

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.

World Vision Region	Passenger Vehicles	Motorcycles	Commercial Vehicles
East Africa	785	1421	21
East Asia	200	1127	1
Latin America & Caribbean	579	1189	3
Middle East & Eastern Europe	348	20	3
South Asia & Pacific	388	1134	25
Southern Africa	770	1238	35
West Africa	361	1022	33

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

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

EVENT	DATE
RFI Advertised on Tender Sites	7/19/2021
RFI Released from Coupa/ProVison	7/26/2021
Suppliers' Submittal of Questions Pertaining to RFI Due	7/30/2021
WVI's Response to Supplier Questions	8/6/2021
Suppliers' Proposals Submission Due	8/16/2021

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 Webpage:

* 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/subsidiaries/p
artnerships, if any, and
explain your
relationship:

* Years Established: ☐ 0-less than a year
☐ 1-3 years
☐ 4-6 years
☐ 7+ years

Company Management

Please provide
information on
ownership structure
and company
organization chart

No file chosen

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

☐ 0-less than a year
☐ 1-3 years
☐ 4-6 years
☐ 7+ years

* Please give a brief
description of the
executive management
team regarding skills
and
experience/background

* Please state the
number of years that
your company has
been present in your
current
business/market:

☐ 0-less than a year
☐ 1-3 years
☐ 4-6 years
☐ 7+ years

World Vision International
Request for Information
Confidential

Financial Information

What is the primary customer share of company business for goods or services being offered?

Company annual revenue for the past 3 years (in US Dollars):

Provide a certified copy of a certificate of business registration, certificate of incorporation, business license or similar document (Attach)

No file chosen

Provide a certified copy of tax registration, tax clearance certificates or similar documents (Attach)

No file chosen

Audited financial statement for past two years or tax filing/copy of tax registration or similar documents (Attach):

No file chosen

Code of Conduct

* Does your company have a Code of Conduct for your employees? ☐ Yes ☐ No

If you company has Code of Conduct, please attach

No file chosen

* Do you have a section on Human Rights and do you comply? ☐ Yes ☐ No

* Do you have a section on Labour standards and do you comply? ☐ Yes ☐ No

* Do you have a section on the Environment and do you comply? ☐ Yes ☐ No

* Do you have a section on Anti-corruption and do you comply? ☐ Yes ☐ No

* Do you have any programs that assist your local community? ☐ Yes ☐ No

If yes, please explain programs that assist your local community.

* Do you have any programs that assist your own employees? ☐ Yes ☐ No

<p>If yes, please explain programs that assist your own employees.</p> <div></div>	<div>Track Record</div> <div>A minimum of two (2) customer references is required, with the following stipulations:</div> <div>a. Each reference shall be for work performed in the last 5 years. b. One of the references shall be for a fleet of 500 vehicles or more. c. One of the references shall be for a fleet used by an international NGO.</div>
<p>* Do you have a section on Child Protection and do you comply?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<div>* Reference #1: Organization and Department Name</div> <div></div>
<div>Competencies / Resources</div>	
<p>* Please list your company core competency. List the top 5 core goods/services that you offer:</p> <div></div>	<div>* Reference #1: Contact Information (Name, Title, Address, Mobile, Email Address)</div> <div></div>
<p>* Please state the number of people employed by your company as of December 31, last calendar year. Direct staff: (permanent/contract) Indirect staff:</p> <p><input type="radio"/> 0 <input type="radio"/> 1-5 <input type="radio"/> 6-10 <input type="radio"/> 10+</p>	<div>* Reference #1: Dates of Engagement</div> <div></div>
	<div>* Reference #1: Approximate Count of Vehicles Involved</div> <div></div>
<p>* Is the current employee staffing in line with the current customer demand?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>	<div>* Reference #1: Services and Products Provided</div> <div></div>
	<div>* Reference #2: Organization and Department Name</div> <div></div>
	<div>* Reference #2: Contact Information (Name, Title, Address, Mobile, Email Address)</div> <div></div>
	<div>* Reference #2: Dates of Engagement</div> <div></div>
	<div>* Reference #2: Approximate Count of Vehicles Involved</div> <div></div>
	<div>* Reference #2: Services and Products Provided</div> <div></div>

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).

The screenshot shows the 'Attachments' section of a procurement system. At the top, there is a tab labeled 'Attachments' with a dropdown arrow. Below it is a button 'Add Attachment'. The main area is divided into two columns. The left column, titled 'Attachment section', contains a text input field with the value 'Product/Technical Information'. Below this field is a red circle highlighting the text 'Attachment' and a blue link 'Add File'. The right column, titled 'Instructions to Supplier', contains a text area with the following instructions: 'Provide all requested information outlined below in a PDF format, and attach in this section:'. Below this are three numbered sections: 1. Available Services and Products, 2. Data Security, and 3. Support, Maintenance, and Training. Each section has a list of bullet points. At the bottom of the right column, there are two checkboxes: 'Allow supplier to respond with attachment' (checked) and 'Make response required' (unchecked).

