



AUDITOR - GENERAL  
SOUTH AFRICA

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Annexure A : Availability of fleet (50%)

	Province	Airport	Number of Sedan / Hatch back cars Manual	Number of Sedan / Hatch back cars Automatic	Number of Mini buses/Kombi (7 to 8 seaters)	Number of SUV	Number of 4 x 4	Total Vehicles	Weighted Score
<b>1.1. Bidders must indicate in their fleet per province (as annexure A).</b>									
<b>1.2. Bidders must also submit the insurance cover schedule which will give indication of the average cars insured (as annexure D)</b>									
1	Eastern Cape	East London							6
		Port Elizabeth							
		Umtata							
2	Free State	Bloemfontein							5
3	Gauteng	OR Tambo							7
		Lanseria							
4	KwaZulu-Natal	King Shaka							6
		Richards Bay							
		Pietermaritzburg							
5	Limpopo	Polokwane							5
		Phalaborwa							
		Hoedspruit							
6	Mpumalanga	Skukuza							5
		Nelspruit							
7	Northern Cape	Kimberly							5
		Upington							
8	North West	Mafikeng							5
9	Western Cape	Cape Town							6
		George							



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**Annexure B : Presence at South African Commercial Airports**

No	Province	Airport	Indicate the Province\area for which you are bidding for by marking with an "X" where applicable	Do you have a branch in this airport?		Provide branch telephone no.	How many branches do you have in this City within 30km Radius from AGSA office	
				YES	NO		City	No of branches
1	Eastern Cape	East London					East London	
		Port Elizabeth						
		Umtata						
2	Free State	Bloemfontein					Bloemfontein	
3	Gauteng	OR Tambo					Pretoria	
		Lanseria					Houghton	
4	KwaZulu-Natal	King Shaka					Pietermaritzburg	
		Richards Bay						
		Pietermaritzburg						
5	Limpopo	Polokwane					Polokwane	
		Phalaborwa						
		Hoedspruit						
6	Mpumalanga	Skukuza					Nelspruit	
		Nelspruit						
7	Northern Cape	Kimberly					Kimberly	
		Upington						
8	North West	Mafikeng					Rustenberg	
9	Western Cape	Cape Town					Cape Town City Centre	
		George					Century City	



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Annexure E : Car Hire Services Specifications (50%)		Yes	No	Comments	Weighted Score
Bidders are required to provide detailed responses and supporting information with regard to the below stated technical requirements. Failure on the part of the bidder to provide the necessary information may result to the bidder not getting the minimum score of 3 points per requirement evaluated and thus may lead to the disqualification of the bidder.					
<b>1. Scope of Work</b>	<b>Required proof/Information</b>				
1.1. How do you handle the booking?	1.1 Provide print screen for your system and explain how your booking system works				5
1.2. Do you produce electronic invoices and statement ?	1.2 Provide sample of invoice				5
1.3. Do you have a claims management system for accidents	1.3 Provide print screen for claims system and explain how your claim system works				5
1.4. Do you have a 24 hours/7 days a week call centre for reservations and support?	1.4 Bidder to explain how their reservation and support work or operations guide and workflow				5
<b>2. Effective Handling of Queries</b>					
2.1 The bidder is required to provide a dedicated key accounts manager/ resource personnel who will ensure quality service is received and expected to provide the below mentioned reports A. Report on the car transactions and spend B. Cost savings C. Accident reports D. Carbon emission E. Traffic fines	2.1 Bidder to provide written confirmation as part of their operation model to confirm resources required and provide a sample of such report				12
<b>3. Value-added goods and services,</b>					
3.1 Do you provide delivery and collection for free within 30 km radius?	Bidder to provide written operation model with reference to the available value added services and provide samples where required				12
3.2 Do you provide priority queue service?					
3.3 Do you have loyalty cards for all executives (minimum 30) with complimentary upgrade based on availability?					
<b>4. Car rental industry association/body</b>					
4.1 Is your company a registered member of the recognised verifiable vehicle rental and leasing body/association If yes attach certificate	Copy of the certificate to be provided				6
<b>Total</b>					<b>50</b>



### Annexure F: Pricing Schedule: Rental Rate year 1 with escalation provision for year 2 up to 5

\* Vat Inclusive

No: