



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

QUESTIONS AND ANSWERS (Q & A), [2]

RFP/2016/771, FOR THE PROVISION OF FIELD MAINTENANCE AND REPAIR OF UNHCR MOTORIZED ASSETS

UNHCR is requested to clarify the information required at Annex B 'Financial Offer' : we do not fully understand if the costs all relate to 'per vehicle' or the 'fleet'. This confusion mainly comes from the requirement to submit 'NTE AMMOUNT PER LIGHT VEHICLE / GENERATOR' and then 'TOTAL NTE AMMOUNT'. This implies that the UNHCR could ask for a single car to be serviced in a particular region when costing is in place to support the fleet. A completed example with corresponding explanation would be very useful to understand exactly what information is required.

The potential service provider is requested to provide the individual costs (scheduled, unscheduled, training and overhead per vehicle). The NTE amount for the vehicle will then be multiplied by the number of vehicles for the given country. That amount will be the total for the fleet.



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1	Can UNHCR please clarify that its intention is to award the 10 countries identified in the Financial proposal (subject to potential changes due to political circumstances) to a single contractor, with the two countries being selected to pilot the programme (Chad and Tanzania) followed by a roll-out to the remaining 8 countries?	That is indeed the intention, to start with 2 operations and then expand to 10. This will allow both the service provider and UNHCR to gain experience before expanding the maintenance and repair project to more operations.
2	Where is the UN Exchange Rate listed / explained (web-site)? Will the contract exchange rate change during the course of the contract - if the UN rate changes? How often does the UN Exchange rate change (daily-weekly-monthly)?	For information related to UN exchange rates, please visit the un treasury website: https://treasury.un.org/operationalrates/default.php
3	With reference to ToR Para 2.5 - please clarify what is meant by 'service catalogue'?	As UNHCR has no uniform approach with regard to repair and maintenance (each UNHCR operation has a different approach), it will be one of the deliverables of the potential service provider to come up with an approach that will be introduced to each operation. We understand that this cannot be implemented immediately and that over time the uniform approach is worked out. UNHCR would like to have the approach and processes documented (the Service Catalogue).
4	What data fields are used / recorded on Fleetwave by	After signing the contract, the service provider and UNHCR will agree on the mandatory fields to be

	all UNHCR users?	used in FleetWave.
5	The UNHCR is requested to provide an 'exemplified' explanation how the technical scoring is to be undertaken. E.g. how is 'Required Min' included within the scoring?	The technical evaluation is taken from a template provided by Procurement Services. For the Maintenance and Repair RFP the Minimum Required column is not used. The Score of each line is a result of the Weight multiplied by the Rating (given by each individual rate).
6	<p>Ref ToR 4.1 - Can the UNHCR please clarify which requirements refer to generators (ONLY) and/or generators and light vehicles - for the latter requirements within the 'Proposed Services and Project Deliverables' section.</p> <p>More specifically: are the following questions relating to generator only and / or generator and light vehicles?</p> <ul style="list-style-type: none"> • Does the potential service provider offer backup/redundancy solutions when operations expand or contract? • Does the potential service provider offer a solution to scale power output dynamically up/down? • Does the potential service provider confirm willingness and capacity to deploy, if needed, auxiliary systems and components? 	<ol style="list-style-type: none"> 1. Does the potential service provider offer back/up redundancy solutions when operations expand or contract - GENERATORS 2. Does the potential service provider offer a solution to scale power output dynamically up./down - GENERATORS 3. Does the potential service provider confirm willingness and capacity to deploy, if needed, auxiliary systems and components? GENERATORS
7	Please clarify/explain the UNHCR exemptions for the payment of import/export taxes and VAT for goods and services provided at all missions?	As mentioned in the RFP text, UNHCR is exempted from all direct taxes and customs duties. This applies when UNHCR is the beneficiary of the goods or service.
8	Please clarify/explain the UNHCR policy and/or assistance to potential suppliers with regards to travel restrictions and security.	Travel restrictions and Security issues will be communicated to awarded suppliers in due time.

