



## **CITY OF TSHWANE METROPOLITAN MUNICIPALITY**

### **APPOINTMENT OF A PANEL OF SERVICE PROVIDERS FOR THE SUPPLY, AND DELIVERY OF VARIOUS CATEGORIES OF VEHICLES UNDER FULL MAINTENANCE LEASE, FOR A FIVE -YEAR PERIOD**

#### **1. INTRODUCTION**

The City of Tshwane (CoT) is classified as a Category A, Grade 6 metropolitan municipality. It currently covers approximately 6 368km<sup>2</sup> of Gauteng's 19 055km<sup>2</sup> and stretches almost 121 km from east to west and 108 km from north to south making it the third-largest city in the world in terms of land area, after New York and Tokyo/Yokohama. The City has the Constitutional mandate to execute the local government functions as listed in Schedules 4B and 5B of the Constitution of the Republic of South Africa. The functions listed in the said schedules are executed within the City by the various political and administrative structures as contained in the approved governance model of the City.

The City's strategic pillars are as follows:

- A City that facilitates economic growth and job creation.
- A City that cares for residents and promotes inclusivity.
- A City that delivers excellent services and protects the environment.
- A City that keeps residents safe; and
- A City that is open, honest and responsive.

#### **2. BACKGROUND**

The City of Tshwane's end user-departments are at the fore- front of service delivery, and these consists of departments such as Tshwane Metro Police, Emergency Medical Services, Roads & Transport, Agriculture & Environmental Management and Electricity. Fleet is largely distributed across seven regions within The City as such, departments ought to be adequately resourced with necessary vehicles, equipment and machinery (VEMs) to prevent service interruptions. Corporate Fleet Management's core strategic objective has been set at achieving a minimum monthly performance target of 85% fleet availability city wide, managing approximately 5000 Council owned and leased vehicles, equipment and machinery, 66% owned and 34% leased.

The City previously commissioned a study in order to ascertain the most suitable method through which to undertake its fleet services. The study recommended that one of the interventions that needs to be implemented is a centralised co-sourcing of fleet management. A centralised co-sourced fleet services provision entails a hybrid situation where some fleet management functions are undertaken internally within the City, whilst other functions are undertaken externally by the private sector. In line with the above-mentioned, the CoT intends to appoint the services of suitably qualified and capable service providers to supply and deliver various categories of vehicles under full maintenance lease for a period of five years.

### 3. PROJECT SCOPE

3.1 The City of Tshwane municipality intends entering into a contract for the supply and delivery of various categories of vehicles under full maintenance lease (FML) for a period of five years.

The contract/s will be awarded in five (5) categories, namely A, B, C, D and E. The City of Tshwane's (CoT) business and operational dynamics requires that the fleet be split into various categories, depending on the nature, utilization, and operational environment of the relevant fleet. The below are the various categories of fleet:

- CATEGORY A – Supply and management of non-specialized vehicles with a gross vehicle mass not exceeding 3500kg.
- CATEGORY B – Supply and management of specialized vehicles (excluding waste management vehicles and yellow plant) and vehicles with a gross vehicle mass exceeding 3500kg.
- CATEGORY C – Supply and management of waste management vehicles (including, Skip loaders, Hook lifters, Rear End compactors, Bin washers.
- CATEGORY D – Supply and management of yellow plant.
- CATEGORY E – Supply and management of fire fighting vehicles and equipment (Red Fleet)

The vehicles required includes amongst other the following:

<b>CATEGORY A</b>
<b>VEM Description</b>
Sedan - piston displacement 1500cm <sup>3</sup> -1800cm <sup>3</sup> , Petrol,Manual gearbox
Sedan - piston displacement 2000cm <sup>3</sup> -3000cm <sup>3</sup> , Petrol,Manual gearbox
Hatchback - piston displacement 1500cm <sup>3</sup> -1800cm <sup>3</sup> , Petrol,Manual gearbox
Hatchback- piston displacement 2000cm <sup>3</sup> -3000cm <sup>3</sup> , Petrol,Manual gearbox
Sedan - piston displacement 1500cm <sup>3</sup> -1800cm <sup>3</sup> , Petrol,Automatic gearbox
Sedan - piston displacement 2000cm <sup>3</sup> -3000cm <sup>3</sup> , Petrol,Automatic gearbox
Hatchback - piston displacement 1500cm <sup>3</sup> -1800cm <sup>3</sup> , Petrol,Automatic gearbox
Hatchback- piston displacement 2000cm <sup>3</sup> -3000cm <sup>3</sup> , Petrol,Automatic gearbox
LCV SWB/LWB 4x2, 2000cm <sup>3</sup> -2400cm <sup>3</sup> , payload not less than 1000kg Diesel

