Request for Information

FLEET MANAGEMENT SYSTEMS
I. INFORMATION ABOUT WORLD VISION

What is World Vision:
World Vision is a non-profit, non-denominational Christian humanitarian aid and development organization that is dedicated to helping children and their communities worldwide reach their full potential by tackling the causes of poverty. With its origins in the 1950’s, World Vision is supported by more than 2.5 million supporters, 20,000 churches, hundreds of corporations, and governments in nearly 100 countries.

Who World Vision serves:
World Vision serves the most vulnerable children, families, and communities globally through emergency relief, education, health care, economic development, and advocacy. With approximately 35,000 World Vision staff members worldwide, our work touches approximately 100 million people in nearly 100 countries, assisting people regardless of religion, ethnic background, or gender.

Why World Vision serves:
Motivated by our faith in Jesus, we serve the most vulnerable unconditionally, recognizing their individual dignity and honoring their God-given potential.

Some ways in which World Vision serves:
Community Development -- Each community’s needs are different. We provide the resources that enable people to discover and use their own ideas and skills to move from poverty to self-sufficiency. Communities develop such things as access to clean water, reliable food production, basic health services, educational opportunities, microfinance programs to generate income, and AIDS prevention and care.
Emergency Response -- We respond to natural disasters and long-term humanitarian emergencies. We track potential crises, pre-position emergency supplies for effective rapid response, and remain after the crisis to help people rebuild their communities.
Protecting Children -- We believe in every child’s individual worth. We advocate for their well-being: for a world where orphans are cared for; where children are no longer forced to be soldiers, prostitutes, or laborers; and where they are safe and free from oppression.

For further information, we encourage you to visit our website at www.wvi.org.
II. WORLD VISION’S GLOBAL FLEET BACKGROUND

World Vision operates in challenging and complex environments, and vehicles are critical to the delivery of its programs and operations. World Vision owns and manages over 10,000 vehicles, including passenger vehicles, motorcycles, commercial vehicles, and boats in over 70 countries on six continents. We are conducting an RFI for a Fleet Management System, as we look for ways to operate a safer, more cost effective, and greener fleet.

<table>
<thead>
<tr>
<th>World Vision Region</th>
<th>Passenger Vehicles</th>
<th>Motorcycles</th>
<th>Commercial Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Africa</td>
<td>785</td>
<td>1421</td>
<td>21</td>
</tr>
<tr>
<td>East Asia</td>
<td>200</td>
<td>1127</td>
<td>1</td>
</tr>
<tr>
<td>Latin America &amp; Caribbean</td>
<td>579</td>
<td>1189</td>
<td>3</td>
</tr>
<tr>
<td>Middle East &amp; Eastern Europe</td>
<td>348</td>
<td>20</td>
<td>3</td>
</tr>
<tr>
<td>South Asia &amp; Pacific</td>
<td>388</td>
<td>1134</td>
<td>25</td>
</tr>
<tr>
<td>Southern Africa</td>
<td>770</td>
<td>1238</td>
<td>35</td>
</tr>
<tr>
<td>West Africa</td>
<td>361</td>
<td>1022</td>
<td>33</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>World Vision Region</th>
<th>Countries with Fleet Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Africa</td>
<td>Burundi, Ethiopia, Kenya, Rwanda, Somalia, South Sudan, Sudan, Tanzania</td>
</tr>
<tr>
<td>East Asia</td>
<td>Cambodia, China, Mongolia, Myanmar, Thailand, Vietnam</td>
</tr>
<tr>
<td>Latin America &amp; Caribbean</td>
<td>Bolivia, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Haiti, Honduras, Mexico, Nicaragua, Panama, Peru</td>
</tr>
<tr>
<td>Middle East &amp; Eastern Europe</td>
<td>Afghanistan, Albania, Armenia, Bosnia &amp; Herzegovina, Cyprus, Georgia, Iraq, Jerusalem West Bank, Gaza, Jordan, Kosovo, Lebanon, Montenegro, Pakistan, Romania, Serbia</td>
</tr>
<tr>
<td>South Asia &amp; Pacific</td>
<td>Bangladesh, India, Indonesia, Malaysia, Nepal, Papua New Guinea, Philippines, Solomon Islands, Sri Lanka, Timor Leste, Vanuatu</td>
</tr>
<tr>
<td>Southern Africa</td>
<td>Angola, DR Congo, eSwatini, Lesotho, Malawi, Mozambique, South Africa, Zambia, Zimbabwe</td>
</tr>
<tr>
<td>West Africa</td>
<td>Central African Republic, Chad, Ghana, Mali, Mauritania, Niger, Senegal, Sierra Leone</td>
</tr>
</tbody>
</table>
III. PURPOSE

The Global Fleet Management Team, by way of this Request for Information (RFI), is requesting responses from qualified vendors that meet the project requirements specified in this document. With the different technologies that exist in the field today, World Vision’s aim is to research the market for fleet management systems that are capable of overseeing the organization’s overall fleet profile, performance, and costs. The objective for this RFI is to gather information on the different vendors’ capabilities and systems that would be appropriate for the management of World Vision’s global fleet, including available features and associated costs. We are willing to consider both global and region specific solutions.

