



CONSULTANCY PROCUREMENT NOTICE

DATE: Saturday, 19th November 2022

TENDER REF: MUL/22/0239

TITLE: CONSULTANCY TO DEVELOP/ SUPPLY AND INSTALL A FLEET MANAGEMENT SYSTEM FOR VEHICLE AND MOTORCYCLE AND TRAIN STAFF/ SUPPORT THE SYSTEM'S ROLL-OUT IN THE ORGANISATION

LOCATION: Entebbe, (Main Office), Masaka Field Station, Kyamulibwa Field Station (Kalungu District) – All in Uganda.

DESCRIPTION OF ASSIGNMENT:

The overall objective of the consultancy is to design (supply and install) a fleet management system. The unit is interested in acquiring technology to improve efficiency and enhance Fleet operations.

To improve the efficiency of the vehicle and motorcycle management process, The Unit wants to implement a web-based and mobile app vehicle tracking management solution through the following ways

- Provide real-time monitoring and reporting of vehicle and motorcycle operations and logistics with real-time GPS/GPRS based vehicle mounted (on-board) units
- Provide a web based platform for booking and assigning fleet assets (Vehicles, Motorcycles and Generators)
- Provide a system to store data and track fleet cost of operation per fleet piece (Spares parts, Service parts, maintenance, and fuel)

SUPERVISION: Head of Estates and Transport

Proposals shall be submitted electronically following instructions in section 4 below, no later than **15th December 2022 at 2:00pm (Ugandan Time):**

NOTE: This consultancy is open to individuals OR Consultancy firms/companies interested in applying for this assignment provided they possess the necessary skills and meet the evaluation criteria specified in these solicitation documents.

1. BACKGROUND:

The Medical Research Council Uganda Research Unit on AIDS was established in 1988 to improve the understanding and control of the HIV epidemic in Uganda and globally, following a request from the Uganda Government to the United Kingdom (UK) Government. On 1 February, 2018, the Unit formally joined the London School of Hygiene and Tropical Medicine (LSHTM) and became The Medical Research Council/ Uganda Virus Research Institute and London School of Hygiene and Tropical Medicine Uganda Research Unit (MUL). The Unit has its head office in Entebbe with two field stations in Masaka and Kyamulibwa (Kalungu district). In addition, there are field based projects operating in national hospitals including Entebbe, Kawempe, Adjumani,

Jinja, Buliisa and Iganga.

The Unit is desirous of implementing an in-house, tailored, fleet management system. The system is required to automate and digitise the fleet management processes and should be able to be integrated with the systems under use at MUL. Currently, the Unit uses a manual and inefficient system of booking transport, data entry of vehicle trips through vehicle log sheets, tracking of motor vehicle and cycle service plans, fuel requisitioning, spare parts inventory management and driver management.

2. TECHNICAL REQUIREMENTS:

The consultant's proposed solution will ideally deliver the following features (as a minimum. Consultant is free to include any additional features that would provide more value without significantly increasing cost):

2.1. USER REQUIREMENTS:

2.1.1. Vehicle Tracking and Monitoring Features

- The GPS Tracking system must be linked by secured encrypted connection direct to the on-board unit installed in the vehicle. GPS and GSM tracking network with the features for fuel management and real time motor vehicle tracking and monitoring.
- The system must have a feature that remotely monitors the usage of fuel and reporting on the fuel consumption and alerts on fuel theft. Fuel monitoring gadgets should be attached/done at the fuel gauge (NOT in the fuel tank)
- The system must be web based and with provision of a mobile app. The system should be hosted on cloud based servers with MRC/UVRI & LSHTM Uganda Research Unit access and control.
- The system must have a remote vehicle immobilization capacity for absolute control where necessary
- The system should be able to have Geo-Fencing capabilities.
- The system should be capable of real time monitoring in remote areas by use of Global position system (GPS)
- The system should create different user accounts with different rights and access
- The system should have a 24HR support service and backup
- The system should be tamper proofed and have an audit trail
- The system should have an internal battery for back up enabling continued storage and transmission of tracking data even when the main power from vehicle is disconnected.
- The system should not interfere with the existing vehicle alarm system.
- The tracking shall not impair the operations of the vehicle.
- The system should be able to have a capacity to handle over 100 units fitted to a fleet of vehicles and motorcycles.
- The system should enable replay of movement of the vehicle.
- The system should be able to determine driver behavior aspects such as sudden breaking, over acceleration.

2.1.2. SMS and email alerts

- System should have capabilities for panic alerts events
- The tracker should be able to remotely indicate speed at which the vehicle is moving.

2.1.3. Fuel Management Features

The system should have a feature that remotely monitors the usage of fuel and reporting on fuel consumption and give alerts on fuel theft. Fuel monitoring gadget should be attached.