LCV LWB 4x4, 2500cm <sup>3</sup> -3000cm <sup>3</sup> ,payload not less than 750kg Diesel
LCV Double Cab 4x2, 2000cm <sup>3</sup> -2400cm <sup>3</sup> , payload not less than 1000kg Diesel, Automatic gearbox
LCV Double Cab 4x4, 2500cm <sup>3</sup> -3000cm <sup>3</sup> ,payload not less than 500kg Diesel, Automatic gearbox
Mini Bus, 15-16 seater, Piston displacement 2500cm <sup>3</sup> to 3000cm <sup>3</sup> Diesel
Panel Van, Medium size, Piston displacement 2500cm <sup>3</sup> to 3000cm <sup>3</sup> Diesel
Motor cycle - On -off road bike minimum piston displacement 1250cm <sup>3</sup> .ABS braking system, supplied and equipped with all pannier boxes top and side mounts. (Petrol)
Sedan 4 doors - piston displacement 2000cm <sup>3</sup> to 2400cm <sup>3</sup> , Minimum of 130KW Petrol High Performance

<b>CATEGORY B</b>
<b>VEM Description</b>
16M Aerial Platform
20M Aerial Platform
Crane Trucks
3Ton-8Ton Dropside Trucks with crew cab
Full canopy plumber trucks
Side Tipping Dropside body trucks
Tractors
6000litre-14000litre water tankers
10 000litre High Pressure Combination sewer jet truck
6m <sup>3</sup> -14m <sup>3</sup> tipper trucks
15Ton-18 Ton Street sweeping truck
65-Seater bus
Diesel Refueling Tanker
Breakdown Recovery Trucks
Rollback Trucks

<b>CATEGORY C</b>
<b>VEM Description</b>
12m <sup>3</sup> Compactors
19m <sup>3</sup> Compactors
Skiploaders
Hooklifts
Bin Washers

<b>CATEGORY D</b>
<b>VEM Description</b>
Combination Backacting excavators/front end loaders - TLB's
Combination Backacting excavators/front end loaders - TLB's 4X4
Combination back-acting 4x4 excavators / front end loaders-TLB with hydraulic drill
Bobcat/skidsteer loader
Vibrating type smooth drum rollers Gross mass: 9 000kg – 13 000kg
Wheel Loader Operating weight: 25 001kg – 36 000kg (minimum dump height of 3m)
Excavator - Hydraulic Type Operating weight: 18 000kg – 22 000kg
Articulated Dump Truck Rated Payload: 20 000kg
Articulated Dump Truck Rated Payload: 30 000kg
Bulldozer Operating Weight: 20 000kg
Sanitary Landfill Compactors Operating Weight: 35 000kg
Heavy Duty Motor Graders
JETVAC Combination high pressure jetting and vacuum
Combination Backacting excavators/front end loaders - TLB's
Combination Backacting excavators/front end loaders - TLB's 4X4
Combination back-acting 4x4 excavators / front end loaders-TLB with hydraulic drill
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Articulated Dump Truck Rated Payload: 20 000kg
Articulated Dump Truck Rated Payload: 30 000kg
Bulldozer Operating Weight: 20 000kg
Sanitary Landfill Compactors Operating Weight: 35 000kg
Heavy Duty Motor Graders

<b>CATEGORY E</b>
<b>VEM Description</b>
Conventional Ambulances
Type 1 Air Truck
Aviation Dry Powder Tender (Airport)
Foam Tender (Airport)
Lighting Unit
Type 1 Medium Engine Pumper
Type 1 Tanker Pumper new
Type 1 Combination Ladder Pumper
Type 1 Foam Tender
Rapid Intervention Vehicles
Heavy Duty Rescue Pumper
Type 2 Mobile Command Unit

## **3.2 Services Required**

The CoT requires a fleet solution and services for various user departments. The project involves the provision of fleet management services to departments over a specified period. The fleet management services to be provided include the following:

### **3.2.1 Leasing of the fleet**

- The CoT requires the services of suitably qualified and capable service providers to provide services in relation to the provision of leased vehicles to the City on a full maintenance to User Departments for the period of five years.
- The CoT requires the use and enjoyment of the vehicles with an option to take ownership at the end of the lease term.
- Source suitable pricing from relevant manufacturers and suppliers in line with the approved specifications supplied by CoT, for the period of five years.
- The potential service providers will be required to price based on specifications provided by the City Users Departments following the appointment of the panel.
- Finance the procurement, initial licensing, registration and delivery of leased vehicles.
- Vehicles delivered must be “fit for purpose” (required attachments, accessories and modifications are completed to fulfil the necessary requirements).
- To manage the value chain, including production schedules, branding, securing the relevant warranties and/ or maintenance plans, as well as the delivery of each vehicle to the CoT.
- The potential service providers will be required to deliver a leased vehicle within three (3) months from date of order. Potential service providers can indicate a lesser time where it is able to deliver vehicles before the required date.
- The potential service providers will be liable for a penalty for each instance where it fails to provide the services as required.

