

eTHEKWINI MUNICIPALITY

City Manager

Dr Michael Sutcliffe

City Hall
West Street
Durban, 4001

PO Box1014
Durban 4000

Tel: 031-31 12100
Fax: 031-311 2170

Website: <http://www.durban.org.za>



Re: Reference for DigiCore

3 August 2009

To whom it may concern,

Digicore Fleet Management (Pty) Ltd has provided the eThekweni municipality with a Vehicle Monitoring System.

In November 2005 we resolved "That as a comprehensive Monitoring System is required to be fitted to Council owned vehicles to monitor both vehicle and driver operation and to ensure that the latest technology in this field is taken into account, a public Request For Proposals for the supply of such a system be advertised."

Sixteen organizations took documents and on closing date eight firms submitted offers. Offers from four firms met the required specifications and were selected for detailed presentations. Two offers were eliminated after the presentations as they did not fully meet the business requirements, and the remaining two firms underwent further detailed investigation and site visits were made to organisations where their respective products were in use.

Digicore Fleet Management (Pty) Ltd was awarded the contract for the supply of their C-track Monitoring System in June 2006 because (i) They met all business requirements with no areas of risk; (ii) the initial investment with regard to capital was in favour of Digicore; (iii) the operating costs per month were in favour of Digicore; (iv) their product is manufactured in South Africa; (v) at the time they were the largest supplier in South Africa of this type of equipment and also exported the system to many overseas countries; (vi) at that stage they had a BEE shareholding of 26%; and (vii) some 2 000 of the earlier version of the Digicore Monitoring System had been successfully used by EtheKwini Municipality over the previous 15 years and their level of after sales support was regarded as very good.

The initial quantity of C-track units ordered was 4 500 units and with further fleet additions together with the incorporation of the bus fleet, a total of some 5 500 units are now in service with the municipality.

In terms of the contract, Digicore has undertaken the following aspects:-

- Installed 5 500 units.
- Installed some 800 Driver Console Units linked to the C-track System which provides the following services:-
 - Communication between driver and base station which has the following benefits:-
 - Provides communication where two-way radios are unable to operate.
 - Is cheaper than normal cellphones.
 - Eliminates private use of a cellphone as driver can receive all calls but can only respond to certain pre-programmed numbers.



- Provides engine revs and road speed information to the driver through a digital display. (Currently utilised on the bus fleet only).
- Overall integration of C-track into the existing Fleet Management System which includes :-
 - Integration of trip and distance details thereby providing the distance traveled aspect for purposes of determining c/km costs.
 - Integration of driver details thereby enabling drivers to be identified regarding traffic violations etc.
- Implemented the flow of information from the C-track System direct to the Ethekewini Control Centre instead of going via the Digicore Centre in Johannesburg, and this has resulted in a much faster response time, i.e. data is now truly live.
- Implementation of touch keys to all drivers thereby identifying the driver of a particular vehicle at a given time. These keys are coded with information:-
 - Driver identity
 - Driver's licence code
 - Driver's licence expiry date
 - Driver's Professional Driving Permit expiry date.
 (This phase is currently being implemented and had to be delayed until communication direct into the Ethekewini Control Centre was completed).
- The services of their 24 hour Call Centre and Armed Response Unit has been utilized to successfully track and recover stolen vehicles pending the opening of the Ethekewini Control Centre.
- Provides on site three dedicated servicemen to undertake new installations and undertake any repairs as required.
- Provides training to all levels of staff regarding the operation of the C-track System and the interpretation of data emanating there from.
- Provides expert interpretation of data and leads evidence in internal discipline hearings of Council staff.

Digicore has successfully met all the contractual requirements and the ongoing standard of service is of a high order. Local management remains fully committed to providing an efficient and proactive service to the municipality, and Senior management at Head Office are readily available if required, i.e. arrange research and development of additional features etc.

An impressive aspect in dealing with Digicore is that they have more than adequate resources to deal with issues as they occur, i.e. they can mobilize a large number of trained staff to install C-track Units in a short time if required, and can provide the necessary trainers and furthermore, they have a Research and Development section whose input has been necessary in dealing with various aspects of transferring information direct into the Ethekewini network.

All the best and thanks in anticipation.

Sincerely,



Dr. Michael Sutcliffe
City Manager: eThekewini

