

CALL FOR PROPOSALS

TRACKING SOLUTION FOR FIELD SECURITY AND EMERGENCY PREPAREDNESS

Caritas Czech Republic (CCR), through its Department of Humanitarian and Development Aid (HDD), is launching a call for proposals for a **small-scale contract** to deliver a **real-time tracking and incident monitoring solution** to support our field operations and strengthen staff safety in high-risk and remote regions.

CONTEXT

CCR operates humanitarian and development projects in high-risk and resource-limited areas, including **Ukraine, Zambia, Syria, Israel, the Palestinian territories, Georgia, Moldova, Ethiopia**, and others. To enhance the safety of field staff and improve crisis response capacities, we are seeking a **tracking solution** that will:

- Monitor staff locations in real time during deployments
- Enable automated check-ins and alerts
- Support incident reporting and escalation protocols
- Be accessible across both HQ and Country Offices with limited infrastructure
- The solution will primarily serve one **security coordinator** at HQ and support approximately **20 short-term field trips per year**, with typically **no more than 3 staff members traveling simultaneously**.

SCOPE OF WORK

The selected provider will be expected to deliver:

- A **functioning tracking and monitoring solution** tailored to humanitarian field conditions, enabling real-time location sharing, incident alerting (e.g. panic button), and basic communication features usable in low-connectivity settings.
- **System set-up and onboarding support**, including account creation, dashboard configuration, and user guidance for mobile and desktop access.
- **Documentation and user support materials**, such as a concise manual and FAQ designed for non-technical staff.
- **Helpdesk or technical support** during the initial roll-out phase.
- If the pricing model is subscription-based, the offer should reflect actual use: the solution must support one central coordinator and a limited number of concurrent users (as outlined above).

- While the core requirement is the ability to monitor and stay in contact with traveling staff, additional features such as access to **country-specific security risk information** may be included as a value-added component but are not essential for the evaluation.

EXPECTED IMPLEMENTATION DEADLINE by 22 August**FINANCIAL FRAMEWORK**

Estimated budget: up to **CZK 80,000** (approx. **EUR 3,200**, based on an exchange rate of 1 EUR = 25 CZK). The budget must cover all costs including VAT (if applicable).

The provider is encouraged to propose the **maximum feasible scope of services** within this financial limit.

PROPOSAL STRUCTURE

Proposals should include:

- A brief description of the proposed solution and its relevance to CCR's humanitarian context
- Overview of expected deliverables (e.g., system access, training, support)
- Proposed implementation timeline
- Quotation: price breakdown and included services
- References or samples from previous work in humanitarian/security sectors

EVALUATION CRITERIA

Proposals will be assessed based on:

1. **Feasibility within budget and timeline**
2. **Functionality and relevance** of the proposed solution to humanitarian field conditions
3. **Previous experience with NGOs or similar environments**
4. **Clarity and professionalism of the proposal**
5. **Sustainability and usability of the solution beyond the initial implementation**

SUBMISSION DEADLINE

1 August 2025, 23:59 CET

PLEASE SEND YOUR PROPOSAL TO:

- Kristýna Kvasničková kristyna.kvasnickova@charita.cz (Project Manager)
- Anna Gavranová anna.gavranova@charita.cz (Financial Coordinator)

Approved by:

Evžen Diviš
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Caritas Czech Republic

Date: 18. 07.2025