

UNHCR aspires to improve its current Fleet Telematics data and hardware by updating and automating data collection where possible/appropriate and complementing the auto-collected data sets with mobile applications that will allow vehicle drivers, dispatchers and fleet administrators, to easily interact with the data.

1. The telematics system will support **fleet activities** through the data collection of the following:

- Registering **trip** details. Such as:
 - Purpose
 - Category & sub-Category
 - Authorised by
 - Full name
 - Job Title
 - Vehicle details
 - Driver details
 - Odometer reading
 - Start of trip
 - End of trip
 - Fuel gauge
 - Start of trip
 - End of trip
 - Passenger details
 - Start location
 - End location
 - Trip ID/reference
 - Event recordings (speed, seatbelt, idling, etc.)
 - Distance travelled
 - Trip duration (secs)
 - Idling duration (secs)
 - Date & Time
 - Start time
 - End time
 - Trip deviation details
 - Planned trip route
 - Trip confirmation
 - Completed
 - Partial
 - Cancelled
 - Cost Centre information
- Registering **trip route** details. Such as:
 - Route Starting
 - Location

- Date
 - Time
 - Route Ending
 - Location
 - Date
 - Time
 - Intermediate geolocation data (typically recorded every 5 minutes)
 - Activity
- Registering **trip passenger** details. Such as:
 - Name
 - First
 - Middle
 - Surname
 - Employee ID
 - Expected Date & Time
 - Start
 - End
 - Actual Date & Time
 - Start
 - End
 - Trip starting location
 - Trip ending location
 - Organisation/ Agency
 - Phone Number
 - Photo
- Registering **trip driver** details. Such as:
 - Name
 - First
 - Middle
 - Surname
 - Email ID
 - Mobile Number
 - License Type
 - Employee ID
 - Agency
 - Driver ID
 - Daily accumulated drive hours (fatigue monitoring)
 - Office/Duty station
 - Official Driver or Authorized Staff Member?
 - Gamification Data
 - Preferred Language

- Driver photo
- Registering **trip vehicle** details. Such as:
 - Vehicle make
 - Vehicle model
 - Derivative
 - Engine immobiliser
 - Next service date
 - Details of last daily vehicle inspection
 - Owning agency
 - Office/Duty station
 - Entry into service date
 - Fuel
 - Petrol
 - Diesel
 - Electric
 - SOS button
 - Buzzer button
 - Vehicle Tag#
- Registering **trip deviation** details. Such as:
 - Trip ID
 - Intermediate point(s)
 - Location
 - Start
 - End
 - Reason
- Registering daily **vehicle inspection** details. Such as:
 - Known damage or missing accessories.
 - Newly identified damage or missing accessories.
 - Vehicle details
 - Driver/Inspector details
 - Datetime & Location
 - Odometer value including consistency check with last recorded reading.
- Registering **vehicle maintenance service or repair** details. Such as:
 - Vehicle details
 - Trip details
 - Incidents & Accidents details
 - Location

- Labour costs
 - Local currency
 - USD
- Parts costs
 - Local currency
 - USD
- 3rd Party garage / mechanics
- Driver details
- Service type
 - Preventative service
 - Maintenance
 - Accident repairs
- Duration of 'event' (days)
 - Intervention
 - Unavailable to drive
- Date & Time
 - Start of event
 - End of event
- Odometer reading
 - Start of event
 - End of event
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- Registering **vehicle incident/accident and insurance claim** details. Such as:
 - Vehicle details
 - Trip details
 - Driver details
 - Location
 - Passenger details
 - 3rd Party details
 - Injuries / Fatalities
 - Date and Time
 - Event reference / ID
 - Date 'description'
 - Workday
 - Weekend
 - Curfew
 - Upload images
- Registering **vehicle fueling event** details. Such as:
 - Driver details
 - Trip details
 - Vehicle details

- Fuel type
 - Petrol
 - Diesel
 - Electric
- Fuel quantity
- Fuel cost
 - Fuel cost in local currency
 - Fuel cost USD
- Datetime
- Location
- Fuel 'source'
 - Garage
 - Bulk tank
 - Jerry can
- Receipt image
- Fuel gauge level
 - Start of event
 - End of event
- Odometer reading
- 3rd Party details

2. UNHCR expects the Fleet Telematics to have **system features** appropriate for an humanitarian enterprise application including:
- **Offline data entry** when there is no GSM network.
 - **Image upload** capabilities - for insurance cases, physical verification, odometer readings, registration plate, invoice scanning for services, etc. with metadata available (geolocation, date, character recognition).
 - **Multi-user, multi-lingual** interface (English, French, Arabic, Spanish, Russian, Chinese).
 - A feature to **reserve/allocate** passengers to trip to vehicle to driver.
 - Cloud-based web solution with **mobile access/application**.
 - User administration and **access control**, preferably with MFA and compatible with MS Azure AD authentication.
 - **Bulk data** operations.
 - The system and Service Provider should ensure compliance with **GDPR**.
 - Host **data centres** and data back-up are located within **Europe**.
 - The system should conform to **level AA or higher** Web Content Accessibility Guidelines (WCAG) 2.1 (<https://www.w3.org/TR/WCAG21/>).
 - The developer organisation is **ISO 27001 certified**.
 - **Data** should be **encrypted** at rest and in transit.
 - **API interfaces** for

- Data lakes/advanced analytics platforms
 - Data archiving
 - Oracle Cloud ERP integration.
 - Integration with Fleet Management Systems.
3. This collected data is expected to contribute to more informed and robust fleet management decisions, therefore standard and custom **reporting** capabilities are a basic requirement of any tool/solution to be considered. Please provide examples as appropriate.
 4. UNHCR has to consider its long term investments, therefore visibility on the **future roadmap** of enhancements and features that the tool/solution is being prepared for would give an indication of the commitment being undertaken.
 5. UNHCR works in some particularly **challenging environments** and therefore the fleet can be put under stressful situations. Providing specific **examples** of working in partnership as a supplier within humanitarian environments is encouraged within the context of this RFI.
 6. Please provide an indication of the **training and support offering** that would typically accompany the set up and rollout of your tool/solution.
 7. UNHCR is striving to adhere to its sustainability goals and achieve compliance where ever possible. Please give a summary of your company's **environmental sustainability** measures and standards.