



Statement of Work
Car tracking System for HJFMRI Program Vehicles

1. Overview / Purpose

This SOW outlines the provision, installation, and support of a GPS-based car tracking system for the organization's fleet during FY26. The system will provide real-time vehicle location, trip history, and behavioral analytics to enhance security, improve operational efficiency, and enable proactive fleet management.

2. Scope of Work

The service provider will:

- Supply GPS tracking devices for all designated vehicles.
- Install and configure devices.
- Ensure the devices have ability to record the footage (real-time recording) and live video feature.
- Ensure the devices have storage capacity of 1000GB, with ability to store footage for 30 days and a cloud storage feature.
- Provide a cloud-based tracking platform accessible to IT and fleet staff.
- Provide system manual/ documentation for both drivers and technical team
- Enable real-time monitoring, historical reporting, and alerts.
- Offer technical support, training, and maintenance throughout the contract period.

3. System Requirements

a. Hardware (Trackers)

- GPS tracking devices with:
- Real-time tracking capability
- Tamper alerts
- Built-in backup battery
- GSM/4G connectivity (SIM-based or embedded)
- Weather- and tamper-resistant casing (IP-rated)
- Device warranty: Minimum 12 months

b. Software/Platform Features

- Web-based dashboard and mobile app
- Real-time tracking with map view
- Trip history (minimum 6 months data retention)
- Speed monitoring and violation alerts
- Geo-fencing and entry/exit alerts
- Engine ON/OFF detection
- Reports (e.g., daily trip summary, idle time, driver behavior)
- User management roles (Admin, Viewer, etc.)
- Integration API (for future ERP or fleet system integration)



c. Data Hosting & Security

- Cloud hosting with 99.9% uptime guarantee
- Encrypted communication between devices and server
- GDPR -compliant data handling
- Access control with two-factor authentication (if available)

4. Installation & Configuration

- Installation of trackers in 40 of vehicles
- Site visit scheduling and installation within agreed timeframes
- Post-installation testing and verification with IT/fleet team

5. Training and Support

Initial user training for IT and fleet management staff, Documentation/manuals for system use and troubleshooting, Ongoing 24/7 technical support and Annual refresher or onboarding sessions for new users.

6. Delivery Timeline

Milestone Deadline

- Contract Signing [e.g., 1st December 2025]
- Device Delivery [e.g., 30th December 2025]
- Installation Completion [e.g., 30th January 2026]
- System Go-Live [e.g., 1st February 2026]

7. Vendor Responsibilities

Supply all required hardware and SIMs (if applicable), Install, configure, and test each tracking device, provide system access and initial training, maintain and support the system during the contract, replace faulty devices under warranty.

8. Key Performance Indicators (KPIs)

KPI Target

- Device Uptime $\geq 99\%$
- Data Transmission Delay ≤ 10 seconds
- Installation Time Per Vehicle ≤ 2 hours
- Support Response Time < 4 hours
- Replacement Time (Faulty Device) ≤ 3 business days

9. Review and Evaluation

- Monthly service performance reviews
- Quarterly reports and system health checks
- Annual evaluation for potential renewal/upgrade

Payment terms: Net 30 days upon invoice submission

Requirements:

1. Certificate of Incorporation/Registration



HJF Medical Research International, Inc. Tanzania

2. Tax Identification Number (TIN)
3. Value Added Tax Number (VRN)
4. Active Business License
5. Current Tax Clearance Certificate
6. 3 Customers reference letters with active contacts

All EOI should be directed to **tsemiono@hjfmri.or.tz** and copy **rbonchick@hjf.org**

EOI timelines:

Deadline for Questions: October 15, 2025

Deadline for Submission: October 20, 2025

Submission of Responses

The response should be in one pdf document (including three references, corporate clients, business/company registration documents, tax compliance certificates, etc.) should be addressed to Procurement via **tsemiono@hjfmri.or.tz** and copy **rbonchick@hjf.org** . The subject should read EOI for the provision of (put the lot number and description of the project as advertised).