This RFI is only for the purpose of collecting information that would help World Vision understand the market landscape will not result in a direct contract award.

World Vision is seeking information on fleet management systems, which meet the following requirements:

**Web Based Fleet Management System Administration:**
- Cloud based server and data storage, which can be hosted outside of World Vision’s work environment.
- Ability to assign and manage user permissions.
- Ability to request and assign vehicles to journeys.
- System language available as English, Spanish, or French.

**Vehicle Tracking:**
- Vehicle tracking hardware options for passenger vehicles and motorcycles.
- Local vehicle tracking hardware installation available.
- Ability to locate vehicles, using GPRS/4G/5G/GPS on a map overlay in real time.
- Ability to track vehicles’ traveling speeds.
- Ability to show vehicles’ current operating status’s (e.g. engine off/engine on but idle/engine on and moving) in real-time.
- Ability to replay/review journey routes for vehicles.
- Option to install a mileage reader independent of a vehicle’s odometer.
- Ability to monitor driver behavior (e.g. speeding, journeys, idling time, etc.).

**Reporting:**
- Ability to access current and historical data for at least the past three years of use.
- Ability to produce reports on trend data on things such as fuel consumption, traveling speeds, etc.
- Vehicle and journey data reports provided in MS Excel and/or PDF format or through a “real time” dashboard.
- Ability to export fleet data in MS Excel format.
- Ability to track journey information and fleet related KPI’s.
  - Distance traveled
  - Fuel consumption
Vehicle utilization
- Vehicle operating costs
- Total cost of ownership

Customer Support:
- Customer support for the fleet management system and vehicle tracking hardware.
- Initial training for staff members on any applicable fleet management system features and vehicle tracking hardware.

IV. RFI TIMETABLE

<table>
<thead>
<tr>
<th>EVENT</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFI Advertised on Tender Sites</td>
<td>7/19/2021</td>
</tr>
<tr>
<td>RFI Released from Coupa/ProVison</td>
<td>7/26/2021</td>
</tr>
<tr>
<td>Suppliers’ Submittal of Questions Pertaining to RFI Due</td>
<td>7/30/2021</td>
</tr>
<tr>
<td>WVI’s Response to Supplier Questions</td>
<td>8/6/2021</td>
</tr>
<tr>
<td>Suppliers’ Proposals Submission Due</td>
<td>8/16/2021</td>
</tr>
</tbody>
</table>

V. REQUIREMENTS FOR RFI

This RFI would like to invite vendors with proven capabilities to provide a global fleet management solution of the abovementioned scope. The following information needs to be submitted:

A. Supplier Qualification
Vendor needs to provide all requested information outlined below through a questionnaire form in our procurement system, COUPA (ProVision). (Screenshots of the questionnaire can be seen in the next pages).
# General Questions

* Company Registered 
  Name: 

* Company Address: 

* Company Phone: 
  Number: 

* Company Website: 

* Company Contact 
  Person Name: 

* Company Contact 
  Person Position/Title: 

* Company Contact 
  Person Email Address: 

* Company Contact 
  Person Office Mobile 
  Phone: 

* Please provide the names of the companies with which you have joint-ventures/partnerships 
  and explain your relationship. 

* Years Established:  
  - Less than a year 
  - 1-5 years 
  - 6-8 years 
  - 7+ years 

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# Company Management

Please provide information on 
  ownership structure 
  and company organization chart.

* Please state the 
  average years of 
  experience within the 
  industry sector for all 
  members of the 
  executive management 
  team:  

* Please give a brief 
  description of the 
  experience, education, 
  and background 
  of the executive management 
  team: 

* Please state the 
  number of years that 
  your company has 
  been present in your 
  current business sector:
World Vision International
Request for Information
Confidential

**Track Record**

- A minimum of two (2) customer references is required, with the following stipulations:
  - Each reference shall be for work performed in the last 5 years.
  - One of the references shall be for a fleet of 500 vehicles or more.
  - One of the references shall be for a fleet used by an international NGO.

**Competencies / Resources**

- Please list your company’s core competency. List the top 5 core goods/services that you offer:

**Is the current employee staffing in line with the current customer demand?**

- Yes
- No

- Please state the number of people employed by your company as of December 31, last calendar year. Direct staff:
  - [ ] permanent
  - [ ] contract
  - [ ] indirect staff:

- *Reference #1: Organization and Department Name*

- *Reference #2: Organization and Department Name*

**Reference #1: Contact Information (Name, Title, Address, Mobile, Email Address)**

- *Reference #2: Contact Information (Name, Title, Address, Mobile, Email Address)*

- *Reference #1: Dates of Engagement*

- *Reference #2: Dates of Engagement*

- *Reference #1: Approximate Count of Vehicles Involved*

- *Reference #2: Approximate Count of Vehicles Involved*

- *Reference #1: Services and Products Provided*

- *Reference #2: Services and Products Provided*
B. Product/Technical Information
Vendor needs to provide all requested information outlined below in a PDF format to be attached through our procurement system, COUPA (ProVision).