9	Will the vendor be responsible for the supply of ALL spare parts (scheduled and unscheduled) for all UNHCR vehicles?	Yes, UNHCR would like that all spare parts are to be included. Please keep in mind that only spare parts mentioned in Annex 4; List of jobs/components that do not require GFM authorization for Maintenance, Repair or Replacement for GFM rental vehicles should be part of this. Any other part needed can be procured after approval received from GFM.
10	Will the vendor be required to take the risk (logistics, storage and transportation etc) of all spare parts held in support of UNHCR vehicle repairs and servicing?	Yes, UNHCR would like to outsource this to be part of the contract to be signed between UNHCR and the service provider
11	TOR 2.20 – this requires spares to be quoted as percentages – please clarify what is required as it is unclear. As currently drafted, Annex B requests ‘Lump Sum’ figures and does not include any provision for spares in the template. We note that Annex B states that the Financial Offer Form should not be amended.	TOR 2.20 has been removed from the Terms of Reference.
12	TOR 2.21 – makes reference to existing spare parts stocks. Please confirm whether the information on stock levels and locations, both obsolete and current, will be made available to the potential service providers. Please clarify whether the spare parts stock will be made available to the Contractor?	The existing spare parts stocks, both obsolete and current belong to the various UNHCR operations. After signing the contract and having agreed with the operation, existing stocks will be made available to the service provider. Please note that at the moment we do not have any information on stock levels as well as the range of vehicle spare parts.
13	Can you please clarify when we will receive the global vehicle data set (such as spares, vehicle condition (by region), and operational data).	The vehicle data set (condition and operational data) will be made available after having signed the contract and introduction of the service provider to the operation.
14	Please clarify what maintenance facilities and infrastructure will be made available to the successful contractor?	In case maintenance facilities and infrastructure belong to UNHCR, and after agreement with the operation, we could make the facilities available. Please be aware that so far UNHCR rents maintenance and repair facilities in most operations.

15	TOR 1.1.2 makes reference to 'rental pool(s)'. Can you please clarify what the service provider's responsibility will be in relation to the rental pools?	ToR 1.1.2 is an introduction of the UNHCR Fleet Management. The rental pool will be solely handled by the Global Fleet Management Unit.
16	TOR 2.15 – Annex B does not, as currently structured, allow for proposed % for admin / overhead. Please clarify how you wish this information to be included?	TOR 2.15 has been amended.
17	The contractor is being asked to price for the servicing / maintenance of power generators in Annex A – however, this is understood to be one of the Future Scope items. Please clarify when we will receive the global generator data set (such as spares, generator condition (by region), and operational data).	As already informed during the vendor conference, held in Budapest on 04.08.2016, UNHCR would like to include already the generators as part of the RFP, with the reason that we do not think that it will be wise to have a contract with a provider for light vehicles and later with another one for generators.
18	Can you please clarify the process for incorporating, if necessary, amendments to the general terms and conditions to satisfy international laws / regulations (such as boycott provisions) should they be required?	If deemed necessary and acceptable for UNHCR, changes to the UNHCR General Conditions will be reflected in the main agreement and not on the form of the UNHCR General Conditions themselves.
19	Annex A TOR 2.7, p. 10: Will UNHCR allow the service provider to store spare parts on its facilities?	It depends on the operations. If possible it might be arranged, however, it shouldn't be taken for granted.
20	Annex A TOR, p. 8 : For evaluation purposes can UNHCR provide the location within the listed countries where training should be given, the frequency of training and the number of personnel to be trained?	All countries have to be trained for mechanical training. It is in the interest of the service provider to train staff in order to have vehicle fleet / generators in running condition.
21	Annex A TOR 2.9, p. 11 The pricing model lists 10 countries. Regarding vehicles, which 2 countries will be in the initial pilot program of the 10 listed? What is the project roll out plan for generators?	Chad, Tanzania and Cameroon are very possible to be included in the initial roll out phase. Other countries will come online after mutual agreement with the operations, the service provider as well as GFM. Roll out plan for generators will have to follow the same schedule as light vehicles.

