



INVITATION TO TENDER

Date: 13th June 2025

Dear Sir/Madam,

REF: T010 – Tracking and Emergency Communications Platform

The HALO Trust invites you to submit proposals to provide a Tracking and Emergency Communications Platform to cover HALO staff users globally.

Introduction

Currently, many of HALO's programmes (in HALO terminology, a "Programme" is normally a country) pose security challenges for HALO's staff, and it is often (but not exclusively) expat staff who are most vulnerable; recent global incidents, in general, emphasise the risks and the importance of HALO's duty of care. This has a proposed implementation of September 2025.

Definition

Satellite personal locators, GSM mobile tracking applications, and vehicle satellite trackers are displayed and managed on an intelligent software platform throughout the chain of command.



The objectives for the new Tracking and Emergency Communications Platform are as follows:

- a) **An intuitive and simple online mapping platform**, which can be run and managed by HALO, providing tiered visibility (by country) of the status of HALO staff using trackers (mobile phones with installed app as well as satellite tracking devices).

Essential:

- Real-time tracking of staff using a mobile app and/or tracking device
- Alarm (and inform selected management user accounts) when a user is 'in distress'
- User provisioning and authentication via Microsoft Entra ID single sign-on.
- Ability for HALO to register and remove users and devices
- Ability to group users/devices by country, region etc.

Preferred:

- Enable route/journey planning and the geo-fencing of areas, obstacles, or out-of-bounds locations, registering asset entry and exit
- API to enable export of location data to HALO's existing Esri ArcGIS infrastructure

- b) **A mobile app**, which uses mobile data or Wi-Fi connections to upload the user's location and send emergency communications.

Essential

- A simple alarm/SOS system which registers alerts on the central platform
- In-app messaging (user-to-user or user-to-group) via mobile data network or connected tracking device.
- User's ability to see their location and other local users or a defined group of users
- Bluetooth pairing to tracking devices for location upload and messaging via satellite when mobile data connections are unavailable.
- Latency, which guarantees agreed accuracy when static and moving, with built-in smart selection of the most efficient network (Satellite/Cellular/Wi-Fi) by the app

Preferred

- Ability to configure user-specific alert preferences
- Manual check-in functionality, allowing users to actively confirm their status rather than being passively tracked.
- Ability to wipe the App and associated data remotely.

- c) **Support for the present devices (if required)**

Essential:

- Ability to transfer and register:
 - Garmin inReach devices to the platform and register them against users
 - Iridium Edge Solar Vehicle Trackers
 - Garmin 66i Devices
 - Provision of subscriptions at an appropriate tier



Bidders should return the following to make their proposal:

- Pricing should be provided on either a per-user or per-device basis.
- The expected number of active users is 200 – 300.
- Continuous training on systems/products for the duration of the contract.
- SLA for global customer service/response times
- Bidders are encouraged to provide solutions/suggestions/alternatives that are not covered.
- Ability to meet the start/implementation date of September 2025.
- Technical specifications for each product offered.
- Areas of operation/service (Bidders to complete Annex 1)
- SLAs for the replacement of faulty/broken/lost equipment.
- Global service locations
- Warranty information
- Bidder to advise on electronic/security challenges i.e Ukraine, Gaza, etc.

All submissions must be sent to HALO as an electronic copy.

Submission of Technical and Commercial bids are to be submitted separately, clearly marked as below:

Technical Bid for **T010 – Tracking and Emergency Communications Platform**

Commercial Bid for **T010 – Tracking and Emergency Communications Platform**

Deadline for submission of complete offer, Technical & Commercial, is 18th July 2025

Tenders to be submitted to the following email: tenders@halotrust.org

HALO will consider all submissions and make an award based on an assessment of the quality, technical requirements, lead times and value for money of the goods/services offered.



Tender Communication

Any general questions relating to the tender must be submitted to HALO by **Friday, 4th July 2025**

To: (logistics@halotrust.org)

Technical questions should be directed as per below to Wilko Dirks, cc'ing logistics by **Friday, 11th of July 2025**

To: wilko.dirks@halotrust.org

CC: logistics@halotrust.org

HALO will share answers to all questions with all bidders.

Any agreements entered into as a result of this requirement will be subject to the Terms and Conditions of HALO's Preferred Supplier Agreement, unless expressly agreed otherwise in writing.

Duration of award is for a two (2) year period.

All bidders will be notified of the award outcome.

HALO reserves the right to reject any proposal.

HALO shall not be liable for any costs incurred in submitting a proposal.

Yours sincerely,

Name of HALO personnel administering the tender:

Stuart Sankey

Job Title:

Global Head of Procurement & Logistics

Signed/Stamped:





| ANNEX 1 | | |
|--|-----|---|
| Please complete the following with where you operate/provide coverage. | | |
| Country | Y/N | Continued /Uninterrupted Service last 12 months |
| Afghanistan | | |
| West Bank | | |
| Gaza | | |
| Syria | | |
| Iraq | | |
| Sudan | | |
| Libya | | |
| Yemen | | |
| Somaliland | | |
| Somalia | | |
| Ethiopia | | |
| Guinea Bissau | | |
| Mauritania | | |
| Nigeria | | |
| Ghana | | |
| Kenya | | |
| Tunisia | | |
| Ivory Coast | | |
| Togo | | |
| Ukraine | | |
| Kosovo | | |
| Colombia | | |
| El Salvador | | |
| Guatemala | | |
| Paraguay | | |
| Honduras | | |
| Angola | | |
| Zimbabwe | | |
| Malawi | | |
| Mozambique | | |
| Sri Lanka | | |
| Myanmar | | |
| Papua New Guinea | | |
| Solomon Islands | | |
| Cambodia | | |
| Laos | | |