

REQUEST FOR INFORMATION

REQUEST FOR INFORMATION (RFI) – HQ25NF337-RFI **for Fleet management solution (FMS)** **Closing on 11th August 2025 at 16.00 hrs (Rome Time)**

A. Background

1. The United Nations World Food Programme hereinafter referred to as the “WFP”, with its Headquarters located in Via C.G. Viola, 68/70, 00148 Rome, Italy is the leading humanitarian organization saving lives and changing lives, delivering food assistance in emergencies and working with communities to improve nutrition and build resilience by assisting almost 100 million people in around 83 countries each year. About 17,000 people work for the organization, most of them in remote areas, directly serving the hungry poor.
 The WFP Fleet Centre is mandated to centrally manage the acquisition and leasing of light and armoured vehicles for WFP offices globally.
 The WFP Global Fleet Unit deploys trucks and other fleet assets to support country offices’ road transport operations. While WFP more commonly contracts local commercial transporters, where commercial capacity doesn’t exist or fit WFP’s needs, it has a dedicated fleet of almost 900 readily deployable vehicles to support sudden emergencies. The vehicles are positioned in three hubs in Accra, Dubai, and Kampala and are managed centrally in headquarters by the Global Fleet team, which is responsible for the oversight and management of operations and assets.
2. Both entities are seeking information on potential Fleet management solution, available features, customization capabilities, level of services and related publicly available costs.
3. WFP invites eligible suppliers to provide information (see below) related to the above services. Further details about the required services are available in Annex I.

B. The purpose of this RFI

4. The purpose of this request for RFI is to identify suppliers with verified technical and financial capacity to provide the services at least at the same currently deployed features. Eligible suppliers might be invited to participate in a bidding process.
5. After the deadline for submission of responses has passed, WFP will evaluate responses received and will notify eligible participants of the outcome of the evaluation.

C. How to prepare and submit your information

6. In order to participate in the RFI exercise, companies are required to provide the following:

The filled in Table I, Table II and additional info requested, including Supplier Information;

7. All supporting documentation listed above shall be prepared in accordance with the instructions provided.
8. WFP will not consider incomplete or unsigned submissions. All responses and supporting documentation received will be treated as strictly confidential and will not be made available to the public.
9. This request for information does not constitute a solicitation. WFP reserves the right to change or cancel this procurement process or any of its requirements at any time during the process; any such action will be communicated to all participants.
10. Should you have any questions please do not hesitate to contact us at hq.tenders@wfp.org.

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Yours sincerely,

Signed digitally by
Gabriel Bartolini

Category Manager, ICT goods & services
Global Markets procurement
The United Nations World Food Programme

REQUEST FOR INFORMATION

TABLE I – Requirements

| Modules | Ref | Sub menus | Requirements | Feature already available? Y/N | If no, is it part of your development roadmap? Y/N If yes, please specify expected delivery period | If they're not part of your development roadmap, are ad hoc developments possible for this feature? | Comment |
|---------|-----|--------------------------------------|---|--------------------------------|---|---|---------|
| Assets | 1.1 | Asset Specification | Store and calculate an array of vehicle information, including specification data, unique Asset IDs (primary and secondary), Asset Type and Departmental assignment, performance metrics, emissions and fuel consumption. | | | | |
| | 1.2 | Tracking events & operational stages | Track dates for events, such as services, monthly cost tracking for insurance (Third Party, SIS), carbon tax, depreciation/lease/rental. The system to highlight when vehicles are approaching these dates as a reminder to act. Allow to record vehicles in stock under preparation, in transit under registration, operation, grounded and disposal | | | | |
| | 1.3 | Odometer History | Build a comprehensive odometer history, pulling odometer readings from various areas of the system, and update any incorrect readings with an odometer correction tool. Able to adjust replacement of odometer readings (current and replaced odometer readings) with associated dates. | | | | |
| | 1.4 | Allocation | Allocate the vehicles to countries, cost centers, departments, drivers etc. for dynamic management and reporting. Tracking of lease allocations including start/end dates, current status, rental group, master number, and associated costs. | | | | |
| | 1.5 | Disposal | Capture data related to the disposal of the vehicles when they are disposed, including why and how it was disposed and how much it was disposed for. | | | | |
| | 1.6 | Procurement | Track all vehicle orders, manage the workflow to attain approval at specific stages of the process, and capture all relevant dates and costs for purchased and leased vehicles. | | | | |