22	Annex A TOR Annex 7 Generators, p. 49 - 53 Can the UNHCR provide the make, model, and KVA capacity for each generator by location within each of the 10 countries as listed in Annex 7, and the following additional information for each generator: current hour meter reading, hour meter reading of the last service, and estimated average hours to be run each month?	At this point UNHCR is not in the position to provide this information, it will be assessed when Maintenance and Repair will be introduced to each individual operation.
23	Annex A TOR Annex 3 p. 37-43 Can the UNHCR provide the make and model for each vehicle within each vehicle type by location within each of the 10 countries as listed in Annex 3, and the following additional information for each vehicle: current odometer reading, date and odometer reading of last A and B service, estimated average kilometers to be driven each month, and is the vehicle equipped with a NOVACOM VTS?	UNHCR can provide the make and model of vehicles by location within the 10 countries as listed in Annex 3 along with the number of vehicles equipped with VTS (see tab 'LV & VTS in 10 countries') but not able to provide odometer readings, service dates or monthly average kms driven.
24	Annex A TOR Can UNHCR please describe its inspection procedures and explain whom will be doing inspections after completion of works?	The process is described in TOR 2.10 Service Management.
25	Annex A TOR Can UNCHR please describe how acceptance of completed works shall take place?	The process is described in TOR 2.10 Service Management.
26	Annex D UNHCR General Terms and Conditions, Section 5, p.3 The terms "subcontracting" and "subcontractor" are used throughout Section 5 in UNHCR's General Terms and Conditions. After a detailed review of the entire document, a definition of "subcontractor" has not been provided. Can UNHCR please provide its legal definition of the term "subcontractor"?	The term "subcontractor" is used to designate any entity or person (other than employees) that our contractor would contract to perform any of the obligations that our contractor is required to perform under its contract with UNHCR.

27	Annex D UNHCR General Terms and Conditions, Section 5, p.3 Due to the worldwide nature of this work, the amount of remote locations and the amount of potential small subcontractors, would UNHCR please consider limiting this requirement to any subcontractor that is subcontracted more than \$1M per year?	We do not usually agree to limit the requirements set forth in clause 5 of the UNHCR General Conditions of Contract based on financial considerations. The rationale for said clause 5 is to ensure that UNHCR has some approval over the presence and identities of persons and entities involved in its activities.
28	Annex A TOR 2.22, p. 17 Can UNHCR provide the number of vehicles and location of those vehicles in the 10 listed countries that are equipped with the Novacom VTS?	Yes, see attached list under tab 'LV & VTS in 10 countries'.
29	Annex A - TOR. Requirements 2.2 Repair facilities, p 8 Can the UNHCR provide a list of the countries and specific locations within those countries where UNHCR workshops are supporting the maintenance of vehicles and generators as required by this solicitation?	Please refer to Annex 1. Countries of UNHCR operations and UNHCR partners currently involved into vehicle maintenance and repair activities.
30	Annex A - TOR. 1.3.1 Improve utilization and availability of UNHCR vehicles, p. 5. What is the current vehicle/fleet availability and can this be broken down by country?	UNHCR does not have this information, however the goal is to have visibility on fleet availability. For more information please refer to TOR 5.1 Key Performance Indicators and Service Level Agreement.
31	Annex A TOR Annex 6, p 48: B service B service schedule includes the checking of the "fuel injection pressure and state of the nozzle spraying patterns" and "calibration of the injector pump and injectors". Can UNHCR confirm that these activities are a requirement of every B service?	As discussed in the vendor conference it is not needed at every B service only when it is necessary (e.g. excessive exhaust smoke). We cannot change the UNHCR Service Book as it is an extract received from the vehicle manufacturer.
32	Bidder's Conference: During the conference, it was stated that FleetWave had KPIs listed in the platform. Can UNHCR provide those KPI's?	Please see tab for the currently existing KPIs - also called Fleetwave Dashboard.

