendering services under the contract are at all times in possession of a valid B-BBEE certificate.
- 23.4.3 The Contractor shall keep a database containing the details of B-BBEE accreditation certificates. This will include the date of the certificate being issued, the company that issued the certificate, the B-BBEE level obtained as specified on the certificate, the certificate number, a breakdown of the B-BBEE point scored in terms of employment equity, skills development, preferential procurement etc., ownership and the expiry date of the certificate.
- 23.5 The contractor shall report to the State on a monthly basis or when requested on the following information:
- 23.5.1 The number of service providers per level in terms of their B-BBEE accreditation certificate.
- 23.5.2 The total expenditure per level in terms of the B-BBEE accreditation certificate. This information will also need to be available per province, per department or per vehicle make or type.
- 23.5.3 The expenditure per category (EME's, QSE's and large) in terms of ownership
- 23.5.4 Database of B-BBEE companies operating as locals
- 23.5.5 Ensuring B-BBEE targets are met in accordance to the DTI Generic Codes especially procurement and enterprise development elements.

24. HDI REPORTING

- 24.1 The contractor is required to report on the percentage of the total value (net invoices value excluding VAT) of goods and services procured from BEE entities during the contract period. This should be available per province or municipal area as well as include reporting in terms of certain ethnic groups must also be accommodated.
- 24.2 Preferential spend on the various categories of services should be reflected.
- 24.3 The following will apply in the measurement of the HDI reporting:

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- 24.3.1 Ownership between 0 % and 100% will be calculated proportionally to the percentage of the ownership of the supplier. (Total expenditure per merchant x % HDI ownership = Total HDI ownership)
- 24.3.2 It will be expected of the Contractor to regularly verify the BEE status of the suppliers on the contract as and when the transactions are conducted.
- 24.4 Should any disputes arise in terms of the reporting of BEE, the cost of an independent auditor as appointed by the State will need to be covered by the contractor. Such requests shall be limited to one request for every year of the contract.

25. DELAYS AND/OR UNSATISFACTORY PERFORMANCE

- 25.1 The contractor shall, at all times, ensure that it renders the services in accordance with the provisions of this Contract and within the delivery times or periods as agreed to between the parties.
- 25.2 This bid is issued with a penalty schedule to manage service failures at any time during the performance of the services, by the service provider, its agents, or subcontractor(s). Potential bidders are requested to familiarize themselves with the penalty schedule.

26. PENALTIES

- 26.1 Failure to render the services as set out in this contract to the acceptable levels, will either constitute a breach in contract that will lead to termination of the contract or the levying of penalties for the rendering of substandard services.
- 26.2 The acceptable level for all services in the contract is set out in penalty schedule.
- 26.3 The feasible timeframes will be negotiated with the contractor, prior to signing the service level schedule, but not the penalty amount.
- 26.4 The following process will be applicable for departments to levy penalties for the non-delivery of services or the delivery of substandard services to the end user departments as per penalty schedule:
- 26.4.1 The end user department shall send a letter to the contractor, copying the National Department of Transport, quoting the relevant clause of the service level schedule, the service that was not rendered along with all supporting documentation substantiating the claim.
- 26.4.2 The contractor will have seven (7) working days to respond to the claim in writing should they not agree of the service failure and provide any substantiating documents in their response.
- 26.4.3 The end user department will have seven (7) working days to either agree with the claim of

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the contractor that the penalty should not be levied or confirm the penalty in writing. Any disputes will be referred to the National Department of Transport who will be regarded as the mediator/arbitrator of such disputes.

- 26.4.4 Upon agreement of the penalty, the contractor shall pay the full amount for all penalties issued within 30 days. In addition, the end user department shall be provided with a full report on all penalties where the process was concluded and corresponding to the amount as reflected as paid.
- 26.5 Consistent or continuous failure by a service provider to rectify specific service failures can constitute a breach of contract and can lead to contract termination.
- 26.6 The same process will apply for all penalties issued by the National Department of Transport with the exception that all amounts will be directly paid to the National Department of Transport.

27. SYSTEM ENHANCEMENT

- 27.1 The Contractor shall constantly seek to enhance its systems and shall evaluate any new technology designed to curb fraud and abuse.
- 27.2 The Contractor's management information systems shall, throughout the contract period, have the capability to be enhanced / customised or provide for newly specified reporting to accommodate the State's changing business requirements, which may include a transition from the current payroll systems in use to a new system during the contract period.
- 27.3 The State shall be consulted before any significant changes to systems are affected and such enhancements should not further change any of the requirements of the State.
- 27.4 Should the State at any time require the use of any new technology in the market that has not been included within this specification, such can be sourced on the request of the State in line with the Change Control procedures as set out in this specification.