



MERCY CORPS

Request for Proposal (RFP) – **HQ603 Fleet Management System**

Date – September 16th, 2024



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Mercy Corps Overview

Mercy Corps is a global team of humanitarians working together on the front lines of today's biggest crises to create a future of possibility, where everyone can prosper.

Our mission: to alleviate suffering, poverty, and oppression by helping people build secure, productive, and just communities.

In more than 40+ countries around the world, over 6,000+ team members work side by side with people living through poverty, disaster, violent conflict, and the acute impacts of climate change. We're committed to creating global change through local impact — 95% of our team members are from the countries where they work.

We bring a comprehensive approach to every challenge, addressing problems from multiple angles. And we go beyond emergency aid, partnering with local governments, forward-thinking corporations, social entrepreneurs, and people living in fragile communities to develop bold solutions that make lasting change possible.

Project Background and Context

We are seeking to implement a fleet management system for our global fleet of vehicles, currently in up to 45 countries and of approximately 700 cars and vans plus 1,100 motorcycles.

The system will seek to optimize all aspects of fleet management including fuel optimization, inventory transparency, safety, reporting and analytics, telematics, tracking, and vehicle lifecycle.

Desired Services & Scope of Work

The software solution should have at a minimum, functionality that includes:

Cloud-based web solution with mobile functionality inclusive of app-based access

Department-based cost allocation for mileage, repair, and maintenance

Future purchase planning of fleet

Insurance costs

Leasing/rental of fleet

Sale and disposal of assets

Shipment & tracking of vehicle delivery (preferred)

Store driver information

Timely recording of fuel, mileage, maintenance & repairs, and trip environmental impact inclusive of vehicle acceleration and braking metrics

Trip management (vehicle request, vehicle assignment, trip data login, etc.)

Vehicle asset management

Vehicle tracking functionality and the ability to remotely immobilize

Systems requirements should include:

Compatibility with other MC systems e.g. Microsoft tools, ERP, SAP Ariba etc.

GSM & Satellite capability

Reporting via API/ flat file

Service availability in all country offices + future offices

Software and hardware are upgradeable throughout the duration of the contract

Telematics Dashboard

Evaluation of Proposals

Proposals will be scored using the following technical criteria. Points for each question will range from 0- 25 the maximum technical score is 100 points. Proposals should address each evaluation criteria.

- Adherence to the RFP Requirements: Did the bidder conform to all requirements and product or service specifications in the RFQ or RFP? (0-10)
- Technical Criteria: Includes the bidder's understanding of the service or procurement required, bidders' management plan, supplier's qualifications and bidders' overall resources. Does the supplier have the right qualifications (registration, insurance, experience)? (0-35)
- Management Criteria: Includes the bidder's experience on similar projects particularly for NGO's and non-profit organizations, bidder's performance on similar projects, bidder's available facilities and resources for the project and the bidder's plan for management and control of the project. (0-25)
- Cost Criteria: Is the cost within any pre-determined price range, such as cost estimates from a market analysis? In most cases cost is evaluated using value for money unless otherwise directed by donor requirements. Pricing should include any implementation partner recommendation and estimated cost.(0-30)

Proposal Format & Requirements

In order to secure information in a form which will ensure that your proposal will be properly evaluated, you are asked to submit your proposal in the format listed below. Standard proposal formats are acceptable provided the following information is included:

1. Name, address, telephone number, and email address for principal contact.
2. A brief outline of your organization and services offered, including:
 - Full legal name, jurisdiction of organization or incorporation and address of the company
 - Full legal name and country of citizenry of company's President and/or Chief Executive Officer, and all other officers and senior managers of the company
 - Year business was established
3. Name and professional qualifications of personnel who would provide the services.
4. Names, addresses, phone numbers, and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.
5. Full technical specifications and inclusive of proposed pricing (inclusive of third-party implementation partner costs if any)

CONTACT FOR BID INQUIRIES

All inquiries concerning this solicitation shall be addressed to the following Designated Contacts:

- Global Procurement | gptenders@mercycorps.org

Please email an electronic version of your response (via e-mail), including all supporting documentation, and direct questions about the RFP to each of the designated contacts.

All questions should be submitted in writing (via email) gptenders@mercycorps.org citing the particular bid section and paragraph number. Bidders should note that all clarifications and exceptions are to be resolved prior to the submission of a bid.

Only questions received during the Question-and-Answer period (as outlined in the RFP Calendar) will be addressed. No telephone questions will be answered. Official answers to the questions will be posted on Mercy Corps website at www.mercycorps.org/tenders

RFP CALENDAR/TIMELINE

- RFP published September 16th, 2024
- Questions and Answers period September 16th to September 30th
- RFP responses due October 4th
- Vendor meetings week of October 14th
- Vendor selected and notified TBD

Other Terms & Conditions

WITHDRAWAL OF RFP

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

RFP COSTS

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of the Mercy Corps. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

AWARD BASIS

At the option of the Mercy Corps, finalists for the Agent designation may be selected for a final round of negotiations; however, applicants are encouraged to present their best offers with their initial submission. Mercy Corps reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which Mercy Corps, acting in the sole and exclusive exercise of its discretion, deems to be in Mercy Corps best interest.

CONTRACTUAL DEVELOPMENT

Once an applicant is approved as the exclusive Agent, the successful respondent will enter into a contract with the Mercy Corps. Contract discussion and negotiation will follow the award selection. Bidders must be amenable to inclusion, in a contract, of any information provided whether herein or in response to this RFP or developed subsequently during the selection process.

CONTRACT TERMS

Firms that are selected as the exclusive Agent are eligible to enter into a service contract. Mercy Corps may terminate the contract upon written notice to the Agent of not less than thirty (30) days.

EQUAL OPPORTUNITY

Mercy Corps emphasizes that all respondents will receive full consideration without regard to race, color, religion, sex, national origin, sex, disability, age or sexual orientation. Minority and women-owned firms are especially encouraged to respond to this RFP.

LIMITATIONS

Mercy Corps reserves the right to reject any and all Proposals and to waive any informality in the solicitation process. Total proposal length excluding cover letter, details of professionals who will provide services, and contact information of client references, should not exceed 12 pages.

Sample Contract

This is the anticipated contract and is a condition to the tender. However, if required, additional terms and conditions may be added by Mercy Corps in the final contract.

Any deviations or justifications from this contract must be set out in the tender proposal with the proposed alternative language.