33	Bidders' Conference: It was stated that the bidder should use the Perkins 100 kva to price all generator servicing. Can UNHCR confirm that the bidder is to price only the Perkins 100 kva generator for all generators in the listed 10 countries?	Yes, bidder is only to provide pricing for Perkins 100 kva generator for comparison reasons in the financial exercise.
34	Annex A TOR: Can the vendor submit a basis of estimate in the technical proposal to explain its rationale for its submitted pricing without providing any pricing data?	Yes, you can include the rationale for pricing in the technical proposal, provided that no prices are mentioned.
35	The requirement is to provide fleet maintenance and repairs services to the UNHCR fleet and motorised assets. For costing purposes is the provider required to give a cost break down for a service (A and B), which is to include the costs of spares and labour?	As explained in Annex B ("Financial Offer Form"), we would like to have the NTE amount for scheduled and unscheduled services, as well as training and overhead costs. The breakdown of scheduled and unscheduled services is given, therefore spares and labour should be included in the Not to exceed amount of scheduled and unscheduled
36	As per the amended TOR, section 2.20 (Sourcing and Pricing of Spare Parts). This has been amended to N/A. Does this mean that we are no longer required to provide prices for these spare parts and we are no longer required to provide the spare parts. If this is the case, how will this affect the service price to UNHCR? Will we be provided with spares and if so, will we then just be required to charge for Labour.	This is correct, we do no longer require prices for spare parts, we would like to have the NTE amounts. The NTE amount should include parts and labour, and next to that we would like to have the training and overhead costs. It will be the responsibility of the potential service provider to supply the needed parts, lubricants etc.
37	The initial plan is the pilot phase which is proposed to start with 2 countries in order to gain experience for both the potential service provider as well as the UNHCR. Are we therefore required to provide a cost break down for these 2 countries only or are we required to provide a cost breakdown of for all the countries mentioned in ANNEX B.	Indeed, the initial plan is to start with some of the countries but we would like that the Financial Offers include the NTE amounts for all countries mentioned in Annex B.

38	With regards to workshop facilities. Do the UNHCR have facilities in all the major locations in each country or would the service provider be required to provide/locate workshop facilities at each location? If workshop facilities are available, who is responsible for the overhead expenses?	In case maintenance facilities and infrastructure belong to UNHCR, and after agreement with the operation, we could make the facilities available. Please be aware that so far UNHCR rents maintenance and repair facilities in most operations. Regarding overhead, the potential service provider has to bear the overhead expenses.
39	Will equipment such as tools and specialist service equipment be provided by UNHCR or is this the responsibility of the Service provider to cost and supply?	Tools and equipment are to be provided by the potential service provider
40	Would you be able to provide the names of the 2 countries in which UNHCR wish to carry out the pilot phase.	Chad, Tanzania and Cameroon are very possible to be included in the initial roll out phase. Other countries will come online after mutual agreement with the operations, the service provider as well as GFM.
41	Would UNHCR be able to provide a detailed breakdown of the list of vehicle's in each country. Make, Model, transmission etc., in order for us to determine the spares required for each vehicle.	90% of the vehicles are Toyota Landcruiser 70 series with a 6 cylinder 4164cc diesel engine and 5 speed manual transmission. Please see the tab LV & VTS in 10 countries for more details.
42	Leading on from the Bid Conference, does the unscheduled service requirement remain the same and are we required to cost accordingly, or has this since been altered?	The unscheduled service requirements for light vehicles remain the same: 1 set of tyres (4ea), 1 set of brake pads (front) and brake shoes (rear) and 1 set of front and 1 set of rear shock absorbers.
43	Will UNHCR provide space for accommodation of the service providers personnel within UNHCR camps in each location, or is this the responsibility of the service provider?	In remote locations and depending on the number of staff the potential service provider would like to station, we will talk to our Admin colleagues to explore the possibilities.
44	Would UNHCR be able to provide a list of all generators at each location, in order for the service provider to determine what spares would be required?	Annex 7 provides for the first 25 operations a breakdown of the number of generators by location. At the moment we are not in the position to provide the breakdown by capacity.
45	Would the service provider be required to carry out all services or would they be allowed to outsource this in certain locations as long as they manage the process?	Please refer to chapter 2.8 Project Scale in which the following is mentioned: Given the global scale of operations, UNHCR recognizes the fact that the potential service provider may not have adequate presence in every capital or field location. For this reason, the potential service provider can consider subcontracting requested services, if necessary.

