



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Date: 05/04/2023

REQUEST FOR INFORMATION (RFI): 2023_RFI_009

REGARDING

A FLEET MANAGEMENT SYSTEM

CLOSING DATE AND TIME: 26 April 2023 - 23.59 HRS CEST

The Office of the United Nations High Commissioner for Refugees “UNHCR” is requesting information regarding the provision of a Fleet Management System (FMS).

This Request for Information (RFI) seeks market information regarding FMSs. This RFI is not a solicitation process and will not result in a contract award, nor does it create any obligation on the part of UNHCR. This RFI is not intended to solicit proposals from prospective vendors, but to gather information that would help UNHCR understand the market situation. Responses to this RFI will not be used to pre-qualify vendors. This RFI seeks to collect information/data that will be used to understand capabilities in the market. All costs associated with the preparation of a response to this RFI shall be covered by the Vendor.

1. General information:

UNHCR worldwide operates a fleet of over 8,000+ light, armored, heavy and other specialized vehicles, the majority of which are fitted with Vehicle Tracking Systems. International and local UNHCR personnel as well as partner agencies use UNHCR vehicles for road missions, often in remote and insecure locations to provide humanitarian assistance. The UNHCR Global Fleet Management service are responsible for the procurement and equipping of vehicles, the rental of vehicles to field operations, the eventual disposal of vehicles and the support for fuel and maintenance management.

2. Request for information:

UNHCR is soliciting the market for information and to identify potential service providers, with the following objectives:

- Survey the market to identify potential service providers for FMS in the marketplace.
- Identify the scope for a more formal tender for the provision of those services.
- Identify geographic regions, countries in which potential service providers can operate.
- Identify best practise standards including timelines.
- Identify key performance indicators.

- Identify potential providers with experience and a mature product, customer base, success stories.
- Determine whether more than one provider would be required to deliver those services world-wide.

The intention of this RFI is to gather information and gain understanding of the current market of those services, designed to be flexible, effective, and efficient for fleet management. After this RFI and the submissions received, UNHCR may seek clarification(s) to the information provided by your organization.

Potential service providers are invited to review the detailed requirements stated in **Annex A – Terms of Reference** for context to the overall solution requirement. Further annexes as follows form integral part of this RFI.

- Annex B: UNHCR General Conditions of Contracts for the Provision of Goods and Services – 2018 July revision
- Annex C: UN Supplier Code of Conduct
- Annex D: Vendor Registration Form
- Annex E: Confidentiality and Non-Disclosure Agreement

Further technical documents (UNHCR Global Fleet Management Strategy, Status of vehicles and Insurance Statistics) might be released upon request and after signature of **Annex E - Confidentiality and Non-Disclosure Agreement**.

In case of any clarification is needed with regards to this RFI, please consolidate and send your request to martha@unhcr.org. In the interest of transparency, UNHCR may decide to publish the clarifications to all potential suppliers. The names of potential suppliers will remain anonymous.

3. Submission Instructions:

Interested parties are requested to respond in writing not later than **26 April 2023 - 23.59 HRS CEST**. The documents must be sent by email to martha@unhcr.org and copying israel@unhcr.org.

The covering letter must bear your official letter head, clearly identifying your company.

Documents including attachments should be submitted in PDF format. Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.

It is your responsibility to verify that all emails have been received properly before the deadline. Please know the email policy employed by UNHCR limits the size of attachments to a maximum of 10MB, so it may be necessary to send more than one email for the whole submission.

Please indicate in the email subject field:

- 2023_RFI_009 - Fleet Management System
- Name of your firm/company with the name of the attachment

- Number of emails sent e.g. 1/3, 2/3, 3/3 etc.

All propriety, confidential information or any other limitations on the disclosure must be clearly marked and labelled. To the fullest extent consistent with UNHCR's rules and legal obligations, information identified by the respondent as "Propriety" or "Confidential" will be kept confidential.

UNHCR will review the responses and may seek further clarifications and information from certain respondents. These requests for clarifications or information may take the form of communication by telephone, in writing or emails. In addition, certain RFI respondents may be invited to present their responses and/or conduct on-site demonstrations to UNHCR. UNHCR will not bear any costs relating to such presentations or to the preparation and submission of the RFI responses.

Note: This document is not construed in any way as an offer to contract with your firm.


p.p. **Martine Israel**
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HQ Procurement Section
Supply Management Service
UNHCR