The system should have features that capture fuel issuance to the vehicle and amounts of fuel per day, week, monthly and year. In addition, it should be able to generate fuel analysis reports.

The system shall allow the users to record the fuel intake of a vehicle against the under listed,

1. Quantity taken against vehicle registration number.
2. Department.
3. Time and date
4. Distance covered against fuel drawn and the ratios, this will determine the fuel consumption per Km covered on each vehicle.
5. The system should determine the location, time and volume of fueling
6. The fuel gadget should not tamper with the vehicle system.
7. The system must have a feature that captures fuel issues to the vehicle amounts of fuel per day, week, and month and per year. In addition, it should be able to generate fuel analysis reports

2.1.4. Driver Management Features

The system should allow users to manage information on drivers, including; -

1. Name
2. Driver permit details
3. Driving history
4. Driving experience
5. Accident reports
6. Drivers health details (medical history)

The system shall allow users to determine the driver of a particular vehicle at any given time on a map

The system shall allow driver monitoring through trip initiation and end time with mileage, idling and stop time, Maximum speeds and number of speed events.

The system shall allow fleet supervisors and managers to send instructions to drivers through email and SMS.

The system shall allow fleet supervisors receive alerts in case of drivers violating specific parameters such as speed, routes, destination points

The system should give alerts of fatigue driving, parking alarms etc.

For pool vehicles, the system should authorize drivers to drive any of the vehicles. We would like to have the flexibility of defining who can drive which vehicle but still track each driver by a unique driver identity tag irrespective of the vehicle he/she drives.

The system should use the driver's ID integration with the system alerts to assess and analyze the driver's behavior and patterns over prescribed periods.

Monthly or periodic driver performance rating reports to be provided from the system

2.1.5. Vehicle Management

The system should allow users to manage information on vehicles including but not limited to

- Registration Number
- Department
- Make
- Model
- Mileage
- Year of purchase

The system must capture towing events, break down events and other accidents events

The system must capture engine idling and freewheeling instances and send alerts.

The system has the ability to capture and record instances of hash braking and harsh acceleration.

The system should allow the driver to report incidences on the road e.g. accident, breakdowns, traffic issues

The system should allow the driver to sign in out and give a summary of vehicles' condition at the end of the day

Ability to review vehicle use logs like Hash Braking, Harsh Acceleration and Road Speed limit adherence.

The system must have a feature that is integrated to motor vehicle service mileage intervals to give alerts when next service of the vehicle is due.

Enable access to vehicle dashboard configuration like mileage, fuel consumption rate, Excessive idling and virtual odometer

2.1.6. Booking and vehicle usage process

The system should have carpooling capabilities where the supervisors approves the trip for the transport officer assign vehicles to the users.

The system should be web based or mobile app for booking request

Once the approval has been done by the supervisor an alert goes to the Transport office to assigns a vehicle and an alert goes to the user and the driver via sms /emails.

The system should identify the category of the users from the drivers, staff, authorizing officer, fleet supervisor, HODs, etc.

The system shall allow fleet supervisor to perform route optimization by allocating closest vehicles to corresponding journeys or destinations points against users' vehicle requests.

The system shall track the movement of the vehicle from the start of the trip to the end.

The system should alert the fleet office that the vehicle is back after the journey/trip via sms/emails.

The system should at all the time show the vehicles that are not assigned a trip and are available within the compound

The system shall allow users to perform route optimization by allocating closest vehicles to corresponding journeys or destinations against user's requests.

The system should have Geo-Fencing capability and creation of routes to vehicles
GEO-FENCING Zone management with Panic Alerts, Vehicle Immobilization alerts and unauthorized movement alerts

Enable route replays to track vehicle movement history over a period of time

The system shall allow users to request for vehicles, and provide the trips, start and destination points and the respective times.

2.1.7. Service/repair and maintenance of a vehicle

The system must have a feature that is integrated to maintenance schedule, vehicles, current and next due service and to give alerts when service of the vehicle is due.

The system shall be able to track time taken from initial defects reporting by the driver to end of the process

The system shall have a provision to manage information on vehicle maintenance costs, vehicle valuations and repair histories.

The system shall have a provision to input data on vehicle maintenance costs per vehicle.

The system shall indicate the number of vehicles taken to garage: date taken and date back from the garage

2.1.8. Report Methods

The system shall have a comprehensive and Integra table process through a dynamic report generator.

The system should be able to export data to integrate with financial management system / ERP systems such as MS Dynamics 365

The system should be able to export and process report on various formats e.g. PDF, Excel, word.

The system shall provide detailed report on start and end stop time of all the trips of vehicles with their respective locations.

The system shall provide a report on vehicle usage at any one instant. This report shall include,

- Vehicle registration number
- Staff member using the vehicle.
- Destination
- Time of departure.
- Time of return.