46	<p>This RFP states clearly that vehicles and generators covered under it are only those on rental to various UNHCR country offices. if this be the case, What will happen with the remaining non-rental (UNHCR operations owned) assets that are not mentioned. Will they continue to be discussed on country level between UNHCR and partners or not? (In South Sudan, such vehicles and generators are many)</p>	<p>Please refer to 2.9 Project Roll-Out Plan in which the following is stated: The project scale and scope may increase overtime. For instance, country offices may be allowed to service their own (non-rental) vehicles through the GFM maintenance and repair setup, provided they comply with conditions and requirements outlined in this RFP. In case the operation cannot comply with the conditions, agreements will have to be made by the operation and their service provider.</p>
47	<p>In South Sudan, we have some specialized vehicles (IVECO trucks) which are believed to be part of rental-vehicles. They do not appear in any document of this RFP. Does it mean that they will be treated separately or it was just an omission?</p>	<p>The South Sudan trucks are operation owned vehicles and therefore not part of the rental fleet. Please refer to the earlier question and answer mentioning that the project scale and scope may increase overtime.</p>
48	<p>In South Sudan, some workshop facilities are owned by UNHCR, some others are belonging to local governments and others co-shared with other UN agency or IP. While making an offer, can we assume that UNHCR will continue to avail such facilities at no cost as it is the case now?</p>	<p>In case maintenance facilities and infrastructure belong to UNHCR, and after agreement with the operation, we could make the facilities available. Please be aware that so far UNHCR rents maintenance and repair facilities in most operations and the service provider will have to take over the facilities or, in case not possible, rent other ones in the location.</p>
49	<p>It is said that all organisations/companies who will send their offers should adhere to the manufacturers' flat-rate times. Could GFM show those flat-rate times at each job-code they have given in the TORs?</p>	<p>Flat rate times are provided by the vehicle manufacturer. For example: for a Toyota Landcruiser model 76, we will refer to the respective Toyota flat rate times schedule for that specific model.</p>
50	<p>With respect to the use of Fleetwave, can UNHCR please confirm if web-access is available or is access restricted to UNHCR intranet systems?</p>	<p>FleetWave sits on an external server and therefore access can be provided as required.</p>
51	<p>Additionally, can UNHCR please confirm if it licenced to utilise all modules available within Fleetwave? If not, can UNHCR please confirm the extent of its licencing agreements?</p>	<p>UNHCR is licensed for all needed modules and access to FleetWave will be provided to the selected service provider at no cost.</p>

52	For the Non-Government Organization (NGO) facilities funded by UNHCR, if the NGO performs maintenance activities in support of the service provider, will UNHCR permit the use of the facility by the NGO in performance of the contract?	This will have to be agreed upon between the operation and GFM. There should, in principle, be no objection, but, as said, an agreement will have to be made with the operation.
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53	In order to determine correct parts and pricing can the UNHCR please provide a typical VIN number for each vehicle for the past 5 years. Please complete the table below:	*Please note that no info can be found in the UNHCR ERP system for the models marked with N/A					
	Vehicle Type	Model	Engine	Typical VIN	Typical VIN	Typical VIN	Typical VIN
				2016	2015	2012	2011
	Nissan Patrol	TWSSL(R)AFY61URZ	Turbo Diesel 4 cyl, 2953 cc, 110 kW	JN1TESY61Z- 05738149	JN1TESY61Z- 0568311	N/A	N/A
	Toyota Landcruiser	HZJ76L(R)-RKMRS	Diesel 6 cyl, 4164 cc, 96 kW	JTEEB71J- 507027021	JTEEB71J- 907026129	JTEEB71J- 007015603	JTEEB71J- 507012258
	Toyota Landcruiser	HZJ78L(R)-RJRMS	Diesel 6 cyl, 4164 cc, 96 kW	JTERB71J- 000083250	JTERB71J- 300080102	JTERB71J- 000065797	JTERB71J- 000061085
	Toyota Landcruiser Pick-Up SC	HZJ79L(R)-TJMRS	Diesel 6 cyl, 4164 cc, 96 kW	JTELB71J- 504318871	JTELB71J- 707113117	JTELB71J- 007099820	JTELB71J- X07097511
	Toyota Landcruiser Pick-Up DC	HZJ79L(R)-DKMRS	Diesel 6 cyl,	JTEBB71J-	JTEBB71J-	N/A	N/A

