Request for Proposals - Provision of Vehicle Tracking services

Stichting SNV Netherlands Development Organisation (a foundation established under Dutch law), registered at Parkstraat 83, 2514 JG The Hague, The Netherlands, [represented by SNV in Uganda] hereinafter referred to as “SNV” is a not-for-profit international development organization that applies practical know-how to make a lasting difference in the lives of people living in poverty. We use our extensive and long-term in-country presence to apply and adapt our top-notch expertise in agriculture, energy, and WASH to local contexts. SNV has an annual turnover of €130 million, over 1,250 staff in more than 25 countries in Asia, Africa, and Latin America. We are proud to be a not-for-profit organization that uses project financing to implement our mission. This requires us to work efficiently and to invest in operational excellence.

SNV therefore invites vehicle tracking Service providers to submit both technical and financial proposals for provision of Vehicle tracking services for the period 2021/2023.

**Purpose**

SNV is interested in improving service delivery and ensure optimum security to all its staff and fleet country wide. It is from this that SNV would like to procure services of a professional company to install trackers and monitor the usage of the fleet.

**Objectives**

The primary objective of the service required is to appoint a suitably qualified and experienced Vehicle tracking provider to provide vehicle tracking services that is reliable, efficient, accountable, cost effective and safe to all SNV fleet.

Provision of Vehicle tracking services country wide:

Closure of bid submission of sealed bids shall be on 27th May 2021, not later than 12.00 noon.

**Administrative Requirements: Evaluation based on Pass/ Fail**

|  |  |
| --- | --- |
| **No** | **Required** |
| 1 | Registration certificates/ Certificate of Incorporation in Uganda |
| 2 | Articles and Memorandum of association |
| 3 | Valid trading license |
| 4 | Powers of attorney |

**Technical Evaluation criteria (80%)**

|  |  |  |
| --- | --- | --- |
| **No** | **Required** | **Maximum Score** |
| 1 | Good technical proposal and methodology of execution of service | 10 |
| 2 | Proof of similar assignments (list atleast 5 organizations with phone and email contacts) | 10 |
| 3 | Proof of origin of technology to be used | 10 |
| 4 | C.V’s of technicians who will be engaged in installation and maintenance of tracking gadgets | 10 |
| 5 | Ability to offer mobile maintenance services | 05 |
| 6 | Provision of online support (phone and email) | 10 |
| 7 | Provision of 24 hour satellite tracking | 05 |
| 8 | Detailed plan of recovery of vehicle if stolen. | 10 |
| 9 | Technology able to store data on server for at least 6 months. | 05 |
| 10 | Ability to demobilize and enable the engine | 05 |

**Financial Evaluation criteria (20%)**

|  |  |  |
| --- | --- | --- |
| **No** | **Area of focus** | **Maximum score** |
| 1 | Costs reasonable and inclusive of all requirements and deliverables. | 15% |
| 2 | Acceptance of SNV payment terms | 05% |

**Note: finance computation shall be based on formular taking into consideration the fairest/ lowest offer as a determinant factor to all other offers.**

**Scope of services required**

The scope of vehicle tracking services will include but is not limited to:

***Tracking gadget installation in all twelve (12) vehicles across the country offices***.

* Must indicate country of origin of the gadgets.
* Must include range of functions of the technology
* Show durability and provide warranty of atleast 1 year from date of installation
* Ability to install within 10 days of receipt of signed approved Contract.

***Maintenance of tracking gadgets***

* Annual maintenance plan of gadgets that malfunction or that are as a result of manufacturers defect.
* Show ability to replace all that malfunction before the warranty period elapses.
* Fault Logging. Provider to log all faults detected and reported on the software system.
* Provision of mobile maintenance services

***Training Plan***

* Provide training to relevant staff on navigation of the software.

***Reminders***

* Reminders detailing number of days remaining for expiry of current contract.
* Service/maintenance reminders indicating how many kilometers remaining to the next service.

***Reporting. Gadgets to allow customer run reports on the software that include but are not limited to the below***.

* Speed reports
* Parking reports
* Vehicle route chart reports
* Fuel usage reports.
* Battery strength reports

***Control options***. Gadget should allow accessibility to control through Phone and Computer navigation of the software. The controls interested including.

* Ability to demobilize vehicle engine to prevent it from starting.
* Ability to enable engine to allow vehicle movement.

***Alerts.*** Gadget should be able to provide alerts through phone SMS and these include.

* Collision alerts.
* Overspeed alerts
* Parking alert
* Engine on and off alerts.

**Information to all bidders:**

1. Currency of offer shall be Uganda Shillings.
2. Payment shall be made to the service provider by bank transfer within 30 days from receipt of Tax Invoice and all relevant documents attached.
3. SNV will not be responsible for any bank service charges.
4. SNV does not pay by letter of credit or in advance of delivery.
5. SNV reserves the right to accept the whole or part of your offer.
6. SNV will only deal with fully registered service providers

**Period of Contract**

The winning Proposal shall sign a 2-year contract with SNV and upon successful execution shall renewed for another 1 year based on good performance review.

**Major deliverable**

Accountability

The service provider shall be required to.

* Generate and submit Monthly reports to the Operations Manager SNV Netherlands Development Organisation. The reports should include cases of Over speeds, Fuel management, night driving and parking, detected misuse and any other information that may be useful to SNV.
* Advise SNV management on ways to enhance safety and efficiency of Fleet and staff.

**Conditions of Service**

1. The service provider must be willing to provide tracking and recovery services 24 hours a day
2. Service provider must be willing to extend maintenance services in all districts and major towns of Uganda where SNV has offices including.

**Country Office**-located at Plot 36 Luthuli Rise Bugolobi.

**Western Uganda**–Fort portal, office

**Northern Uganda** – Lira office

**West Nile**: Arua office

**South Western** – Mbarara office

**Submission of Proposals**

Interested Bidders must submit both technical and financial proposals which will be evaluated according to the set criteria shown above.

**Vehicle tracking services**

submission of bids will be made to SNV Netherlands Development Organisation Office located on Plot 36, Luthuli Rise Bugolobi, P.O. Box 8339 Kampala- Uganda, and or online on the from the company website [ugandatenders@snv.org](mailto:ugandatenders@snv.org)

**SNV is not bound to accept the lowest bidder**