

Mandatory Requirements

These are mandatory requirements. If a bidder does not comply with each of the mandatory requirements, the bid shall be deemed non-responsive. The bidder is requested to substantiate the specified capability of the equipment offered in response to these mandatory requirements. Failure to fully substantiate compliance or non-compliance to the recommended criteria will be regarded as non-compliance and will result in the bid shall be deemed non-responsive.

No unsubstantiated requirements will be allowed. If a response to a question has been indicated as “comply”, but not substantiated, it shall be regarded as mandatory non-compliance and the bidder shall be deemed non-responsive.

(M) Mandatory Requirements

M1. Mandatory certification requirements

- M1.1. All enforcement equipment to be provided shall be SANS 1795 compliant and certified as “type approved” by an independent laboratory and only equipment which is currently “type approved” will be considered for this tender.
- M1.2. This certification shall be for all equipment to be used for enforcement.
- M1.3. Each set/type of equipment shall have the required SANS 1795 certificate
- M1.4. This includes, as a minimum current and valid certificates for the following:
 - M1.4.1. Red-light enforcement cameras systems
 - M1.4.2. Speed enforcement systems [Point]
 - M1.4.3. Average speed [distance over time] enforcement systems

M2. The system shall use a video camera as the primary image capture device with the following minimum capabilities:

- M2.1. Image capture sensor, 2/3 inch or greater at a resolution at 5M pixels or more
- M2.2. Video resolution of 720p HD, or better, using MPEG-2 compression, or similar, for video-clips of each and every infringement captured
- M2.3. Minimum of 5 second video buffer for each and every infringement (red-light, speed and combination infringements, and additional charges where relevant such as barrier line non-compliance) is captured
- M2.4. In accordance with SANS 1795 requirements the date, time and location shall be embedded in every video file which is encrypted
- M2.5. Real time on-board ANPR function capturing all legitimate number plates under ideal conditions and comparing in real time against a vehicle wanted list and providing operator alerts

M3. The system shall have the following automatic modes of enforcement:

- M3.1. Non-intrusive video based speed enforcement
- M3.2. Non-intrusive video based red-light enforcement with video-based non-intrusive red-light phase detection for the Radar requirement
- M3.3. Non-intrusive vehicle classification based speed (video) enforcement for the Radar and Laser requirement, including public transport vehicles
- M3.4. Built in point-to-point video based average speed enforcement via the integrated back-office function with built in real time ANPR

M3.5.	Stop line enforcement with speed and video evidence (radar equipment)
M3.6.	Non-intrusive video based barrier line and yellow lane driving enforcement
M4. The operator will gain access to use the system via a:	
M4.1.	Smart-card electronic operator identification system
M4.2.	Personalized smart-card with ID photo to be provided once operator is certified
M4.3.	System will not operate without authorized electronic identification

Recommended Requirements

The bidder is requested to substantiate the specified capability of the equipment offered in response to these recommended requirements. Failure to substantiate compliance or non-compliance to the recommended criteria will be regarded as non-compliance and will result in a zero rating. Bidders must score 75% or more to advance to the next step in the evaluation process.

These are recommended minimum requirements. Equipment provided should be equivalent of better than specified hereunder.

(R) Recommended Requirements	
R1. Minimum accreditation requirements	
R1.1.	TCSP Guideline compliant
R1.2.	Written authorization from a DPP to operate the Multi-Purpose Road Traffic Enforcement Camera System in stand-alone mode (no operator) in a plinth-mounted secure housing.
R2. Minimum technical requirements	
R2.1.	Processor: Intel(R) Core(TM) i7-3612QE Quad-Core CPU @ 2.10GHz or better
R2.2.	Memory: 4 GByte RAM or better
R2.3.	Storage: 128 GByte (or greater capacity) Solid-State hard-drive
R3. Minimum integrated functional requirements for Multipurpose Road Traffic Enforcement Camera System unit supplied	
R3.1.	Standard requirements for all camera units:
R3.1.1.	Real-time Automatic Number Plate Recognition for each vehicle measurement
R3.1.2.	Number Plate output in data file
R3.1.3.	Provide Number Plate read confidence indication in data file
R3.1.4.	GPS coordinates shall be provided on the infringement data block
R3.2.	For Radar requirements:
R3.2.1.	Radar type C (as per TCSP guidelines definition) showing distance, angle and speed in the infringement data block
R3.2.2.	Vehicle classification is provided in the data file for infringements where the class speed limit is enforced
R3.2.3.	Vehicle classification, is verified in the integrated back-office using the eNaTIS vehicle class