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|---------|-----|-------------------------------|---|--------------------------------|---|---|---------|
| | 1.7 | Document | Allow to upload documents such as vehicle registration, pictures of other critical information | | | | |
| | 1.8 | Vehicle Tracking System (VTS) | VTS activation status, serial numbers, and cost tracking, immobilizer connection details | | | | |
| | 1.9 | Maintenance History: | Record and track job cards including date, type, location, vendor, and detailed cost breakdown (parts, labor, oil, other), service odometer readings and service intervals, next service due information. | | | | |
| | 2.0 | Rental | Record when a temporary rental vehicle is required, the supplier that will provide it, the cost and the date it's due to be returned. Create, track, and manage rental agreements from active status to closure, Capture key details like contract number, description, type (e.g., Vehicle + Driver), associated supplier/seller, dates, daily rates, and currency, link specific vehicles (with their registration, make, model, and individual rental costs) to a contract, including their start and end dates within the contract. Break down contracts into smaller segments for specific locations, regions, or cost allocations with individual rental costs and durations. | | | | |
| | 2.1 | Customization | Allows user customization such as the layouts, number and type of fields etc. | | | | |
| Drivers | 2.1 | Driver details | Store a range of data of drivers, such as salary, mandatory health checks, contact details, contract information and license details and reminders on expiry dates. | | | | |
| | 2.2 | Track events | Track dates for drivers' regular events, such as medical examinations and eye tests, to ensure drivers are always in their best shape. | | | | |
| | 2.3 | Training | Record details of all the training courses the drivers have attended. | | | | |
| | 2.4 | Allocations | Allocate the drivers to vehicles to track who is responsible for which vehicles, and keep a history of past allocations. | | | | |

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|-------------|-----|---------------------------|--|--------------------------------|---|---|---------|
| Fuel | 3.1 | Fuel Transactions | Record all fuel transactions to build a comprehensive running cost of the vehicles. | | | | |
| | 3.2 | Validation | Validate all fuel transactions entered/imported into the system to ensure no erroneous records impact the accuracy of data. | | | | |
| | 3.3 | Fuel Cards | Store all the fuel cards so they can be assigned to vehicles or drivers. | | | | |
| | 3.4 | Fuel Provider Integration | Integrate with fuel providers to automate the process of importing fuel data into the system. | | | | |
| | 3.5 | Fuel App | Allow drivers to enter fuel transaction data into the system through a Fuel App | | | | |
| | 3.6 | Bulk Fuel Management | Manage bulk fuel with creation of pumps and tanks, recording each transaction (receipts, transfers to another tank and issues to a vehicle) in details, with a purchase order number linked to each fuel issuance. | | | | |
| | 3.7 | Fuel Management | Manage the recording of different fuel purchase modalities such as fuel cards, fuel coupons and bulk fuels, track its transfer between different WFP locations, stock management including physical inventory adjustment, record the consumption and reconcile the respective purchase order | | | | |
| Maintenance | 4.1 | Maintenance | Record all maintenance done to a vehicle, including services and repair work, to capture costs and calculate vehicle downtime, and build a comprehensive maintenance history of the vehicles. | | | | |
| | 4.2 | Maintenance schedule | Build and create fleet maintenance schedules events for maintenance. | | | | |
| | 4.3 | Job card workflows | Manage job cards through a workflow to capture the various stages, such as flagging delays due to parts being ordered, or requiring sign-off from a supervisor. | | | | |

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| | 4.4 | Maintenance App | Digitize the workshop process - work order allocation, time tracking, parts management, digital check sheets and push notifications, giving real time repair updates to manage our fleets maintenance and mechanics administration through an App. | | | | |
| | 4.5 | Workshop bookings | Manually create bookings, or have the system create them for upcoming service events, and plan them on an intuitive diary planner to efficiently manage the workload in our workshops. | | | | |
| | 4.6 | Mechanics management | Store details of our mechanics to capture their rates and working hours, and then assign them to jobs. | | | | |
| | 4.7 | Mechanics Rosters | Set up and build our mechanics rosters so we always know the availability in our workshops. | | | | |
| Stock | 5.1 | Stock | Store information of all the spare parts we keep in stock depots, including costs, inventory levels and warranty details. Automatically adjust quantities based on what we're using and set reorder levels to ensure we never run out. | | | | |
| | 5.2 | Stock Orders | Create and manage our purchase orders to keep track of all the stock items we're ordering and control what is being ordered through a strict approval workflow. | | | | |
| | 5.3 | Stock Transfer | Transfer stocks from one depot to another | | | | |
| | 5.4 | Stock Issue | Issue stocks from a stock depot through Job Cards | | | | |
| Trip | 6.1 | Trip | Capture trip data, such as origin/destination, distance, tonnage/volume transported, and duration of the trip | | | | |
| | 6.2 | Trip KPIs | Produce trip KPIs, such as utilization rate (%) of the truck, MT*KM, etc. | | | | |

