
TERMS OF REFERENCE (TOR)

Procurement of GPS Tracking Services for RTV Rwanda Motorbike Fleet

1. Background

Raising The Village (RTV) is committed to delivering impactful, community-driven programs aimed at addressing ultra-poverty in rural Rwanda. To support program implementation and operational continuity, RTV periodically requires short-term, contract, and temporary human resource support.

2. Purpose

RTV Rwanda operates a fleet of motorbikes to support news gathering, field reporting, technical operations, and administrative activities across Rwanda. To improve fleet management, enhance rider safety, increase operational efficiency, and safeguard organizational assets, RTV Rwanda seeks to engage a qualified GPS tracking service provider to install, manage, and maintain GPS tracking devices on its motorbike fleet.

3. Objective

The objective of this assignment is to provide a reliable GPS tracking solution that enables RTV Rwanda to:

- Monitor motorbike locations in real time.
- Improve fleet utilization and route management.
- Enhance rider safety.
- Reduce theft and unauthorized use.

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- Generate operational reports for management.
 - Improve maintenance planning through mileage monitoring.

3. Scope of Work

The selected service provider shall:

A. Supply and Installation

- Supply high-quality GPS tracking devices compatible with motorbikes.
- Install GPS devices on all designated motorbikes.
- Ensure concealed, tamper-resistant installation.
- Test each device after installation.

B. GPS Tracking Platform

Provide a secure web-based and mobile tracking platform with the following features:

- Real-time location tracking.
 - Historical trip playback.
 - Route history.
 - Speed monitoring.
 - Geofencing.
 - Ignition ON/OFF monitoring.
 - Parking reports.
 - Mileage reports.
 - Idle time reports.
 - Stop duration reports.
 - Driver behavior monitoring (where applicable).
 - Alerts and notifications.
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4. Required Alerts

The system should provide alerts for:

- Overspeeding.
- Unauthorized movement.
- Geofence entry and exit.
- Device tampering.
- Battery disconnection.
- Low battery .
- Extended idling.
- Power interruption.

Alerts should be available through:

- SMS (optional)
- Email
- Mobile application
- Web dashboard

5. Reporting Requirements

The system should generate downloadable reports including:

- Daily movement reports.
 - Distance travelled.
 - Fuel estimation (where applicable).
 - Vehicle utilization.
 - Driver activity.
 - Speed violations.
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- Geofence reports.
- Maintenance scheduling based on mileage.
- Monthly fleet summary.

Reports should be exportable in:

- PDF
- Excel
- CSV

6. Technical Requirements

The GPS devices should:

- Operate on Rwanda's GSM network.
- Support 4G/3G/2G communication.
- Provide GPS accuracy within 5 meters.
- Continue transmitting after temporary loss of GSM signal.
- Include internal backup battery.
- Be weather resistant.
- Be tamper resistant.
- Operate reliably under Rwanda's climatic conditions.

7. Mobile Application

The provider shall provide Android and iOS applications with the ability to:

- View live locations.
 - Receive alerts.
 - Review trip history.
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- Generate reports.
- Manage geofences.

8. User Management

The system should support:

- Multiple users.
- Role-based access.
- Password protection.
- Audit logs.
- Secure cloud-based data storage.

9. Data Security

The provider shall:

- Ensure confidentiality of RTV Rwanda data.
- Store tracking data securely.
- Restrict unauthorized access.
- Comply with applicable Rwanda data protection laws.
- Maintain data backup and disaster recovery procedures.

10. Service Level Requirements (SLA)

The provider shall guarantee:

Service	Minimum Requirement
System availability	99% uptime
Customer support	24/7
Fault response	Within 2 hours

Device replacement	Within 24 hours
System maintenance	Minimal downtime
Data retention	Minimum 12 months

11. Maintenance and Support

The service provider shall:

- Provide preventive maintenance.
- Replace faulty GPS devices.
- Offer technical support.
- Provide software updates.
- Conduct annual system health checks.

12. Training

The provider shall train designated RTV Rwanda staff on:

- System administration.
- Dashboard usage.
- Report generation.
- Alert configuration.
- Mobile application usage.
- Basic troubleshooting.

Training materials and user manuals shall be provided.

13. Deliverables

The successful bidder shall provide:

- Installed GPS devices.
- Fully functional tracking platform.
- Mobile application access.
- User accounts.
- Administrator training.
- User manuals.
- Maintenance plan.
- Warranty documentation.
- Service Level Agreement (SLA).

14. Duration of Contract

The initial contract shall be for **three (3) years**, renewable subject to satisfactory performance and mutual agreement.

15. Provider Qualifications

Interested firms should demonstrate:

- At least five (5) years' experience in GPS fleet management.
- Experience with public institutions, media organizations, or large fleets.
- Proven track record in Rwanda or the East African region.
- Availability of local technical support.
- Qualified technical personnel.
- Financial capacity to execute the assignment.

16. Required Proposal Contents

The technical proposal should include:

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- Company profile.
 - Certificate of incorporation.
 - Tax clearance certificate.
 - Relevant licenses.
 - Description of proposed solution.
 - Technical specifications.
 - Implementation methodology.
 - Work plan.
 - Support model.
 - Client references.
 - CVs of key personnel.

The financial proposal should include:

- Cost per GPS device.
- Installation costs.
- Monthly or annual subscription fees.
- Maintenance costs.
- Replacement costs.
- Applicable taxes.
- Total contract price.

17. Evaluation Criteria

Criteria	Weight (%)
Company experience	15
Technical solution	25
Implementation methodology	10
Support and maintenance	10

Financial proposal	40
Total	100

18. Performance Indicators

The provider's performance shall be assessed based on:

- System uptime.
- GPS accuracy.
- Response time to incidents.
- Quality of technical support.
- Timely maintenance.
- User satisfaction.
- Compliance with the SLA.

19. Confidentiality

The service provider shall maintain strict confidentiality regarding all information, movement data, and operational activities of RTV Rwanda. No data shall be shared with third parties without prior written authorization.

20. Payment Terms

Payments shall be made according to the agreed contract milestones, subject to satisfactory completion of installation, commissioning, acceptance testing, and ongoing service delivery in accordance with the SLA.

21. Submission of Proposals

All questions regarding this call should be addressed to rwanda.logistics@raisingthevillage.org

Note: Interested firms shall submit **Technical** and **Financial Proposals in 1 single file.**

Applications should be sent to tenders@raisingthevillage.org no later than 25th **September 2026 at 11:59 PM EAT**, with the subject line: **“Application for the Provision of GPS Tracker”**

Late submissions will not be considered.