



**Scope of Work**  
for  
**Supply, Installation, Operation and Maintenance of**  
**Fleet and Personnel Tracking Systems**  
in GOAL South Sudan Operational Areas.

## 1 ABOUT GOAL

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Established in 1977, GOAL is an international humanitarian and development agency committed to working with communities to achieve sustainable and innovative early response in crises and to assist them to build lasting solutions to mitigate poverty and vulnerability. GOAL has worked in over 60 countries and responded to almost every major humanitarian disaster. We are currently operational in 13 countries globally. For more information on GOAL and its operations please visit <https://www.goalglobal.org>

GOAL is working in South Sudan since 1985 with a focus on health, nutrition, WASH, food security and livelihoods. GOAL is continually adapting and responding to the context to support the communities where we work. GOAL currently operates in Abyei Administrative Area, Baliet, Gogrial East, Gogrial West, Juba, Kajo-Keji, Kuajok, Twic, and Ulang responding to Humanitarian needs to the vulnerable communities.

## 2 SCOPE OF WORK

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GOAL wishes to be able to track, in real time, movements of staff and/or vehicles within its areas of operations in South Sudan. This Scope of Work sets out to define the requirements for this service. On review of offers GOAL may decide to track either staff movements or vehicle movements or both. For clarity the Scope is broken into 2 separate packages - Package A for Vehicle Tracking and Package B for Personnel tracking.

### 2.1 ESSENTIAL REQUIREMENTS – PACKAGE A – TRACKING STAFF MEMBERS

- a) Realtime monitoring/tracking of staff using personnel/individual devices. Devices should be light and portable and capable of tracking staff for an extended period (minimum 96 hours) without requiring charging.
- b) System must be capable of tracking movements within all part of South Sudan. Ability to track movements in neighbouring countries of Uganda, Sudan, Kenya and Ethiopia is an advantage.
- c) Computer application (web-based or similar) that allows staff in multiple GOAL offices to monitor movements/locations of devices in real time,

- d) The computer application must be able to store up to 1 weeks' worth of movements for all staff tracked and these records/reports must be available for download in pdf or other non-proprietary file formats that are widely accessible,
- e) 24/7 remote technical support to troubleshoot problems,
- f) Warranty/Guarantee on any equipment provided including replacement units available within 5 days for all equipment provided,
- g) Technician available for field visit within 5 days of any major system failure,

## 2.2 ESSENTIAL REQUIREMENTS – PACKAGE B – TRACKING VEHICLES

- a) Realtime monitoring/tracking of GOAL vehicles (Landcruisers, tractors, motorbikes, quadbikes and boats). Ability to transfer devices easily between vehicles is an advantage,
- b) System must be capable of tracking movements within all part of South Sudan. Tracking of movements in neighbouring countries of Uganda, Sudan, Kenya and Ethiopia is an advantage.
- c) Computer application (web-based or similar) that allows staff in multiple GOAL offices to monitor movements/locations of vehicles in real time.
- d) The computer application must be able to store up to 1 weeks' worth of movements for all staff tracked and these records/reports must be available for download in pdf or other non-proprietary file formats that are widely accessible
- e) 24/7 remote technical support to troubleshoot problems,
- f) Warranty/Guarantee on any equipment provided including replacement units available within 5 days for all equipment provided,
- g) Technician available for field visit within 5 days of any major system failure,

## 2.3 TYPE OF SYSTEMS

GOAL is interested in receiving offers for Satellite, GSM, hybrid or other alternative systems which provide the above or similar outcomes - essentially an ability to know in real time where people and/or vehicles are and to log their movements for record purposes.

## 2.4 NUMBER OF DEVICES

GOAL typically has been 200 and 300 staff at any given time in 8 to 12 locations across South Sudan. It is unlikely that GOAL will require to track all staff simultaneously, however GOAL is interested in understanding what options are available. It is more likely that GOAL will deploy a set of trackers per location to be allocated to staff going on field trips, but this will depend on systems offered.

GOAL currently has 20 Landcruisers, 1 tractor, 9 motorbikes, 2 quadbikes and 3 motorboats based in South Sudan.

On review of offers GOAL may decide to proceed with trackers for package A or package B or both packages A and B combined. Offers need to be capable of functioning independently and should be priced accordingly. Any discounts or synergies from a combined offer for package A and package B should be clearly indicated. For example, both packages may use the same web interface or licence which only needs to be costed once.