Attachments

Add Attachment

Attachment section

Delete

Attachment name

Product/Technical Information

Attachment

Add File

Instructions to Supplier

Provide all requested information outlined below in a PDF format, and attach in this section:

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.

☒ Allow supplier to respond with attachment

☐ Make response required

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).

Web Portal Administration

* Does your company offer a web based Fleet Management System? ☐ Yes ☐ No

* Can the FMS be hosted on a private server within World Vision's environment? ☐ Yes ☐ No

* Must the FMS be hosted on a private server within World Vision's environment? ☐ Yes ☐ No

* Can the FMS be hosted on a cloud based server outside of World Vision's environment? ☐ Yes ☐ No

* Must the FMS be hosted on a cloud based server outside of World Vision's environment? ☐ Yes ☐ No

* Does the FMS allow organizations to manage user rights and permissions and to grant users different levels of access to the system? (e.g. User access with editing capability verses read only capability.)" ☐ Yes ☐ No

* Does the FMS offer a way for users to request, authorize, and assign vehicles for journeys? ☐ Yes ☐ No

* Is the FMS available in multiple languages? ☐ Yes ☐ No

* Is the FMS available in English? ☐ Yes ☐ No

* Is the FMS available in Spanish? ☐ Yes ☐ No

* Is the FMS available in French? ☐ Yes ☐ No

Vehicle Tracking

* Does your company offer vehicle tracking hardware? ☐ Yes ☐ No

* Does your company offer local installation of vehicle tracking hardware? ☐ Yes ☐ No

* Does your company offer vehicle tracking hardware units that transmit data solely through terrestrial cellular networks (i.e. GPRS or UMTS)? ☐ Yes ☐ No

* Does your company offer hybrid vehicle tracking hardware units that transmit data through terrestrial cellular networks (i.e. GPRS or UMTS) when available and switches to a satellite network when cellular service is not available? ☐ Yes ☐ No

* Does your company ☐ Yes
offer easily ☐ No
transferable vehicle
tracking hardware
units, which can be
quickly connected to
an auxiliary power
socket within a
vehicle?



* Does your company ☐ Yes
offer vehicle tracking ☐ No
hardware suitable for
installation on
motorcycles?



* Does your company ☐ Yes
or the FMS send ☐ No
notifications/alerts
when vehicle tracking
hardware is not
functioning correctly?

* Does your company ☐ Yes
offer the use of a ☐ No
mileage reader
independent of the
vehicle's odometer?



* Does the FMS have ☐ Yes
the ability to locate ☐ No
vehicles, using
GPRS/4G/5G/GPS on a
map overlay in real
time?

* Does your company ☐ Yes
offer the installation of ☐ No
fuel utilization sensors
to track fuel
consumption?



* Does the FMS offer ☐ Yes
virtual/geo fencing? ☐ No



* Does the FMS have ☐ Yes
the ability to show ☐ No
vehicles' traveling
speeds in real-time?

* Does the FMS offer ☐ Yes
virtual/geo fencing, ☐ No
which allows for the
monitoring of vehicle
speeds against set
speed limits within
designated
areas/zones?



* Does the FMS have ☐ Yes
the ability to show ☐ No
vehicles' current
operating status's (e.g.
engine off/engine on
but idle/engine on and
moving) in real-time?

* Can the FMS send ☐ Yes
alerts when vehicles ☐ No
have exceeded set
speed limits within
designated
areas/zones?



* Does the FMS have ☐ Yes
the ability to ☐ No
replay/review journey
routes for vehicles?

* Does the FMS offer ☐ Yes
virtual/geo fencing, ☐ No
which allows for
designating allowable
vehicle movement
areas/zones?



* Can the FMS send ☐ Yes
alerts when vehicles ☐ No
have moved
beyond/outside of
designated
areas/zones?



* Does your FMS offer ☐ Yes
Driver ID capture? ☐ No

* "Does your FMS offer ☐ Yes
the ability to monitor
driver behavior? (e.g.
Speeding, journeys,
idling time, etc.)" ☐ No

* Does your FMS offer ☐ Yes
vehicle "Health Check"
alerts when the vehicle
needs servicing, the
engine temperature is
high, tire pressure is
low, etc? ☐ No

* Does your company ☐ Yes
offer the installation of
Panic Buttons on
vehicles? ☐ No

* Can the FMS send ☐ Yes
updates/alerts via
email and/or cell phone
in the case of an
emergency? ☐ No

* Does the FMS system ☐ Yes
offer the ability to
immobilize vehicles
remotely in real time? ☐ No