(R) Recommended Requirements

- R3.3. For Laser requirements
 - R3.3.1.1. Full automatic mode of operation, un-triggered
- R3.3.2. Configurable capture windows based on distance to vehicle

R4. Minimum Communications requirements

- R4.1. Wireless LAN
- R4.2. 3G or better
- R4.3. Remote flash connection
- R4.4. USB 2.0 or better

R5. Location identification

- R5.1. GPS (on data block)

R6. Required night-time illumination

- R6.1. LED infrared or white light flash
- R6.2. Remote triggering via wireless connection to the Multipurpose Road Traffic Enforcement Camera System
- R6.3. Able to illuminate at full video frame rate

R7. Minimum road-side housing requirements

- R7.1. Camera and processor housing
 - R7.1.1. Single integrated housing for camera, processor, storage and all other elements of the system, excluding only the remote flash unit
- R7.2. Light-weight housing of the Multipurpose Road Traffic Enforcement Camera System with:
 - R7.2.1. power supply connection,
 - R7.2.2. smart-card sensor,
 - R7.2.3. integrated GSM and GPS antenna,
 - R7.2.4. tamper alarm input
 - R7.2.5. USB and Ethernet ports, and
 - R7.2.6. LED status indicators
- R7.3. Road-side secure housing as per requirements
 - R7.3.1. 3-point lockable housing
 - R7.3.2. Equipped with integrated tamper alarm sensor, including accelerometer with automatic SMS alert broadcast via the Multipurpose Road Traffic Enforcement Camera System
 - R7.3.3. Carry handles
 - R7.3.4. Built in battery housing compartment
 - R7.3.5. The housing should be attached, with concealed internal fasteners not accessible from outside the housing unit, to a permanently secured (embedded) concrete plinth with attachment points
- R7.4. As a minimum, the road-side configuration shall include the following options
 - R7.4.1. Tripod mounted (mobile, operator required)

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- R7.4.2. Plinth mounted (secured and embedded)
- R7.4.3. Pole mounted (secured)
- R7.4.4. On-site battery operation

R8. Multipurpose Road Traffic Enforcement Camera System, minimum requirements for user interface is:

- R8.1. Remote computing device (tablet PC or similar)
 - R8.1.1. Control all major camera and system functions
 - R8.1.2. Monitor system status remotely
 - R8.1.3. Receive live infringement picture updates
- R8.2. Web-based access shall be via Wi-Fi and/or 3G (secure APN network) and secure Ethernet using any HTML5 compliant browser
 - R8.2.1. Live view of infringements, including during infringement capture
 - R8.2.2. Display, with paging, of the last 20 infringements as a minimum
 - R8.2.3. Live video while capturing infringements streamed to the user interface device
 - R8.2.4. Capability of both manual and GPS based configuration of location codes
 - R8.2.5. Live display of total vehicle counts and infringement count statistics for the session or day
 - R8.2.6. Live display of hourly breakdown of Vehicle count and Infringement count statistics for the session or day
- R8.3. Real-time display of Multipurpose Road Traffic Enforcement Camera System status:
 - R8.3.1. Graphical summary of system status
 - R8.3.2. Serial number
 - R8.3.3. Location
 - R8.3.4. Calibration date
 - R8.3.5. Camera optics status
 - R8.3.6. Networking interfaces
 - R8.3.7. GPS location
 - R8.3.8. Compass heading
 - R8.3.9. Power-supply
 - R8.3.10. Internal operating temperature

R9. Other elements

- R9.1. Configurable automated download to the integrated back-office of infringements via any network interface, Wi-Fi, 3G or Ethernet, with push/pull filtering based on as a minimum of:
 - R9.1.1. All new
 - R9.1.2. Last Week
 - R9.1.3. Last Month
 - R9.1.4. All stored infringements
 - R9.1.5. Electronic laser alignment for Laser based trigger