## 2.5 SCOPE OF OFFERS

Proposals must include all technical specifications, details and pricing for all aspects of the service. This includes hardware (purchase or rental), software, licencing and any/all other costs to be incurred by GOAL to operate the system. GOAL has laptops and tablets available in each field location with a basic internet connection to access any online monitoring platform.

Initially GOAL is looking to sign a 3-year Framework Agreement for this service and will agree a minimum level of service for Year 1 as part of the contracting process.

## 2.6 FORMAT OF OFFER

Interested suppliers should provide separate technical and financial offers.

### 2.6.1 Technical Offer:

The technical offer must clearly outline:

- how the system works; the tracking devices, the monitoring systems and the reporting module(s),
- what equipment is needed (including details of manufacturers\* of all equipment used in the system), how it is used (charging or other regular maintenance on devices – frequency and duration), any routine servicing (battery replacement etc.) and how it meets/satisfies the above essential requirements,
- how systems are upgraded to remain current with changes in technology and/or operating platforms,
- system coverage (geographical and timewise (24/7, 365 etc.)), failsafe's, backups and how continuity of service is maintained throughout including how any routine system outages are managed for upgrades etc.,
- how the systems minimise, and manages, personal data collected,
- any minimum number of devices needed to make the system viable – e.g. a service provider may indicate that they need a minimum of 15 personnel trackers to make package A functional.

\* *Compliance with donor rules and regulations requires GOAL to identify and eliminate overtime telecommunications equipment or services by GOAL Service and System Providers where the services or system provided to GOAL contains elements (equipment or services) produced by the following companies or their subsidiaries/affiliates (see appendix):*

- *Huawei Technologies Company*
- *ZTE Corporation*
- *Hytera Communications Corporation*
- *Hangzhou Hikvision Digital Technology Company*
- *Dahua Technology Company*

### 2.6.2 Financial Offer:

The financial offer must clearly outline:

- The cost per unit of all equipment needed to operate the system,
- All costs per unit associated with monitoring and reporting modules,
- The cost for initial system setup and installation per location,
- Costs for adding new locations,
- The cost of adding additional units,
- All licenses, taxes and other charges applicable must be clearly indicated including if it is a lump sum cost or a cost per unit.
- Any/all systems maintenance costs including call out rates,

Separate costs should be presented for package A and package B along with a combined cost for package A and package B together. Costs must be scalable based on the number of users.

Any discount on additional users should be clearly indicated. For example, first 25 devices might be at cost X with the next 10 devices having a 5% discount etc.

## 3 EVALUATION OF OFFERS & SELECTION

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GOAL will apply a multi-phase evaluation process.

### 3.1 COMPLIANCE WITH ADMINISTRATIVE INSTRUCTIONS & ESSENTIAL CRITERIA

The first phase of evaluation of the responses will determine whether the offer submitted is in line with the administrative instructions and meets the essential criteria including restrictions on equipment manufactures. Only those tenders meeting the essential criteria will go forward to the second phase of the evaluation.

### 3.2 TECHNICAL EVALUATION

All systems that meet the essential criteria as laid out in section 2.1 above and 2.2 above will be given a technical score based on:

- Protocols for secure management of personal data,
- Ease/Speed of installation,
- Frequency equipment needs to be charged and time taken to charge,
- Geographical coverage of trackers outside South Sudan,
- Ease of transfer of devices between vehicles,
- Equipment warranties offered,
- Accessibility of computer system across multiple platforms and any additional features offered,

### 3.3 FINANCIAL EVALUATION

Evaluation of financial offers will be based on total cost over a 3-year timeframe with any equipment purchased fully depreciated over the duration of the contract. Suppliers may provide alternative options with equipment purchase or rental.

For the sole purpose of financial comparison GOAL will analyse offers based on 25 personnel trackers and 20 vehicle trackers. This information is provided for transparency in how GOAL will evaluate offers and is not an indication of the likely final service level and is in NO way a commitment to a minimum service level.

### 3.4 FINAL SELECTION

Before final selection GOAL, may at its discretion, request the two highest scoring suppliers to provide a demonstration of its services in South Sudan.

The final selection will be made by combining scores from the Technical and Financial evaluations and may take into consideration findings from any system demonstrations provided.