1. Available Services and Products
   - Proposed product for World Vision’s Global Fleet
   - List of compatible vehicle types
   - Data points collected by the fleet management system and vehicle tracking hardware
   - Data retention and ownership
   - Data accuracy
   - Data granularity
   - Data accessibility based on user permissions
   - Alert notifications
   - Analytics and reporting
   - Overlay mapping analysis
2. Data Security
   - Cyber-security: Describe your company’s technical solutions, capabilities, and data security solutions.
   - Cloud: Describe your company’s cloud capabilities. Include information regarding offline operations (how would it operate if cloud services were lost and/or if the connection to the cloud were severed for an extended period of time).

3. Support, Maintenance, and Training
   - Customer Service: Describe your company’s customer service offering, including information on response times and service level agreements.
   - Training: Describe the training philosophy, methods, and resources you would employ to quickly transition World Vision to your system.
   - Warranty: Describe the typical warrantee terms for hardware, installation labor, etc.

C. Complete Fleet Management System Capability Questionnaire
Vendor needs to provide answers to all questions in the Fleet Management System Capability Questionnaire through our procurement system, COUPA (ProVision). (Screenshots of the questionnaire can be seen in the next pages).
<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can the FMS track the KPI: Distance Traveled without having to manually enter journey information?</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>Can the FMS track the KPI: Fuel Consumption per Kilo or Kiloliter traveled per liter of fuel?</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>Can the FMS track the KPI: Fuel Consumption per Kilo or Kiloliter without having to manually enter journey information?</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>Can the FMS track the KPI: Vehicle Utilization?</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>Can the FMS track the KPI: Vehicle Operating Cost?</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>Can the FMS track the KPI: Total Cost of Ownership, which includes Acquisition Price, Maintenance Costs, Fuel Costs, Administrative and Driver Salaries, Disposal Price, etc?</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>If journey information isn’t tracked automatically, does the FMS have the ability for data to be entered into it or through a phone/tablet app, which syncs up once the device is in range of the internet again?</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>Can the FMS send alerts related to vehicle license renewal?</td>
<td>☑️</td>
<td>☐️</td>
</tr>
</tbody>
</table>

**Customer Support**

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does your company offer customer support with an initial response time of three business days or less?</td>
<td>☑️</td>
<td>☐️</td>
</tr>
</tbody>
</table>
## Architectural Characteristics

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Data Encryption:</em> Does the application encrypt its data whether at rest or in transit?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Data Privacy:</em> Does the application's architecture address user local privacy laws (e.g., UK GDPR)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Data Storage:</em> Is the application (customer) data stored in a relational database (pref. Microsoft SQL DB)?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Interoperability:</em> Can the application export and import all application data?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Interoperability:</em> Does the application have API services, making it available to connect?</td>
<td></td>
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</tr>
<tr>
<td><em>Performance:</em> Is the application reasonably performed with an acceptable user experience under normal and moderately heavy computing tasks?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Scalability:</em> Can the application be scaled dynamically to optimize performance vs cost?</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>User Authentication:</em> Can the application be connected to our corporate directory to provide the user with single sign-on capability?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
D. Pricing

In addition to the technical information, WVI is seeking to assess the related costs of the items below. These need to be submitted through our procurement system, COUPA (ProVision).

1. Vehicle Tracking Hardware, which transmits data solely through terrestrial cellular networks.
2. Vehicle Tracking Hardware, which transmits data through terrestrial cellular networks (i.e. GPRS or UMTS) when available and switches to a satellite network when cellular service is not available.
3. Vehicle Tracking Hardware, which is easily transferable and can be quickly connected to an auxiliary power socket within a vehicle.
4. Vehicle Tracking Hardware, which is suitable for installation on motorcycles.
5. Monthly Service Fees
6. Installation Fees

![Items and Lots Table]

- 5 Items (not in lots)
  - Vehicle Tracking Hardware (which transmits data solely through terrestrial cellular networks)
  - Vehicle Tracking Hardware (which transmits data through terrestrial cellular networks (i.e. GPRS or UMTS) when available and switches to a satellite network when cellular service is not available)
  - Vehicle Tracking Hardware, which is easily transferable and can be quickly connected to an auxiliary power socket within a vehicle.
  - Vehicle Tracking Hardware, which is suitable for installation on motorcycles.
  - Monthly Service Fees
  - Installation Fees

Base Total: 0.00 USD