S/N	Category	Question	Answer
1	System Scope and Expectations	Could you clarify the extent of data automation and the specific types of manual inputs expected from drivers, dispatchers, or administrators within the system? What is the current telematics system being used, and are there specific challenges or gaps you are looking to address with the new system? Are there specific humanitarian contexts or extreme conditions (e.g., conflict zones, remote areas) that the system needs to account for in terms of data collection and connectivity?	To the extent possible, data automation is preferred to minimise errors from manual inputs. But there must be provision for manual input where appropriate. Our current telematics system is provided by a major provider and 90% of the VTS devices send/receive data via satellite. Our transmission frequency is limited to 30 minute intervals which offers little granularity of data and would be prohibitively expensive to increase. The new system is hoped to provide automated driver indentification, automated sensing of trip start and end points, fuel and speeding information, to name but a few. UNHCR works under all conditions, therefore it can be assumed that a portion of the fleet to be managed will be under extreme conditions; a harsh physical working environment with areas of no GSM network.
2	Geographic Scope	Could you provide more details on the geographic scope of the service—does the system need to be operable globally, and are there any specific regions or countries with additional considerations (e.g., regulatory, network, or operational)? Does the system need to account for different levels of GSM network availability in certain regions? What offline capabilities should be prioritized for these locations?	Data needs to be gathered globally and administered locally, as well as centrally at UNHCR headquarter offices. We adapt to the local regularity conditions imposed. Offline capabilities will need to be available - automated data collection should continue and manual data entry where necessary. Data would then be pushed/pulled once connectivity is restored. Yes, the system does need to account for varying levels of GSM network availability. As this is an RFI (and not RFP) all options of cost effective connectivity are welcome at this stage.
3	Experience and Prior Projects	For vendors, how much weight will be given to previous experience in humanitarian environments or projects with other UN agencies? Would having relevant experience with private sector fleet management systems also be considered positively? Should the vendor have prior experience in delivering UN IT projects?	This is not a formal tendering exercise, there is no weighted evaluation applied. At the RFI stage, the participants are not required to have prior experience in delivering UN IT projects. This RFI is to gather technical information as requested in the RFI documents.
4	Integration Requirements	Can you elaborate on the extent and specific technical requirements for integration with existing UNHCR systems, such as Oracle Cloud ERP and other fleet management systems? Will there be a need to integrate with any third-party systems that UNHCR's global partners or local agencies may be using in conjunction with your fleet?	We expect any offering to be able to draw relevant source data from our existing enterprise solutions which include - Oracle Cloud ERP; Workday; Board; Cloud data warehouse solutions. The offered solution is expected to be scalable and flexible with the ability to use APIs (and equivalent technologies) to pull/push data where necessary. Local third party systems cannot be ruled out.
5	Data Management and Security	Are there any additional or specific GDPR requirements beyond standard compliance that the system needs to address, given the global nature of UNHCR's operations? Can you provide further details on the expectations for data encryption (in transit and at rest) and whether there are additional security certifications that vendors should meet apart from ISO 27001?	No additional GDPR requirements beyond the standard compliance. UNHCR insists on data centres to be hosted in Europe to all extents possible. SOC 2 compliance is also a benefit.
6	KPIs and Reporting	What key performance indicators (KPIs) will UNHCR be focusing on to measure the success of the telematics system? Are these based on cost savings, safety improvements, or operational efficiency? Could you provide more specifics on the reporting requirements? Is there a particular format or system for generating and sharing these reports with UNHCR's global team?	Essential KPIs would be cost savings, safety improvements, operational efficiencies, ie availability of system; number of 'events' recorded; cost of ownership; etc. There are no specific formats for reporting. UNHCR would prefer to be able create queries and reports as and when necessary/appropriate. All gathered data should be readily available for reporting as and when needed by UNHCR.
7	Training and Support	What are UNHCR's expectations regarding the scope and duration of training and support services for the system rollout? Are there any specific training formats (in-person, virtual, multilingual) that UNHCR prefers? Could you clarify what level of ongoing technical support would be expected after deployment? Is there a requirement for local presence or 24/7 support in key regions?	There are no specific expectations at this point, all options for training and support will be considered. It is expected that the simplicity of the solution should not require undue expertise to maintain and support it once rolled out.

8	Hardware requirements	Can you please clarify the specific hardware requirements or specifications for the Fleet Telematics System? Are there any preferred hardware vendors or existing systems that the new solution must be compatible with?	This RFI is published in order to understand the market offerings and combinations of software/hardware needs. It is understood that the resulting solution may be a hybrid of possibilities.
		Is UNHCR looking for the vendor to provide the necessary hardware along with the software solution, or will the hardware be procured separately? If hardware is to be included, are there specific features or standards that it must meet?	It is assumed that the solution should be hardware agnostic to the extent possible. Solutions should be able to receive data from any telematics software. Use case examples: Riders of motorbikes; drivers of heavy vehicles; drivers of light vehicles.
		Are there existing hardware components currently in use that the new telematics system should integrate with or replace? If so, could you provide details on those components?	Understanding the market's hardware/software offerings is the goal of this RFI.
		Is there any ongoing maintenance or support expected for the hardware, and what level of technical support should be anticipated?	