The system shall provide an accident reconstruction report and this should include:

- Location/scene of the accidents.
- Time and date of accident.
- Recorded events five (5) minutes before the accidents.
- speed by the time of the accident.
- Ability to upload accident reports i.e. drivers' statements, police abstract,
- insurance reports.
- Snapshot of accident by automatic transmission of minute by minute pre and post impact data.

The system shall schedule of reports to be submitted to the users automatically.

All reports shall be designed for printing and flexible to allow a user to select a desired paper size and orientation.

No report shall be capped to a maximum number of pages. Report pages shall depend on the size of data to avoid omitting data from a report.

All reports shall show an "end of report" line at the bottom of the page. This will enable the recipient of the report to tell if it's complete.

3. General requirements

- The system should be easy to integrate with MS dynamics 365
- The system shall possess the capacity for users to generate new reports with ease using existing functionality without recourse to the vendor. The system shall provide a reporting infrastructure that allows users to connect to multiple data resources, quickly develop, publish and disseminate reports for information collaboration with the organization.
- All data stored within the system shall be accessible via the available reports (except data that should not be shown for security reasons). that is if data exists there must be the ability to view it on some report or another.
- All reports shall be designed for printing and flexible to allow a user to select a desired paper size and orientation.
- The system shall expose its services using service oriented architecture to enable extensibility.
- The system shall log all activities performed by users and these logs should be easily accessible by the super users
- No report shall be capped to a maximum number of pages. Report pages shall depend on the size of data to avoid omitting data from a report.
- All reports shall show an "end of report" line at the bottom. This will enable the recipient of a report to tell if it is incomplete.
- All reports shall adhere to the standard layout, which includes headings and trailers (footers). This layout shall allow for branding by the MRC/UVRI & LSHTM Uganda Research unit in headings.
- Every report shall show all parameters used to control its generation. That is, it shall be possible to see which selection criteria to use.
- The system shall allow a user to assign individuals a role to perform defined tasks
- The system shall allow an administrator user to define the limits and privileges of each role
- The system shall allow possess the capacity to track versions of all documents, files or records it generates
- The system shall allow the authentication and authorization to be controlled both at active directory level and application level
- Get actual vehicle allocation
- Set maximum speed for the vehicle
- Start and stop vehicle (engine immobilizer)
- Set the vehicles area of operation
- Get daily mileage report

- Give fuel usage reports including fuel siphoning
- Get the vehicle speed
- Get low battery alerts
- Get over speeding alerts
- SOS emergency buttons
- Generate reports of vehicle trips, stoppages, durations and location, mileage etc.
- Get user name and password to log into the website with ability for the user to change
- Create different user accounts with different rights and access
- Get alerts of fatigue driving, parking alarm etc.
- View different vehicle tracking maps
- Relies on GPS/ GPRS/GSM technology
- Real time visibility in remote areas
- 24hour support service
- One-year warranty in case of device /unit failure within the contract period

4. TENDER PROCESS AND SCHEDULE:

	Date	Activity	Details
1.	1 st December 2022 (2:00pm)	Expression of Interest Deadline	Bidders must submit the completed and signed Appendix 1: Expression of Interest Letter provided with the tender documents, within this deadline, to participate in the tender.
2.	5 th December 2022	Sending out online Bidder conference invitations	Only bidders that submit completed and signed Expression of Interest Letters per 1. above will be deemed to have accepted the terms of the Tender and consequently will receive invitations to the Bidder Conference
3.	7 th December 2022 (2:00pm)	Bidder conference	To answer bidders' questions and provide clarification on any unclear aspects of the technical or procedural requirements of the tender
5.	15 th December 2022 (2:00pm)	Submission deadline	Bidders must electronically submit their proposals in accordance with Section 4.8 tender instructions
9.	By 21 st December 2022	Evaluation of proposals and contacting of best evaluated bidder	Final evaluation round and communication of outcome to bidders.

5. INSTRUCTIONS:

5.1 Expression of Interest:

Bidder shall complete the Appendix 1: Expression of Interest letter attached as part of the tender documents, in the format provided and submit a scanned copy to procurement@mrcuganda.org before **1st December 2022 at 2:00pm.**

5.2 Bid and Tender Completeness:

Bidder is advised to check for bid document completeness to ensure that all sections or documents referenced in this Procurement Notice are not omitted. Unless notified otherwise, Bidder is deemed to have satisfied themselves as to the completeness of bid documents and the correctness and sufficiency of their bid prior to submission.

5.3 Bid Comprehensiveness:

Bidder MUST make all arrangements necessary to become fully informed regarding all existing and expected laws, conditions and matters that might in any way affect the cost or the performance of the Contract. No claims for additional costs, fees or reimbursements on the grounds of lack of knowledge will be entertained by MUL.