The CoT will not guarantee any quantities in respect of the vehicles specified. However, in consideration of the commercial viability of the associated business transaction, the CoT will endeavor to source all its associated requirements from the appointed contractors, except where the contrary is expressly provided for by the parties in the final agreement or in terms of legislation.

### **3.2.2 Maintenance of the fleet**

- The potential service providers will be required to maintain/ repair all leased vehicles in accordance with the OEM specifications.
- The potential service providers must maintain/ repair all other vehicles in accordance with industry and OEM acceptable standards.
- Potential service providers must identify vehicles that are due for maintenance/ repair, and how the CoT will be informed in this regard.
- Potential service providers must ensure availability requirements are maintained during planned maintenance/repair of a vehicle.
- Potential service providers must maintain all accessories and fitments on the vehicles in terms of OEM specifications.

### **3.2.3 Lease vehicle availability requirement of at least 95%**

- Ensuring that each vehicle is available for the minimum required 95% of the Scheduled Operating Hours (SOH) per month.
- The potential service providers will be required to capture and record the information of availability for each vehicle into an information system, including the scheduled operating hours of each vehicle, in order to monitor the achievement of availability and to report such availability accurately.
- The potential service providers must inform the CoT about the anticipated downtime on a vehicle that has been submitted for maintenance and/ or repairs.
- The availability shall be calculated per Vehicle, and expressed as a percent of the Scheduled Operating Hours for each month, whereby:
- The Daily Vehicle Working Hours (DVWH) shall be expressed either as 12 hours per day or as 24 hours per day.
- Vehicle Working Days (VWD) shall be expressed either as seven (7) days/ week or as five (5) days/week.
- The potential service providers must submit its proposed interventions that it will implement in order to achieve the availability service levels of any vehicle provided.
- The potential service providers will be required to provide the following reports to the CoT, in relation to the management and oversight of the vehicle:
  - A cumulative monthly report of all vehicles and the levels of availability maintained for each vehicle.
  - A cumulative monthly report of all vehicles maintained, serviced and/or repaired during the preceding month/s, including the vehicle class/category, date of repair, description of the repair and total costs incurred in respect of maintenance, service and/or repairs.
  - A cumulative quarterly report, with a consolidated summary of all vehicles, highlighting negative trends and risks in relation to the maintenance and operation of such vehicles.
  - Any other fleet related reports.

### **3.2.4 Provision of Call Centre services**

The CoT requires vehicles to be supported through a CoT dedicated call centre service wherein affected parties can call in to log their queries and report vehicle breakdowns and receive assistance.

- Potential service providers must ensure that vehicles/ clients departments are supported in terms of call centre services (24/7). Calls should be responded to within a prescribed period (30 seconds) and all calls should be recorded. The call centre should be on a Free Call Facility (potential service providers will be required to provide evidence in this regard).
- The call centre will respond to maintenance, breakdowns and service requests.
- Preference will be given to an integrated solution that ensures that the services/information are/is provided within the City environment and that the data can easily be interfaced with the operational information of the City. The possibility of interface with CoT systems or platforms.
- Potential service providers must provide a fully automated reports, not allowing for human intervention or manipulation of information, in terms of required reports.
- The call abandonment rate should not exceed 5%

- The potential service providers will be liable for a penalty for each instance where it fails to provide the services as required.

### **3.2.5 Provision of Management Information System and management reports**

The potential service providers will be required to collect, maintain and provide “up to date” vehicle information (including exceptions), management records and related reports to stakeholders and line managers periodically.

Potential service providers must supply fleet management software, that they will implement within the City’s environment (SAP) to facilitate the efficient management of the fleet in consultation with Group ICT. CoT must be granted full access to the FMS for viewing and extracting reports.

Potential service providers must propose a reporting regime that includes, but not be limited to:

- Detailed operational exception reports (Daily and Weekly);
- Detailed consolidated operational reports with detailed analysis, exceptions and interventions/ solutions (Monthly);
- Comparative summary reports with trend analysis and projections (Quarterly);
- Cumulative reports with trend analysis and projections (Annually).

The potential service providers will be required to arrange for and provide all facilities for proper administration of the fleet.

Potential service providers must ensure that proper administration of fleet will be adhered to within a governance framework (MFMA).

Potential service providers must provide specific mechanisms and systems that they will use to report performance in relation to the following fleet performance indicators:

- Vehicle Availability Ratio - To measure and report on the average time that a vehicle is available for use during any scheduled operating time or shift.
- Vehicle Utilization Ratio - To measure and report on the extent to which the vehicles are used.
- Spare Capacity Ratio - To measure whether sufficient vehicles are available to perform work to the required service level standards and to justify the fleet size or population.
- Measure and report on the Cost-to-Service Ratio.
- Measure and report on the adequacy of the maintenance regime, this will include the provision of the fleet replacement methodology which will assist in determining whether vehicles should be replaced or retained in the fleet.