(R) Recommended Requirements

- R9.1.6. On-site setup of red-light enforcement
- R9.1.7. On-site configuration of point-to-point speed enforcement sections using GPS co-ordinates and identifying “linked” point-to-point camera via integrated back-office system

Specifications

1. SPEED LAW ENFORCEMENT EQUIPMENT AND CAMERA SERVICES

- 1.1 The service provider will provide the following camera services:
 - 1.1.1 The service provider will for purposes of the agreement, as and when directed in writing by the municipality, supply and install up to:
 - 1.1.2 **[QUANTITY]** fixed installation digital camera systems to record speed and red light violations to cover approved intersections.
 - 1.1.3 Ancillary equipment for the fixed cameras referred to above at such locations as may be determined from time to time by the Municipality and provided such locations have been authorized for the use of such equipment by the Director of Public Prosecutions.
 - 1.1.4 **[QUANTITY]** portable digital speed enforcement systems that measure the speed of passing vehicles via a Laser/Radar speed measurement device. Mobile digital camera systems to record speed violations and ancillary equipment which include tripods, field power pack units containing high-performance rechargeable battery packs, field computer units with GPRS modem, portable flash units illumination, units for night-time operations, other accessories and equipment required for successful operation of the cameras.
 - 1.1.5 A minimum of **[QUANTITY]** vehicles to provide technical and other support during camera operations.
 - 1.2 As a minimum, the fixed and portable digital camera system shall be compliant with the following:
 - 1.2.1 SABS 1795, including Part 5 "Data capturing and recording devices for road traffic law enforcement equipment".
 - 1.2.2 Guidelines issued by the technical committee on Standards and Procedures (the TCSP).
 - 1.2.3 Assist to obtain approval for the Director Public Prosecutions.
 - 1.2.4 The camera systems shall produce evidence of each offence in full compliance with SANS 1795 and the National Prosecuting Guidelines as issued by the National Department of Transport Technical Committee for Standards and Procedures, in digital form with all required infringement information (Including any amendments during contract period).
 - 1.2.5 Provide an image of the offence showing a wide angled context of the offence as well as details of the offending vehicle.
 - 1.2.6 Evidence produced must be tamper detectable and the stored imagery and data shall be encrypted to ensure that it is authentic and tamper free 1024-bit encryption will be preferred.
 - 1.2.7 Fixed camera systems must provide for multiple lane speed and red light violation enforcement (two lanes per camera) as required. Fixed Camera systems must provide passive (Infrared) and active illumination enabling successful night-time operation.

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- 1.2.8 Fixed camera systems must be fully protected against vandalism and personnel who will be in charge of the camera on site at the expense of the Service Provider.
- 1.2.9 Mobile camera systems must be portable and be able to be carried by one person and allow for quick and easy transfers between sites and user friendly set-up procedures.
- 1.2.10 Mobile speed measuring cameras must include fully approved laser/RADAR cameras, which should have capabilities of covering multiple lanes and operate in both directions simultaneously.
- 1.2.11 Mobile camera systems must have sufficient battery capability to allow operation during an entire shift without recharging.
- 1.3 The service provider must:
 - 1.3.1 Prepare and submit any way-leave applications in conjunction with the Municipality, sitemaps and other supporting documentation necessary and ensure that the required permits and/or licenses and regulatory approvals have been obtained before installation of the cameras and ancillary equipment.
 - 1.3.2 Conduct field surveys and produce statistics on road usage and offence patterns at specific sites as and when directed by the Municipality to determine the need for fixed or mobile camera deployment at any site. Supplier must show proof of having submitted such surveys elsewhere in South Africa.
 - 1.3.3 Inspect the cameras and ancillary equipment at least once per month to ensure that the cameras and ancillary equipment are in good working order, neat and well maintained at all times. The inspection reports must be submitted to the chief traffic officer.
 - 1.3.4 Comply with any requirements from the Municipality in respect of fixed camera installations and supply any additional equipment as may be specified by the Municipality from time to time in order to facilitate inspection and operation of the fixed cameras.
 - 1.3.5 Maintain the cameras and ancillary equipment and ensure that it is properly and regularly serviced in accordance with the recommendations of the manufacturer or supplier of the cameras.
 - 1.3.6 Repair any damage to or defects in the cameras and ancillary equipment, provided that if a camera cannot be repaired, a replacement camera must be made available within a reasonable timeframe. Replacement cameras must comply with all requirements in terms of this contract.
 - 1.3.7 Calibrate the cameras at 6{six} monthly intervals, or as required by the Director of Public Prosecutions and as published in the Prosecution Guidelines, or at such other intervals as may be required by the Municipality from time to time and ensure that the updated calibration certificates are provided to Municipality.
 - 1.3.8 Provide on-site field support to the Municipality's employees using the mobile cameras wherever they may be deployed, by rendering any technical assistance that may be required and by downloading images and data in the field as necessary, during the hours that the mobile cameras are used.
 - 1.3.9 Upon appointment provide training workshops on the use of the cameras and ancillary equipment to the employees of the Municipality and thereafter as and when required by the Municipality.
 - 1.3.10 Obtain insurance covering damage or loss of the service provider's cameras and ancillary equipment for any reason and maintains such insurance for the duration of this agreement.

