



Request for Proposal: Motorcycle GPS tracking installation and Monitoring Services (RTV/SRVCS/PROCUREMENT/2025)

Overview

Raising The Village (RTV) exists because we believe that together we can find straightforward solutions to complex problems of inequality. Together, we can achieve what is impossible alone. Our story is born as a result of two deep convictions: ultra-poverty is the worst form of inequality in our world; we have the opportunity to end ultra-poverty in our generation.

Since our inception in 2012, we have focused our work on partnering with last-mile, rural communities in Uganda to develop initiatives that pave the pathway out of ultra-poverty towards economic self-sufficiency. We believe that everyone deserves an opportunity to make choices and have a real chance at life. Through our partnerships, we resource, guide, train, and equip ultra-poor families to make empowering decisions, access new opportunities, and shape their futures.

Our work and success are the result of cross-cultural collaboration between our staff and village partners, the local and federal government of Uganda, and experts from around the globe all working together. Fueled by the support of our donors, we are on a path to reach 1 million people annually living in ultra-poverty by 2027.

Purpose of the RFP

Raising The Village (RTV) operates a fleet of approximately 250 motorcycles across various regions of Uganda. The fleet includes multiple brands and models, primarily Honda Tuff, Honda XL 125cc, Yamaha YBR, Yamaha DT 175cc and Yamaha XTZ 125cc. These motorcycles are distributed across 27 districts where RTV implements its programs, including: Amuru, Nwoya, Kiryandongo, Kassanda, Kakumiro, Kibaale, Kagadi, Kyenjojo, Bunyangabu, Bugiri, Kaliro, Luuka, Sironko, Kapchorwa, Rakai, Mitooma, Rubirizi, Rukiga, Rubanda, Kabale, Kitagwenda, Kamwenge, Isingiro, Kanungu, Rukungiri, Buhweju, and Kyegegwa.

Scope of Work

RTV is seeking a qualified service provider to supply, install and monitor GPS trackers on all its motorcycles. The selected provider will offer fixed pricing for an agreed-upon period and must have the capacity to serve multiple field locations across all the RTV field offices where these motorcycles are located. Preference will be given to providers that are able to travel to the field locations and install the trackers where the bikes are.

Proposal Requirements

Each vendor may develop their proposal using their own format and structure; however, the submission must include both a Technical Proposal and a Financial Proposal combined in a single document. The two sections should be clearly labeled and organized for ease of review.

- The Technical Proposal should address the vendor's approach to meeting Raising The Village's service requirements, including company background, functionality, service quality, capacity, and compliance, as outlined in the Technical Proposal Requirements section below.
- The Financial Proposal should present detailed pricing for Equipment, Installation, after-sale services, Subscription and warranty terms, as outlined in the Financial Requirements section below.

Technical Proposal Requirements:

Each vendor shall submit a Technical Proposal (maximum 10 pages) that addresses the following:

1. Company Profile
 - Legal name, registration, and contact details.
 - Overview of operations, years in business, and core services.
 - Organizational structure and relevant certifications.
2. Coverage and Reach
 - On-site or mobile installation and maintenance capabilities in RTV operational districts and plan to cover RTV locations.
3. Service Quality
 - List of certified technicians and qualifications, especially for GPS Systems for motor cycles.
 - Average turnaround times for completion of the installations.
 - Confirmation of use of authentic equipment and strategy to maintain 24/7 up time.
 - Ability to provide Real-time tracking (location, speed, routes)
 - Ability to provide Engine on/off monitoring and idle time monitoring
 - Ability to provide Geo-fence alerts and unauthorized movement detection
 - Ability to provide Integration with optional fuel monitoring
 - Ability to provide Automated reporting for transparency and compliance
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4. Scalability
 - Approach to handling high service volumes or urgent requests across multiple districts.
 - Proposed Service Level Agreements (SLAs) for maintenance.
5. Technology & Reporting
 - Describe the timelines for reporting and the details of reports to be provided.
 - Capability to maintain centralized data and motorcycle movement history for RTV's fleet.
 - Describe how the tracking portal enables users to access and analyze GPS data.
6. Customer Service
 - Availability of a dedicated Account Manager.
 - Support structure: operating hours, escalation paths, response time guarantees.
7. Sustainability
 - Acceptability to pilot the service on a couple of motorcycles for weeks before full

- purchase.
 - After-sales service structure and warranty approach.
8. Compliance & Work History
- Proof of compliance with relevant local regulations, tax and safety standards.
 - License or certification to operate the specific service provision.
 - Work history for similar size installation and maintenance contracts.
 - Two or more references from past or current clients for similar services.

Financial Proposal Requirements:

Each vendor shall submit a Financial Proposal that addresses the following:

1. Equipment Pricing
 - Quote for each genuine new equipment.
 - Indicate whether parts are Original Equipment Manufacturer (OEM), aftermarket, or refurbished.
 - State the warranty period offered for each piece of equipment.
2. Installation Charges
 - Flat-rate pricing structure for installation, routine maintenance, and common repair services.
 - Emergency or mobile service rates (if applicable).
 - Pricing for diagnostic or service call-out fees (if applicable).
3. After-Sale Services
 - Description and cost (if any) of after-sale support (e.g., check-ins, adjustments, follow-ups).
 - Support hours and expected response timelines.
4. Warranty
 - Warranty periods for equipment, installation and maintenance (clearly indicate coverage terms).
5. Cost Transparency
 - Provide a detailed pricing table for all service and equipment offerings.
 - Include any available packages or volume discounts.
 - Clearly outline payment terms and proposal validity (minimum 90 days preferred).

General Provisions

- Each vendor may have their own proposal version, but *both the technical proposal and financial proposal must be submitted as one document.*
- Only proposals that fully address the mandatory services listed in the bidding requirement will be evaluated.
- For any inquiries, please send an email to logistics@raisingthevillage.org no later than Friday August 8th, 2025 by 5:00pm and all responses will be provided within 48 hours.

Interested vendors should submit a proposal by email to tenders@raisingthevillage.org no later than Friday, **15th August 2025 by 5:00 pm EAT.**