### **3.2.6 Provision of roadside assistance for covering incidences, inter alia, breakdowns, hijackings or theft**

- The potential service providers must provide, facilitate and manage services related to vehicle breakdown, roadside assistance and towing services including but not limited to execution of the following responsibilities in relation thereto:
- Potential service providers must ensure that the service is available on a 24/7/365 basis, through a toll-free help desk.
- Potential service providers must manage the entire breakdown response process, ensuring continuous liaison and update to the relevant line manager and or driver until the breakdown is resolved.
- The CoT requires that a vehicle is attended (first call) to within 1 hour after the breakdown has been reported.
- Potential service providers must ensure that breakdown calls are recorded and kept for future reference.
- The CoT requires security services for specified instances of breakdown, roadside assistance and accidents as and when required.

### **3.2.8 Provision of Ad-hoc rentals**

The potential service providers will be required to provide and manage services and facilities related to the Ad-Hoc rental of specified vehicles in accordance with CoT requirements. Potential service providers must provide Ad-Hoc vehicle requirements, including, but not limited to, the following:

- Ensuring that Ad-Hoc vehicles are made available at the required locations, as and when necessary and within the shortest possible period after a request (Maximum 4 hours).
- Assisting the CoT to reasonably plan for Ad-Hoc vehicles in order to improve efficiency, quality, reliability, scheduling and the reduction of cost.
- Providing a call logging facility through which the CoT can register a request, extension or termination of an Ad-Hoc vehicle.
- Ensuring that the Ad-Hoc vehicle is fit for the purposes required in terms of the Ad-Hoc vehicle request form; and that it is delivered to the correct location, as specified.
- Providing an analysis of all Ad-Hoc vehicles provided.
- Providing a monthly report or relating to Ad-Hoc vehicles ordered and/or delivered for use, including reference number, date of order, date of delivery, vehicle category, term of rental, rental rate/cost, and kilometres travelled as well as indicate the delivery timing of the Ad-Hoc vehicle.
- Ensuring that each Ad-Hoc Vehicle delivered to the User Department is available for 100% of scheduled operating hours.
- Ad-Hoc rental usage will not exceed 120 days, unless specifically required.

### **3.2.9 Provision of licensing services and electronic tolling devices**

- The potential service providers will be required to provide, facilitate and manage services to ensure that vehicles are registered and licensed at all times, including obtaining certificate of fitness (COF) and operator cards where necessary.
- The potential service providers will be required to arrange for and provide facilities for registration and licensing of the specified vehicles in accordance with relevant legislation, including the registration of specified vehicles as emergency vehicles.
- Potential service providers must fulfil the requirements of the City as it relates to the licensing of vehicles.



### **3.2.10 Traffic fines management**

- The potential service providers will be required to arrange for and provide facilities for the administration of driving licences as well as the redirection and settlement of traffic fines, including but not limited to:
- Registration and authorisation of each driver that has been approved to drive a vehicle managed by the successful potential service providers.
- Informing the CoT of the validity of the driver's licenses or Professional Driving Permit of any driver that intends to use a vehicle.
- Redirecting all infringement notices in respect of relevant Vehicles in accordance with the AARTO regulations.
- Developing and maintaining an updated database of all authorised drivers and all other information or data relevant for the management and redirection of fines.
- Identifying repeat offenders and reporting same for intervention and management of the risk by the User Department Fleet Manager.
- Potential service providers must ensure that traffic fines are registered and administered timeously, including redirecting of fines to the relevant driver, where necessary. Potential service providers must include in their proposal how they intend to manage the driver database.
- The potential service providers will be liable for a penalty for each instance where it fails to provide the services as required.

### **3.2.11 Provision for the management of vehicle abuse**

The potential service providers will be required to arrange for and provide vehicle cleaning services for the vehicles in accordance with manufacturer's specifications/ recommendations and pre-agreed schedules.

- Potential service providers must ensure that the vehicles and equipment will be cleaned/ sanitized regularly, including the decontamination, e.g. primary response vehicles.
- Potential service providers must ensure that cleaning and sanitization of vehicle fitments are completed as required by the OEM's.
- Potential service providers must provide monthly reports indicating each vehicle that was cleaned, lubricated, sanitised and decontaminated.

### **3.2.12 Training of User department personnel as fleet officers**

The potential service providers are required to train CoT employees (drivers) on product specifications. The potential service providers are required to train CoT employees (fleet managers) on fleet management annually, three people per User Department.