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Submit a certificate confirming that the service provider has comprehensive liability insurance for any third party claims which will therefore indemnify the municipality against any claims.

- 1.3.11 Upload all camera images, data and capture any additional particulars as may be required to successfully prosecute the offence.
- 1.3.12 Ensure that the service provider system "force" each image to be adjudicated by a peace officer and be capable of identifying the peace officer responsible for the adjudication. Officers should further be able to prosecute "additional (non speed) offences" identified from the evidence presented to them.
- 1.3.13 Ensure that the service provider system shall not allow any image to be tampered with, deleted, cancelled or rejected by ANY person other than the adjudicating officer and that it provides detailed statistical reports on the number of images uploaded, adjudicated, accepted or rejected by each adjudication officer with appropriate reasons for rejections.
- 1.3.14 Provide the Municipality with the images and data in a suitable electronic medium to be kept as prime evidence for the prosecution of cases in court as required by applicable legislation.
- 1.3.15 Provide an internet facility which must include, but not be limited to, viewing of all images and related data captured by the cameras and the payment of any camera related fines. It is required that web-sites must have on-line, real-time payment facilities. Service Providers will have to submit proof that they have developed and operated such web-based payment facilities.
- 1.3.16 Make available the images and data to the Municipality, or any other party as directed by the Municipality.
- 1.3.17 Produce expert evidence in court (either documentary or viva voce) supporting the use of the cameras for the purposes of traffic law enforcement if this should be challenged on technical grounds, provided that the intellectual property of the manufacturers of the cameras is not compromised.
- 1.3.18 Provide the Municipality with a system for remote monitoring of camera operation. Service providers must be able to demonstrate this capability upon appointment.
- 1.3.19 Ensure that their system is AARTO (Administration and Adjudication of Road Traffic Offences) compliant and can interface with NATIS.
- 1.3.20 Acknowledge that AARTO might be implemented during the contract period. In this regard, service provider will have to re-negotiate the Service Level Agreement covering all aspects of the AARTO legislation.

1.4 Electronic Ticketing Devices

The contractor shall provide, as and when required by the Municipality, portable hand held devices and associated printers for the issuing of Section 341 notices and Section 56 summonses electronically in the field. The hand held devices shall:

- 1.4.1 Run software that interfaces fully with the contravention system to produce Section 341 notices and Section 56 summonses containing all the information required by applicable legislation for issuing on the road.
- 1.4.2 Have the capability to issue 3 Charges per Section 341/56 Summons.
- 1.4.3 Have an Off-line capability to ensure Driver License can be scanned and decrypted and 341 notices/ 56 summonses can be issued even if the device is offline
- 1.4.4 Communicate with the contravention system wirelessly while operated in the field and upload cases to the contravention system for further processing.