			4164 cc, 96 kW	804004627	304003952			
Toyota Prado	LJ150L(R)-GKMEE	Diesel 4 cyl, 2986 cc, 70 kW	JTEBD9FJ-30K019773	JTEBF9FJ-60K017774	N/A	N/A	N/A	
Toyota Corolla	ZRE182L(R)-GEFNK	Petrol Unleaded, 4 cyl, 1798 cc,	AHTBFOJE-500008843	AHTBFOJEX-00006876	N/A	N/A	N/A	
		16-Valve, 97 kW, EUR 3						
Toyota HiAce	LH202L(R)-REMDE	Diesel, EFI 2986 cc, 4 cyl, 70 kW, High-altitude compensator	JTFJK02P-505012289	JTFJK02P5F-5010401	N/A	N/A	N/A	

1	CHAD	LIGHT VEHICLES	70 SERIES LAND CRUISER	105 / 150 SERIES PRADO	200 SERIES STATION WAGON	202 SERIES HIACE	OTHERS	BUSES	TRUCKS	ARMOURED VEHICLES	TOTAL NUMBER OF VEHICLES	TOTAL NUMBER OF VTS INSTALLED
Per location:												
	Abeche (TCDAB)	5	4	1				1	4		508	141
	Amdjarass (TCDAJ)	28	26	1		1			2			
	Amleyouna (TCDAM)	8	8						2			
	Farchana (TCDFA)	67	58	9				1	14			
	Goz Beida (TCDGB)	26	25	1					8			
	Gore (TCDGO)	50	46	2		1	1	3	6			
	Guereda (TCDGU)	26	25	1					3			
	Hadjer Hadid (TCDHA)	17	17									
	Haraze (TCDHR)	19	18				1		2			
	Iriba (TCDIR)	54	47	2		1	4	1	15			
	Koukou (TCDKO)	15	15						2			
	Maro (TCDMA)	32	30	2					3			
	N'Djamena (TCDND)	80	45	5	1	3	26	3	11			
	Total:	427	364	24	1	6	32	9	72	0		

2	SOUTH SUDAN	LIGHT VEHICLES	70 SERIES LAND CRUISER	105 / 150 SERIES PRADO	200 SERIES STATION WAGON	202 SERIES HIACE	OTHERS	BUSES	TRUCKS	ARMOURED VEHICLES	TOTAL NUMBER OF VEHICLES	TOTAL NUMBER OF VTS INSTALLED
Per location:												
	Bor (SSDBO)	14	13	1							380	211
	UNHCR Jam Jang Office (SSDJA)	51	49	2				5	35			
	Juba (SSDJU)	77	60	9	5		3	4	28			
	Malakal (SSDMA)	8	6	2					2			
	Maban (SSDMB)	74	72		2			3	20			
	Rumbek (SSDRU)	4	4									
	Wau (SSDWA)	1	1									
	Yambio (SSDYA)	26	25	1					4			
	Yei (SSDYE)	19	18	1				1	4			
	Total:	274	248	16	7	0	3	13	93	0		