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| | 6.3 | Trip App | Allow drivers to capture the trip data into the system through Trip App while travelling | | | | |
| Reports | 7.1 | Reports | Understand every facet of our fleet in great detail with a multitude of standard reports and dashboard KPIs, from total cost of ownership (TCO) to the best and worst performing fuel economies. | | | | |
| | 7.2 | Fleet status tool | Never miss a trick with a KPI system, which highlights when a variety of different events, from driver eye tests to vehicle insurance renewals, are upcoming. | | | | |
| | 7.3 | Custom reports | Build custom KPIs and reports using KPI Wizard/Query Builder tool. | | | | |
| Administration | 8.1 | Unlimited users | Create as many user profiles as we require, at no extra cost. | | | | |
| | 8.2 | Custom roles | Control exactly what our users have access to by creating custom roles, defining the permissions throughout the system on a modular basis, and applying to user profiles. | | | | |
| | 8.3 | Data imports | Easily get data into the system through imports, quickly mapping the data to the system's database columns, adding any required datasets, and correcting any bad data. | | | | |
| | 8.4 | Hierarchy | Utilize several hierarchy levels, such as cost centers and departments, for more flexible management and reporting. | | | | |
| | 8.5 | Branding | Customize the look and feel of the system by adding our company logo and images in the log-in page. | | | | |
| | 8.6 | Audit Trail | Track who created/modified entries and transaction | | | | |
| | 8.7 | API Integration tool | Self-build API integration tool - take all the data points from our fleet and connect them to the system by building our own API integrations with clicks, not code. | | | | |

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|-----------------|------|--------------------------------------|--|--------------------------------|---|---|---------|
| Suppliers | 9.1 | Suppliers | Store details of suppliers and set which modules of the system they are relevant to (stock, fuel, vehicles, insurance etc.) | | | | |
| Accidents | 10.1 | Accidents | Record and capture all accident data, including details of the accident, third party and insurance information, and all associated costs. Raise and link to a maintenance job if repair work is required | | | | |
| Integration | 11.1 | Integration with VTS | Integrate with a VTS (Vehicle Tracking System) provider to get live vehicle data into the system | | | | |
| Costing | 12.1 | Cost Transfer | Pull in cost data from across the system for accurate period end cost center reporting. | | | | |
| Vehicle Leasing | 13.1 | Lease Tracking | Setting vehicles in different statuses/tracking the 'lifetime' of the vehicle leasing agreement from the purchase to the disposal | | | | |
| | 13.2 | Invoicing | Vehicle lease and VTS airtime management, activation, deactivation periodical manual and automatic invoicing and credit note | | | | |
| | 13.3 | Self Insurance Scheme and Carbon tax | WFPs internal insurance and carbon tax tracking and invoicing | | | | |

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TABLE II. SUPPLIER INFORMATION

| A. Company / Organization's Background Information | | | |
|--|--|--|----------|
| 1 | Legal Name of Company/Organization: | | |
| 2 | Full address: | | |
| 3 | E-mail address: NOTE: this email will be the one used for sourcing events in WFP new corporate procurement platform (i.e. SmartSourcing). This email will be the only one receiving notifications for the incoming tender. Please select a generic email, possibly accessible by multiple people, so that you don't miss the notifications. This email cannot be easily changed in the portal once the tender is published, please consider this aspect too when providing it. | | |
| 4 | Website address: | | |
| 4 | Telephone: | Fax: | |
| 5 | Contact person, title: | Tel./E-mail of contact person: | |
| 6 | Registration with UNGM | Yes <input type="checkbox"/> No <input type="checkbox"/> | UNGM No. |

TABLE III. SUPPLIER FINANCIAL STATUS

| A. Company / Organization's Financial Status | |
|--|-----------|
| Item | Value USD |
| Gross Turnover [Insert year] | |
| Gross Turnover [Insert year] | |
| Gross Turnover [Insert year] | |

TABLE IV. SUPPLIER RELEVANT EXPERIENCE

List at least 3 contracts in the last two years relevant to the supply of the goods/services of this RFI.

| B. Company / Organization's Relevant Experience | | | | |
|---|-----------------------------|------------------|----------------------|--------|
| Commenced (Month / Year) | Completed (Month / Year) | Type of Contract | Total Value (USD) | Client |
| | | | | |
| | | | | |
| | | | | |

TABLE V. OUTLINE OF SOLUTION PROPOSED

| |
|---|
| <p>Please describe how the solution offered by your company would fit WFP requirements</p> |
| <p>Please describe the pricing models available in your company – DO NOT DISCLOSE ANY PRICING!</p> <p>Please outline if there is any discount/program for not-for-profit and/or humanitarian organizations</p> |

| Signatory | |
|--|------------|
| Name of Company/Organization: | |
| Name of the authorized representative: | Signature: |
| Title: | Date: |