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- 1.4.5 Be capable of Wi-Fi as well as LAN communication to ensure fast configuration and uploads when docked in the back office.
- 1.4.6 Be able to scan both the vehicle license disk as well as driver's license barcodes and populate extracted information automatically on the notice or summons produced.
- 1.4.7 Be able to take a photo of the offender or offending vehicle and append such photo as part of the case evidence.
- 1.4.8 Be able to record the signatures of both the officer and the offender as a JPG image for inclusion on the documents produced and for transmission with the completed offence record when uploading to the contravention system.
- 1.4.9 Be able to be tracked by the back office using the GPS coordinates of the device and capable of using the GPS coordinates of the device when an offence is recorded and converting it into an offence location for insertion on the notice or summons.
- 1.4.10 Be able to optionally perform live queries on the NaTIS system and the SAPS wanted vehicle database or the relevant backoffice database for outstanding warrants of arrest.
- 1.4.11 Contain a complete set of the following static data components for selection by the officer during capture of the offence:
 - 1.4.11.1 Notice numbers (obtained in blocks from the contravention system)
 - 1.4.11.2 Court name (from the contravention system)
 - 1.4.11.3 Court date (from the contravention system)
 - 1.4.11.4 Payment due dates
 - 1.4.11.5 Charge description with fine amounts
- 1.4.12 Meet IP64 standards for moisture and dust intrusion
- 1.4.13 Be designed to withstand 1.5 metre drops to concrete.
- 1.4.14 Have a high resolution, sunlight readable display.
- 1.4.15 Have a minimum six hour battery life.

The portable printers shall:

- 1.4.16 Be small and lightweight for carrying on a belt clip or shoulder strap.
- 1.4.17 Meet IP 54 standards for moisture and dust intrusion.
- 1.4.18 Be designed to withstand 1.5 meter drops to concrete.
- 1.4.19 Have long lasting battery life for minimum 6 hour operation under normal printing conditions.
- 1.4.20 Be able to print the required notices or summonses on a paper roll of at least 70 millimetres in width.
- 1.4.21 Be able to communicate with the hand held device through wireless LAN or Bluetooth.

2. SERVICE CENTRE SERVICES

The service provider shall:

- 2.1 Establish a Service Centre
 - 2.1.1 Establish a Service Centre at conveniently located premises as agreed in writing with the Municipality.

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- 2.1.2 Ensure that the Service Centre is operated by the service provider employees during the Municipality's normal office hours, or any other hours as may be agreed in writing between the parties.
- 2.1.3 Provide and operate a service provider system software package developed for the administration and management of Traffic and By-law contraventions in terms of the Criminal Procedure Act (Act 51 of 1977) or as amended.
- 2.1.4 Implement measures to ensure that the Service Centre operations comply with directives of the Municipality, the courts, the Directorate of Public Prosecutions and the guidelines issued by the Technical Committee for Standard and Procedures (TCSP).
- 2.2 Staffing, sub-service contractor and agents
- 2.2.1 Appoint adequate staffing as required by the service provider in order to fulfill its obligation in terms of the provisions of this agreement.
- 2.2.2 Provide adequate management expertise and supervision in the Service Centre to effectively manage all its functions.
- 2.2.3 Ensure that all service provider employees are suitably qualified and/or trained to perform duties of the service provider in terms of this agreement.
- 2.2.4 Take sole responsibility for any sub-service providers and agents. The service provider may appoint to assist in delivering the service provider service and acknowledge that the service provider remains solely responsible for ensuring that the service provider service is rendered in accordance with the terms and conditions of this agreement.
- 2.3 Hardware, software and networking
- 2.3.1 Provide sufficient hardware, software and networking in order to meet its obligations in terms of this agreement and to operate the service provider system at optimal efficiency.
- 2.3.2 To manage and maintain its hardware, software and networking with due diligence, which entails at least the following (but is not necessarily complete)
- Hardware, software and networking maintenance
 - User manuals
 - Backup and recovery
 - High system availability
 - Disaster recovery
 - Business continuity
 - Software legitimacy
 - Security, software updates and virus, malware, spam etc. Protection
 - On-going training for the Municipality's employees in the optimal use of the service provider's systems
- 2.3.3 Provide internet access to the service provider's system with the correct security and access permissions to Municipal employees.
- 2.3.4 Ensure the System has the capability to Interface with the current finance system of the Municipality.
- 2.3.5 Ensure that all relevant evidence associated with infringements is available electronically.