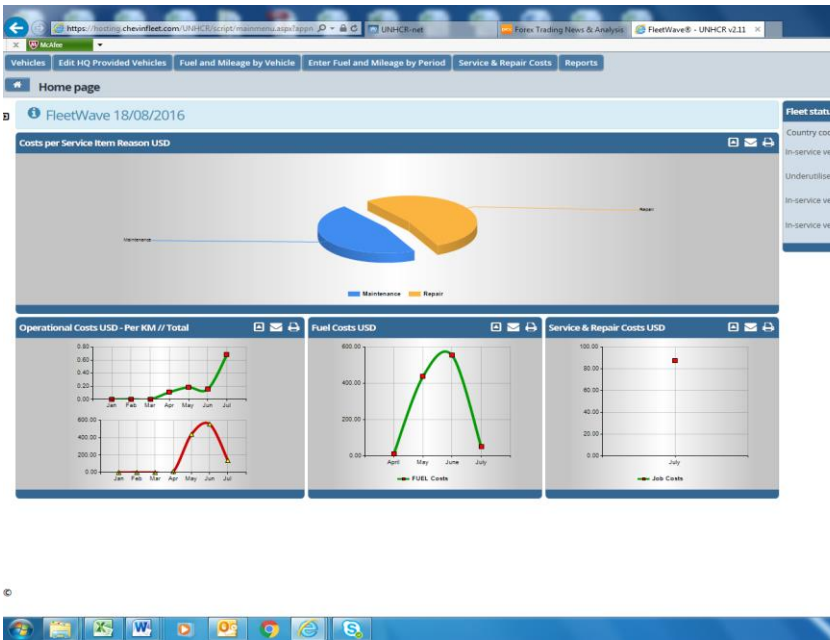
3	KENYA	LIGHT VEHICLES	70 SERIES LAND CRUISER	105 / 150 SERIES PRADO	200 SERIES STATION WAGON	202 SERIES HIACE	OTHERS	BUSES	TRUCKS	ARMOURED VEHICLES	TOTAL NUMBER OF VEHICLES	TOTAL NUMBER OF VTS INSTALLED
Per location:												
	UNHCR KEN CES Warehouse (KENCES)								12		360	268
	Dadaab (KENDA)	123	109		3		11	2	51	8		
	Kakuma (KENKA)	57	51	1	4		1	2	26			
	Nairobi (KENNA)	57	39	5	6		7	4	2			
	UNHCR RSH Nairobi (KENRSH)	11	3	2	1		5	2				
	BO Somalia in Kenya (SOMKE)	3		1			2					
	Total:	251	202	9	14	0	26	10	91	8		

4	DEMOCRATIC REPUBLIC OF CONGO	LIGHT VEHICLES	70 SERIES LAND CRUISER	105 / 150 SERIES PRADO	200 SERIES STATION WAGON	202 SERIES HIACE	OTHERS	BUSES	TRUCKS	ARMoured VEHICLES	TOTAL NUMBER OF VEHICLES	TOTAL NUMBER OF VTS INSTALLED
Per location:												
	Buburu (CODBB)	5	3	2					1		348	116
	Bunia (CODBN)	32	30	2				1	6			
	Bukavu (CODBU)	25	22	2	1			2	2			
	Gbadolite (CODGB)	39	36	2		1		2	5			
	Goma (CODGO)	63	59	3	1			1	3	1		
	Kinshasa (CODKI)	41	11	9	1	4	16	4	1			
	Kalemie (CODKL)	14	12	1			1		9			
	Libenge (CODLI)	23	21	2				1	3			
	Lubumbashi (CODLU)	4	3				1		1			
	Mbandaka (CODMB)	1	1									
	Uvira (CODUV)	31	25	3	1		2	1	9			
	UNHCR Zongo Office (CODZN)	14	13	1					3			
	Total:	292	236	27	4	5	20	12	43	1		
5	PAKISTAN	LIGHT VEHICLES	70 SERIES LAND CRUISER	105 / 150 SERIES PRADO	200 SERIES STATION WAGON	202 SERIES HIACE	OTHERS	BUSES	TRUCKS	ARMoured VEHICLES	TOTAL NUMBER OF VEHICLES	TOTAL NUMBER OF VTS INSTALLED
Per location:												
	Islamabad (PAKIS)	53	19	1	19	1	13	9		4	317	30
	Karachi (PAKKA)	7	3	3			1			1		
	Peshawar (PAKPE)	146	82	24			40	9	5	8		
	Quetta (PAKQU)	52	1	13		1	37		15	8		
	Total:	258	105	41	19	2	91	18	20	21		
6	UGANDA	LIGHT VEHICLES	70 SERIES LAND CRUISER	105 / 150 SERIES PRADO	200 SERIES STATION WAGON	202 SERIES HIACE	OTHERS	BUSES	TRUCKS	ARMoured VEHICLES	TOTAL NUMBER OF VEHICLES	TOTAL NUMBER OF VTS INSTALLED
Per location:												
	Adjumani (UGAAD)	33	26	5	1	1		2	6		265	118
	Arua (UGAAR)	19	15	3			1		2			
	Hoima (UGAHO)	32	25	5	1	1		1	8			
	Kampala (UGAKA)	53	28	17	4		4	6	17			
	UNHCR FO Kiryandongo (UGAKI)	1	1									
	Mbarara (UGAMB)	62	51	9	1		1	2	21			
	Total:	200	146	39	7	2	6	11	54	0		
7	TANZANIA	LIGHT VEHICLES	70 SERIES LAND CRUISER	105 / 150 SERIES PRADO	200 SERIES STATION WAGON	202 SERIES HIACE	OTHERS	BUSES	TRUCKS	ARMoured VEHICLES	TOTAL NUMBER OF VEHICLES	TOTAL NUMBER OF VTS INSTALLED
Per location:												
	Dar es Salaam (TZADA)	70	58	6	4	1	1	1			236	156
	Isaka (TZAIS)	1	1						2			
	Kibondo (TZAKB)	26	23	2	1			1	1			
	Kigoma (TZAKI)	10	6	4					2			
	Kasulu (TZAKS)	51	46	2	1	1	1	5	21			
	Mpanda (TZAMP)	27	22	4	1				3			
	Mwanza (TZAMW)	4		4								
	Ngara (TZANG)	1	1									
	Ulyankulu (TZAUL)	8	6	2					2			
	Total:	198	163	24	7	2	2	7	31	0		