* Does your company ☐ Yes
offer retrieval services
for lost or stolen
vehicles? ☐ No

Reporting

* Does the FMS have ☐ Yes
the ability to integrate
with an ERP system for
vehicle related expense
reporting? ☐ No

* Through the FMS, can ☐ Yes
you access current and
historical data for at
least the past three
years of use? ☐ No

* Does the FMS have ☐ Yes
the ability to produce
reports on trend data
on things such as fuel
consumption, traveling
speeds, etc? ☐ No

* Does the FMS provide ☐ Yes
reports on at least a
monthly basis provided
in MS Excel and/or PDF
format or through a
"real time" dashboard? ☐ No

* Is it possible to ☐ Yes
export data from the
FMS in MS Excel
format? ☐ No

* Can the FMS track ☐ Yes
KPI's within the
system? ☐ No

* Can the FMS track the ☐ Yes
KPI: Distance
Traveled? ☐ No

World Vision International
Request for Information
Confidential

* Can the FMS track the KPI: Distance Traveled without having to manually enter journey information? In other words, can the FMS track the KPI: Distance Traveled from data collected through vehicle tracking hardware and software? ☐ Yes ☐ No

* Can the FMS track the KPI: Fuel Consumption per Kilo or Kilo Traveled per Liter of Fuel? ☐ Yes ☐ No

* Can the FMS track the KPI: Fuel Consumption per Kilo or Kilo Traveled per Liter of Fuel without having to manually enter journey information? ☐ Yes ☐ No

* Can the FMS track the KPI: Vehicle Utilization? ☐ Yes ☐ No

* Can the FMS track the KPI: Vehicle Utilization without having to manually enter journey information? ☐ Yes ☐ No

* Can the FMS track the KPI: Vehicle Operating Cost? ☐ Yes ☐ No

* Can the FMS track the KPI: Vehicle Operating Cost without having to manually enter journey or expense information? ☐ Yes ☐ No

* 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? ☐ Yes ☐ No

* 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 without having to manually enter journey or expense information? ☐ Yes ☐ No

* If journey information isn't tracked automatically, does the FMS have the ability for data to be entered to it or through a phone/tablet app, which syncs up once the device is in range of the internet again? ☐ Yes ☐ No

* Can the FMS send alerts related to vehicle license renewal? ☐ Yes ☐ No

Customer Support

* Does your company offer customer support with an initial response time of three business days or less? ☐ Yes ☐ No

* Does your company offer initial training for World Vision staff members on any applicable FMS features and vehicle tracking hardware? ☐ Yes ☐ No

* Does your company offer ongoing training for World Vision staff on applicable FMS features and vehicle tracking hardware on an adhoc or regularly scheduled basis? ☐ Yes ☐ No

Global Footprint

* The FMS can be used in which countries?

Architectural Characteristics

* Data Encryption: ☐ Yes ☐ No
Does the application encrypt its data whether at rest or in transit?

* Data Privacy: Does the application's architecture address user local privacy laws (e.g. UK GDPR)? ☐ Yes ☐ No

* Data Storage: Is the application (customer) data stored in a relational database (pref. Microsoft SQL db)? ☐ Yes ☐ No

* Interoperability: Can the application export and import all application data? ☐ Yes ☐ No

* Interoperability: Does the application have API services, making it available to connect? ☐ Yes ☐ No

* Performance: Is the application reasonably performant with an acceptable user experience under normal and moderately heavy computing tasks? ☐ Yes ☐ No

* Scalability: Can the application be scaled dynamically to optimize performance vs cost? ☐ Yes ☐ No

* User Authentication: Can the application be connected to our corporate directory to provide the user with single-sign-on capability? ☐ Yes ☐ No

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						
<div> Add New Duplicate Move Delete Item Settings Base Price Settings </div>						
<input type="checkbox"/>	Name	Expected Qty		Base Price		Price x Expected Qty
<div> 6 items (not in lots) </div>						
<input type="checkbox"/>	Vehicle Tracking Hardware (which trans...	1.00 (Each / Unidad)	x	0.00 USD	=	0.00 USD
<input type="checkbox"/>	Vehicle Tracking Hardware (which trans...	1.00 (Each / Unidad)	x	0.00 USD	=	0.00 USD
<input type="checkbox"/>	Vehicle Tracking Hardware (which is easi...	1.00 (Each / Unidad)	x	0.00 USD	=	0.00 USD
<input type="checkbox"/>	Vehicle Tracking Hardware (which is suit...	1.00 (Each / Unidad)	x	0.00 USD	=	0.00 USD
<input type="checkbox"/>	Monthly Service Fees	1.00 (Each / Unidad)	x	0.00 USD	=	0.00 USD
<input type="checkbox"/>	Installation Fees	1.00 (Each / Unidad)	x	0.00 USD	=	0.00 USD
Base Total						0.00 USD