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- 2.3.6 Make available to the municipality every month (from the end of the first month of the contract until the end of the last month of the contract) all the data of that specific month in electronic media that is acceptable to the municipality, in such a way that the municipality's designated employees can fully use the data, without the service provider's system, that is they are able to use, read, copy, print the data and be able to transfer the data to another system.
- 2.4 Functions performed by the Service Centre:
 - 2.4.1 Automatically update the service provider system by importing offence records from camera related offences.
 - 2.4.2 Provide sufficient technical support and provide expertise to ensure that the service provider's system continues to perform optimally, that any technical problems on cameras are resolved immediately without any delays.
 - 2.4.3 Establish an interface with NATIS in order to automatically obtain name and address details of registered owners of offending vehicles and update the service provider system accordingly.
 - 2.4.4 Establish an interface with NATIS that allows enquiries on the ownership particulars of individual vehicles directly on NATIS.
 - 2.4.5 Generate, print and process the following documents and, where applicable provide postage and ensure the mailing thereof as necessary:
 - 2.4.5.1 Section 341 notices (camera mailers)
 - 2.4.5.2 Notification of No Admission of Guilt offences
 - 2.4.5.3 Notification of Red light Violation Offences and other offences
 - 2.4.5.4 Notice Before Summons (2nd notice)
 - 2.4.6 Include an image and relevant offence details on Section 341 notices printed in respect of camera related offences.
 - 2.4.7 Comparison of monthly offence volumes.
 - 2.4.8 Provide a status report of all offences at the various processing stages on a monthly basis.
 - 2.4.9 Ensure that the service provider system provides a cancellation report of old cases after the manual cancellations were done by the Municipality as per directive of the applicable court on a daily basis.
 - 2.4.10 Ensure that the service provider system provides a detailed report of revenue and expenditure of all payments together with a list of all payments made by credit cards on a monthly basis.
 - 2.4.11 Ensure that the service provider system provides an option to print a blank court register, standard letters as well as charge sheets when needed at court.
 - 2.4.12 A detailed report of the outstanding representation results outlining the initial amount per infringement and the reduced/cancelled amount per infringement.
 - 2.4.13 Provide monthly statistics on officer's productivity on daily basis.
 - 2.4.14 Ensuring that the service provider system is fully auditable and able to produce reports and on screen logs of all activities on the system for each offence, including the time and date of the offence, details of the user and activities, data element added, or changed, or deleted by any user, or system transaction. These activity logs should also be available per user.
 - 2.4.15 Ensure that the service provider system can create monthly maintenance report, upload of Municipal charge book for easy reference and camera data export report.

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- 2.4.16 Ensure that the service provider system is capable of controlling individual user access and functions through a system administrator assigning user rights on the system in a hierarchical manner to individual users, or groups of users.
- 2.4.17 Ensure that the service provider system provides for an integrated module for officer book administration, including but not limited to, the allocation of books to individual officers or officer groups, monitoring of notices handed in by individual officers, alerting of outstanding notices per book and per officer.
- 2.4.18 Ensure that the service provider system provides a data captured statistics report of each user on a daily basis.
- 2.4.19 Ensure that monthly statistics is available by the 1st of each month. On productivity of both fixed & portable digital cameras.
- 2.4.20 Ensure an immediate response on ad hoc reports needed for management purposes.
- 2.4.21 Resolving problems on software as per an agreed SLA.
- 2.4.22 Ensure that extraction of statistics is done immediately e.g. Notice issued by officer per officer code, statistics by groups or law enforcement done on a specific offence.

