

Annex A – Terms of Reference

UNHCR aspires to having an enterprise Fleet Management System (FMS) that will support the following fleet management activities:

- Assist with purchase planning of vehicles.
- Maintain upstream vehicle pipeline information and allow for vehicle allocation to clients before receipt of assets.
- Creation of work order (selection of vehicle make, model, derivative and accessories).
- Leasing/rental of vehicles.
- Delivery/shipment & tracking of vehicle.
- Monitoring/recording of fuel, mileage, maintenance & repair.
- Disposal/Sale.
- Insurance.
- The FMS should include the concept of Vehicle Tracking Systems (VTS) i.e., be able to store the VTS device identity and properties (make, model, configuration etc.) and ideally, integrates with VTS platform(s) to allow real time tracking, alert reporting and immobilization.
- Asset/stock management.
- Standard and custom reporting capabilities.
- Driver management to record driver information: number of drivers, types of driver licenses, driver license expiry dates, driver ID card allocation, types of training received, date of refresher training needed, corrective actions applied, and performance indicators based in speeding events and ID card utilization, among other driver management variables.

UNHCR expects the FMS to have system features appropriate for an enterprise application such as:

- Multi-user, multi-lingual interface.
- Cloud-based web solution with mobile access.
- User administration and access control, preferably with MFA and compatible with MS Azure AD authentication.
- Bulk data operations.
- Ideally the system and service provider will conform to the GDPR, with data centres and data back-up locations within Europe.
- With reference to the “Web Content Accessibility Guidelines (WCAG) 2.1”, <https://www.w3.org/TR/WCAG21/>, the system should conform to a level of AA or higher.
- 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 ERP integration.
- Integration with Vehicle Tracking Systems/Platforms.

UNHCR would very much like to have the system to have a interface suitable for mobile devices that could provide online/offline functionality and particularly for image data entry: Picture input (for insurance cases, physical verification, odometer readings, registration plate, invoice scanning for services, etc.) with metadata available (geolocation, date, character recognition).