ANNEX E: SCOPE OF WORK AND REQUIREMENTS

1. Background Information:

In fulfilment of its mandate to the Persons of Concern in Sudan, UNHCR has a big number of staff members who commutes daily from location to location to deliver humanitarian assistance. UNHCR's Fleet of vehicles and a big team of drivers and dispatchers enable the operation to achieve its objectives by facilitating the movement of its personnel.

Currently a pool of 149 vehicles are in direct custody of UNHCR and for an efficient and effective management of a fleet of this size, the introduction of digital Car Management systems and tools has been signaled out as the way forward.

The office of the United Nations High Commissioner for Refugees (UNHCR) Sudan operations invites qualified Software developers to Develop a Car booking Application for its vehicles in Sudan operation.

The requested Application should fulfill the at a minimum the following requirements:

S/No	Car Booking Application function
1	Assigning trips to the driver through admin or App management.
2	Booking or requesting for trips using mobile app
3	Driver app that allow to the driver to drop on and off trips
4	Sending notifications to management and users
5	Allow option to book for guests (To book on behalf of others)
6	Capturing user feedback across each trip (Users can rate trips)
7	Listing available and visible for drivers and vehicles
8	Managing users and drivers access to the app" user and driver app"
9	Vehicles management, admin can add, update, or remove vehicle or driver from system
10	Logbook for opening and closing mileage to the system
11	Possibility to define invoice scheme for private usage
12	User can schedule his/her booking time frame
13	Booking will be done before one hour to be approved
14	Staff in the queue list system can receive alert to be informed about the status of their requests.
15	Admin can adjust the queue list based on the request priority or based on another criteria
16	Possibility to share trip between employees as regarding trip route
17	Drive option can be pick and drop, round trip or full-time trip. All trips are approved by the Administrator.
18	For final rating less than two star drop down option will be appearing with list of predefined reasons
19	The App will be available on IOS and android.
20	On user app, there is an option of total trip price per month and list of monthly trips.
21	Approval is mandatory for private trip by the admin
22	The Driver can add fuel, mileage, repair, or Maintenance services, official or private usage. The access to the logbook will be approved by the admin.
23	Alert admin if driver doesn't enter his records in the Logbook.
24	Only authorized users can use the App (Registered Admins, Users and drivers)
25	Allow an Authorized third party to access logbook from mobile app.
26	Ability to use app for private purpose and deduct fees through HR admin Reports

2. Objectives:

Accessibility: Provide car booking application to facilitate human intervention involved in the management of vehicles ranging from requesting a car, assigning drivers, trip planning, trip canceling, trip rescheduling, private usage charge calculation, Fuel and Maintenance logs management, etc.

The application should be accessible on a wide range of devices including but not limited to Android & iOS smartphones, Tablets, Desktop computers, PCs, etc.

Reliability: The car booking tool should allow only the authenticated users in and the data will be securely stored.

Cost-effective: The tool should also permit car sharing (for example 2 or more requests can be merged into 1 request if different requesters are going in the same direction at the same time), therefore significantly cutting the cost of fuel.

Conv

enient to Use: The software should be helping significanlty in daily fleet management activities and will provide a fast and efficient service in the booking of vehicles.

Data Management: Managing data exclusively manually is a delicate task for an efficient fleet management. By using the car boking tool, it should be easier to organize all the records regarding vehicles, drivers and users while minimizing human-error risks.

Increased sense of responsibility/ Accountability: The tool should help to monitor the movements of vehicles and all trips be they official or private are to be recorded. The App should calculate fees and help to generate reports related to private use of vehicles. It will also provide a feedback channel

KEY ELEMENTS TO REMEMBER WHEN PREPARING THE PROPOSAL OF THE DEVELOPMENT OF THE REQUESTED CAR BOOKING APPLICATION FOR UNHCR SUDAN OPERATION:

I. **Languages of the Application**
   The language of the Application is English.

II. **The functionalities of App**

   The Car booking Application should be mimicking at its best most of the functionalities found in the best similar application in the market (i.e. Uber, Tirhal, etc).

   Feature of applications Users Module
   • Simple Login • Schedule Booking •Book Now
   • Manage Bookings • Receive invoice for private use of vehicle
   • Notification & Alerts • Tracking •Maps & Directions •Nearest available car
   • Car Pickup Points •etc.

   Feature of applications Admin Module
   • Dashboard
   • Manage Vehicles • Manage reports
   • Manage Drivers   • Manage invoices for private usage

• Manage Users / Requestors

III. Written and Visual iconography of the tool
The iconography will make the tool user friendly by incorporating graphic design figures.

IV. Collecting data on Usage
Data on number of downloads and average usage time of the web app and the phone app should be sent to the Administrators of the tool.
The data could consist of:
- How many times the app has been downloaded in each office.
- Average time spent using the app in a one-month period (cumulative and anonymized from all users)
- Average time spent using each of the two components of the app (cumulative and anonymized from all users).

V. UNHCR Logo
The UNHCR Logo will be displayed prominently on the App's icon and in its home page.

VI. Additional functions in the long run (2 years)

- The application will initially be used only in booking and management of vehicles and drivers. The tool will be designed to involve drivers, Administrators, and requesters/ users. However, at a subsequent time the app could be adapted for use by other agencies or organizations and for more booking functionalities (Booking for accommodation for example)

- The text and images contained in the application should be easy to update, particularly those of the Vehicles in each office. This is to allow updates which reflect changes in the composition of the fleet and the list of drivers in the operation. This will be coordinated through a "back end" interface so that UNHCR staff can customize or "program" the flow of the content such as choosing which images to show, format the text displayed (names of drivers or locations), or determining which pages to display based on actual reality in the office. The backend interface should be password protected.
- The application should check for internet access and if a connection is established, check for updates when the application is accessed. If an update is available, it should be automatically downloaded.

- The application should allow new localization settings to be added in the future (e.g. new office, new language that materials will be displayed in, etc.) There are no concrete plans to add any additional languages at this point, but the program architecture should allow this without much difficulty.

VII. System Connectivity:
As mentioned in the introduction UNHCR provides transport means to its staff in different offices across the country some of which are remotely located. In some cases the locations do not have proper internet connectivity. It would be therefore very important that the proposed CAR BOOKING APPLICATION must be capable of communicating via GSM Networks or other means of wireless communication.

VIII. Test Run:
The successful vendor will be required to run the CAR BOOKING APPLICATION and be able to add or remove utilities as per the requirements of UNHCR.

IX. Training:
The successful bidder is expected to cover the training component for the users and Administartors for an effective implementation of the project.

X. Aftersales Service:
The successful bidder must provide the details and methodology to ensure the continuity of services in terms of aftersales and the pertaining cost which will become part of the agreement with successful bidder.

3. Expected Final products

- Computer based and Mobile Applications available for download which meets the requirements outlined above
- Back-end interface that allows UNHCR to manage its fleet and update the text and graphical content displayed in the application.
- The copyright to the software, source code and full documentation is turned over to UNHCR at the end of the project.

4. Team composition, Degree of Expertise and Qualifications

- Experiences & Qualifications:
  The company should have proven track record in mobile application development with at least 5 project references

- It is desirable, but not essential, for the company to have previous experience working with non-profit organizations, NGOs, or other UN agencies.

- The development team/team leader should be able to communicate proficiently in English