2.5 Serving of summonses

The service provider shall:

- 2.5.1 Appoint an adequate number of serving agents inside and outside the boundaries of the Municipality to serve the summonses generated by the service provider system.
- 2.5.2 Ensure that serving agents appointed to serve summonses within the boundaries of the Municipality are duly authorized and approved by the Municipality.
- 2.5.3 Remunerate serving agents for summonses paid as per agreement with the municipality.
- 2.5.4 Ensure that the service provider system is capable of registering all appointed serving agents, tracking summonses allocated to individual serving agents and reporting on serving agent performance and the status of every summons at any time.
- 2.5.5 Take effective steps to ensure that the serving agents do not collect any monies and that they perform their duly authorized functions according to applicable laws and regulations.
- 2.5.6 Administer all summonses and the allocation thereof to serving agents, provided that the Municipality will be responsible for stamping all summonses produced by the service provider system.
- 2.5.7 Allow the checking and stamping of summonses by the Municipality's employees and ensure record is kept before issuing.
- 2.5.8 Facilitate and support the serving of summonses by the Municipality's employees at roadblocks, or/as when determined by the Municipality.
- 2.5.9 Provide a facility for immediate, on-site production of summonses at roadblocks for purposes of serving on offenders that have been stopped at the roadblocks.

2.6 Payment facilities

The service provider shall:

- 2.6.1 Ensure that the service provider system has an integrated cashiering facility that enables the Municipality's cashiers to take Spot Fines, Admission of Guilt Fines and Contempt of Court Fines online at remote workstations.

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- 2.6.2 Ensure that the service provider system provides for the following in respect of cashiering transactions:
 - 2.6.2.1 System printed receipts.
 - 2.6.2.2 Show balance of outstanding fine amount on receipts per individuals.
 - 2.6.2.3 Receipt reprints by authorized supervisor.
 - 2.6.2.4 Cancellation of payment transactions only by authorized supervisor.
 - 2.6.2.5 Cancellation of previous dates not reflecting on current transaction date only by authorized supervisor.
 - 2.6.2.6 Prohibits taking of payments before the corresponding notices have been captured.
 - 2.6.2.7 Daily cashing-up reports showing the daily transactions for the cashier and giving the amounts taken by payment type (cash, cheque, etc.)
 - 2.6.2.8 Provide report showing payments transactions cancelled by, authorized supervisor.
 - 2.6.2.9 Audit trails and reports as necessary for auditing purposes must be made available as soon as requested by Management.
 - 2.6.2.10 Provide monthly payment reports comparing the three previous months.
 - 2.6.2.11 The service provider will indemnify the municipality against any third party claims as a result of the service provider's direct or indirect negligence.
- 2.6.3 Provide a website that allows the public to enquire on outstanding fines. The system should allow the public to register in order to view their outstanding fines, electronic payment of fines after electronic validation of the fine payments on the service provider system, electronic updating of the service provider system with fine payments so taken, and electronic transfer of money taken for fines into the Municipality's bank account.
- 2.6.4 Facilitate payment by 3rd parties such as Banks, Payfines, Viewfines, Easy Pay and Pay@ (retail stores) and SAPO. Service providers must be able to demonstrate experience of facilitating of payments by third parties.
- 2.6.5 Import and export of a daily consolidated data file received in harmony with the Municipality's financial system of all categories of traffic fine payments in order to record on the service provider system the payments envisaged above.
- 2.7 Offender tracing and call centre
 - The service provider must:
 - 2.7.1 Establish and operate an outbound compatible Call Centre including a SMS and e-mail service which shall be utilized to perform the following functions:
 - 2.7.1.1 Trace offenders with inaccurate address details telephonically.
 - 2.7.1.2 Update service provider system with change of offender details.
 - 2.7.1.3 Remind offenders of upcoming court dates.
 - 2.7.1.4 Notify offenders of warrants of arrest authorized.
 - 2.7.1.5 Any other activity that may be necessary to communicate with or trace offenders.
 - 2.7.2 Take effective steps to ensure that call Centre employees conduct the various type of telephone calls to offenders in accordance with scripts approved by the Municipality at own cost.