8	CAMEROON	LIGHT VEHICLES	70 SERIES LAND CRUISER	105 / 150 SERIES PRADO	200 SERIES STATION WAGON	202 SERIES HIACE	OTHERS	BUSES	TRUCKS	ARMOURED VEHICLES	TOTAL NUMBER OF VEHICLES	TOTAL NUMBER OF VTS INSTALLED
Per location:												
	Batouri (CMRBA)	31	27		2		2		7		178	131
	Bertoua (CMRBE)	19	10		4		5		7			
	Douala (CMRDO)	8	2	3	1		2					
	Maroua (CMRMA)	34	28		3		3		5	2		
	Meiganga (CMRME)	40	34	1	1		4		6			
	Yaounde (CMRYA)	19	10		3	1	5					
	Total:	151	111	4	14	1	21	0	25	2		
9	IRAQ	LIGHT VEHICLES	70 SERIES LAND CRUISER	105 / 150 SERIES PRADO	200 SERIES STATION WAGON	202 SERIES HIACE	OTHERS	BUSES	TRUCKS	ARMOURED VEHICLES	TOTAL NUMBER OF VEHICLES	TOTAL NUMBER OF VTS INSTALLED
Per location:												
	Baghdad (IRQBA)	1					1			8	177	103
	Basra (IRQBS)	3					3			3		
	Dohuk (IRODO)	27	3	9	3	10	2		10	4		
	Erbil (IRQER)	78		48	6	1	23		5	2		
	Kirkuk (IRQKI)	2					2			2		
	Nasiriyah (IRQNS)	3					3					
	Suleimaniyah (IRQSU)	26		18	3	1	4		1	2		
	Total:	140	3	75	12	12	38	0	16	21		
10	NIGER	LIGHT VEHICLES	70 SERIES LAND CRUISER	105 / 150 SERIES PRADO	200 SERIES STATION WAGON	202 SERIES HIACE	OTHERS	BUSES	TRUCKS	ARMOURED VEHICLES	TOTAL NUMBER OF VEHICLES	TOTAL NUMBER OF VTS INSTALLED
Per location:												
	Abala (NERAB)	7	7						1		132	92
	Diffa (NERDI)	24	21				3		5			
	Niamey (NERNI)	43	28	7	2		6	3	9			
	Oullam (NEROU)	6	6									
	Tahoua (NERTA)	19	17		1		1		5			
	Tillabery (NERTI)	8	6	1			1					
	Zinder (NERZI)	2	1		1							
	Total:	109	86	8	4	0	11	3	20	0		

* Note: all 70 Series vehicles have 6 cylinder diesel engine.

“KPIs” for Fleet Management Performance (called dashboard)



This is the screen a user will see, providing the following information:

- fleet status box draws attention to items which need action. Either missing data entry or underutilization or late servicing.

The graphs provide an overview of the total costs of M&R and fuel

Please note: Each user will only see the dashboard for the locations he/she is set up.