5.4 Bidder Conference:

Bidders that submit fully completed Expression of Interest Letters before the deadline stipulated in 5.1. above shall be invited to participate in a bidder conference expected to be held on 7th December 2022.

5.5 MUL Contact:

Except for requests for clarification made during the bidder conference, all communications and requests for clarification whether of a procedural, commercial or technical nature shall be in writing and sent by e-mail to the following sole point of contact: Email: **procurement@mrcuganda.org**
The email subject shall clearly be written as "Request for Clarification: Fleet Management System Tender: REFMUL/22/0239".

Bidder shall not contact any MUL employee by any other means, in respect of this Tender during either the bid preparation period or the bid evaluation period. Breach of this requirement may DISQUALIFY the Bidder. Responses by MUL to any queries/ clarifications raised by Bidders with respect to the Tender, will be issued to all Bidders, including the query raised, but without identifying the Bidder raising the query/clarification request.

5.6 Inquiries Deadline:

Any enquiry or request for further information or clarification must be made no later than **Wednesday 7th December 2022 at 2:00pm Ugandan Time during the bidder conference**. Queries or requests submitted after this time may not receive responses.

5.7 Authorised Signatories:

Bidder shall complete and submit the online tender questionnaire (accessible through the web link provided in section 5.8 below). The Expression of Interest Letter and any aspect of the bidder's proposals must be provided and signed by a person authorised to legally bind the Bidder.

5.8 Bid Submission Format:

- a) The Bid shall be submitted electronically by completing the form at the electronic address below, no later than **Thursday 15th December 2022, 2:00PM (Uganda time)**. No hard copy/ physical document bids shall be required or accepted:

Questionnaire Link: https://redcap.link/fleet_management

- b) Bids submitted after the submission deadline will be rejected.
- c) Bids shall be submitted in the English language and Bidder shall provide English translations of any foreign-language documents provided in support of their bid.
- d) It is Bidder's duty to ensure that the requested evidence is provided in the order listed in the questionnaire and in the electronic formats and with file names that are stipulated in the questionnaire. Any documents not provided in the requested order, formats or with the requested file names, may be regarded by MUL as missing from Bidder's proposal.

5.9 Corrupt or Unethical Behaviour:

MUL is committed to strict adherence to laws and regulations of the Republic of Uganda. The highest standards of ethical conduct are required of all MUL employees or agents. Illegal, unfair or what may be deemed unethical practices are unacceptable. Bidder, its personnel, subcontractors and agents shall conduct themselves in accordance with these legal and ethical standards.

5.10 Participating Costs:

All costs of participating in this tender, shall be borne by the Bidder.

5.11 Evaluation of Bids:

- a) MUL will objectively evaluate the bids received on a pre-defined basis against common criteria which in MUL's opinion are critical to the success of the proposed Contract.
- b) MUL shall have the sole right to: -
 - i. select any bid for award of Contract;
 - ii. award a Contract to other than the lowest priced bid;
 - iii. reject any bid as unsatisfactory or non-compliant;
 - iv. award the work as it sees fit in accordance with pre-determined criteria
 - v. award all, or part, of the Scope of Work to more than one bidder where it is deemed in MUL's best interest to do so;
 - vi. not award a Contract as a result of this tender.

5.12. Acknowledgement of Receipt:

An acknowledgement of receipt of a bid by MUL shall not constitute a binding agreement between MUL and Bidder.

5.13. Exclusivity

MUL reserves the right to engage other Vendors on similar services. Acceptance of a bid is not to be construed as binding MUL to use Bidder exclusively or on any occasion and any on-going requirements will be subject to regular review by MUL.

5.14. Failure to Comply:

- a) Failure to comply with or any breach of these instructions may result in disqualification or rejection of your bid.
- b) Providing false, forged or misleading information, or responses not backed up with the requested forms of evidence may lead to disqualification or rejection of Bidder's proposal.

APPENDICES

I. APPENDIX 1: EXPRESSION OF INTEREST LETTER

The Expression of Interest Letter has been attached in the email inviting you to participate in this tender. Please ensure you complete and submit this letter to procurement@mrcuganda.org before 1st December 2022 (2:00pm) Ugandan Time.

II. APPENDIX 2: VENDOR QUESTIONNAIRE:

Please follow the link provided in 5.8.a) of this Procurement Notice to access and complete the electronic questionnaire.

III. APPENDIX 3: CONFLICT OF INTEREST DECLARATION:

The Conflict of Interest Declaration Form has been attached in the email inviting you to participate in this tender. You will be required to submit a completed and signed PDF copy of this form while completing APPENDIX 2 – Vendor Questionnaire.