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- 2.7.3 Trace offenders who cannot be reached by introducing and utilizing innovative methods of tracing, including obtaining of up to date particulars such as details and telephone numbers from commercial databases available from credit bureaus.
- 2.7.4 Introduce measures to manage infringements for proxies and as a minimum provide a facility to enable pre-directions (update infringer details prior to printing infringement) for subscribed proxies.
- 2.7.5 Create and maintain a database with the most recent known and confirmed particulars of offenders including full names, ID numbers, address details and telephone numbers and update the offender's database whenever more recent or more accurate particulars of an offender obtained.
- 2.7.6 Utilize the confirmed particulars in the offender database in the first instance for the production of notices and summonses.
- 2.7.7 Ensure that the service provider system has the facility to produce reports detailing conflicts between the information captured and the information received from the Natis.
- 2.7.8 Ensure that the service provider system has the facility to record the registration numbers of vehicles using false number plates and prevent notices from being sent to the legitimate owners of such vehicles.
- 2.7.9 Provide reports to the Municipality giving details of vehicles using false number plates.
- 2.8 Warrant of arrest administration and planned roadblock support

The service provider must:

- 2.8.1 Ensure that warrants of arrest are properly cancelled upon expiry of their period of validity and marked as cancelled on the service provider system.
- 2.8.2 Provide facilities for the immediate production and printing of summonses at the roadside to allow serving on previously untraceable persons.
- 2.8.3 Provide facilities for the immediate production and printing of scanned copies of warrants of arrest summons and returns of service at roadside enforcement operations.
- 2.8.4 Provide systems for the transmission of electronic copies of documents and printing at the roadside as necessary.
- 2.8.5 Provide facilities for online enquiries on the service provider system and the viewing of camera images at the roadside.
- 2.8.6 Provide facilities for online payments on the service provider system at the roadside.
- 2.8.7 Provide secured facilities accepted by the Municipality for the taking of fine payments at planned road blocks when this is approved by the Department of Justice.
- 2.8.8 Assist with roadside enforcement operations by:
 - 2.8.8.1 Providing the equipment necessary for conducting of the efficient roadside enforcement operations, including portable computer, printers, scanners, fax, facilities, electronic information generators, signs, cones, retro-reflective barrier tape fitted in a mini bus.
 - 2.8.8.2 Preparing and updating the database for the License Plate Recognition System, including outstanding warrants of arrest, duplicates number plates, outstanding summonses, stolen vehicles, unknown addresses, or any other data sets specified by the Municipality, which will be fitted in a vehicle.
 - 2.8.8.3 Operations will be as per request of the Municipality including weekends and holidays.

ADVANCED ROAD SAFETY LAW ENFORCEMENT SOLUTION SPECIFICATIONS

3. SERVICE FEE:

- 3.1 The Service Provider will be paid on paid camera offences in terms of the TCSP guidelines from the date the agreement is signed and with regard to offences captured with the successful Service Provider's equipment.
- 3.2 A paid fine is considered to be a fine that has been settled by the payment of one fine amount regardless of how many charges were included in the fine.
- 3.3 A phasing period of eighteen (18) months shall apply for the payment of outstanding fines, calculated from the first day after the expiry date of the agreement. The Service Provider shall for this period allow the Client to have access to its contravention system. During this period, payments shall be accepted by the Client and representations shall also be done. The Service Provider shall be entitled to a service fee on paid fines as per the original agreement.
- 3.4 The Service Provider shall within ten (10) days after the end of each month submit separate reports for the payment of cameras fines and third (3rd) party payments to the Client. The invoices (camera payments and third (3rd) party payments shall be separated for payment purposes.

Functionality Score

Service Providers must be able to do presentations about their company and products at their own costs and at a time and venue that will be determined by the Municipality.

The maximum points for this bid are allocated as follows:

	Points
Price (80 points)	80
B-BBEE status level of contribution	20
Total points for Price and B-BBEE must not exceed	100

Experience

Number of years in operation	Points
11+ years	15
5-10 years	8
0-4 years	3

Number of end-to-end sites currently in operation	Points
21+ sites	15
11-20 sites	8
0-10 sites	5

Equipment

Cameras used	Points
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ADVANCED ROAD SAFETY LAW ENFORCEMENT SOLUTION SPECIFICATIONS

Own manufactured (in-house South Africa)	20
South African	15
International	10

Financial standing

Financial capacity	Points
Annual turnover of R150m+	30
Annual turnover of R50m to R150m	20
Annual turnover less than R50m	10

Locality

Locality	Points
Within [NAME OF MUNICIPALITY]	20
Within [PROVINCE]	15
Outside [PROVINCE]	10

Bidders who score less than 75 points out of 100 points on functionality will not be considered further for price.