**EUMM-22-7994 ANNEX II: TERMS OF REFERENCE**

1. BACKGROUND INFORMATION 2

1.1. Beneficiary country 2

1.2. Contracting Authority 2

1.3. Relevant country background 2

1.4. Current state of affairs in the relevant sector 2

1.5. Related programmes and other donor activities: 2

2. OBJECTIVE, PURPOSE & EXPECTED RESULTS 2

2.1. Overall objective 2

2.2. Purpose 2

2.3. Results to be achieved by the Contractor 2

3. ASSUMPTIONS & RISKS 3

3.1. Assumptions underlying the project intervention 3

3.2. Risks 3

4. SCOPE OF THE WORK 4

4.1. General 4

4.2. Specific activities 4

4.3. Project management 5

5. LOGISTICS AND TIMING 5

5.1. Location 5

5.2. Commencement date & Period of implementation of tasks 5

6. REQUIREMENTS 5

6.1. Personnel 5

6.2. Office accommodation 6

6.3. Facilities to be provided by the Contractor 6

6.4. Equipment 6

7. REPORTS 6

7.1. System Interface Reporting requirements 6

7.2. System notification……………………………………………………………...6

7.3. Submission & approval of reports 6

8. MONITORING AND EVALUATION 7

8.1. Definition of indicators 7

8.2. Special requirements 7

1. **BACKGROUND INFORMATION**

**1.1. Beneficiary country**

Georgia

**1.2. Contracting Authority**

European Union Monitoring Mission Georgia.

**1.3. Relevant country background**

The European Union Monitoring Mission in Georgia (EUMM) is an autonomous task force led by the European Union under the Common Security and Defence Policy (CSDP).

EUMM’s main undertaking is to provide civilian monitoring and contribute to stabilization, normalization and confidence building in post-conflict Georgia.

**1.4. Current state of affairs in the relevant sector**

Effective Fleet Monitoring System has so far given EUMM Transport and Security staff complete control and accurate reporting of all driving activities, thus, enabling them to maximise the value of the 122 EUMM vehicle fleet, enhance road safety and reduce emergency response time.

**1.5. Related programmes and other donor activities:**

N/A

1. **OBJECTIVE, PURPOSE & EXPECTED RESULTS**

**2.1. Overall objective**

The overall objective of this procurement is twofold:

* To ensure in place a Fleet Monitoring System (FMS) that meets EUMM operating and reporting needs, and
* To maintain the driving safety and security of EUMM staff members and vehicle assets

**2.2. Purpose**

The purpose of this procurement is as follows:

* Supply and installation of respective FMS hardware
* Training of the EUMM nominated personnel in the associated FMS software usage
* Monitoring, reporting, and storage of data related to performance and geo-localization of the EUMM vehicle fleet
* Monitoring, reporting and storage of data related to driver activity such as driver’s name and ID number, date, time, road speed, vehicles driven, location (GPS Grid), driver behaviour profile (sudden acceleration/deceleration/cornering, etc)
* Online monitoring of vehicle movements (obtain close to the real-time information on the position of each, and every EUMM vehicle). Limited by the frequency of the data transfer by each individual device.
* Prevent dangerous and potentially compromising road situations.
* Prevent EUMM vehicles theft.
* Facilitate the ability to locate of EUMM vehicle assets with staff members in the event of abduction or theft.

**2.3. Results to be achieved by the Contractor**

* Provide a secure, reliable, and flexible Fleet Monitoring System. In particular, the system shall provide EUMM Transport and Security staff with complete control and accurate reporting of all driver activities including, but not limited to fleet usage, driver performance and “real-time” tracking (per vehicle or the entire fleet).
* Provide EUMM Transport and Security staff with accurate data on all vehicles, thus enabling them to use such vehicles in the most efficient way and adjust quickly to unexpected changes. Each case of the vehicle’s loss of the connection with the system must be automatically logged and the EUMM FMS Administrator notified. All reports (statistics) of such cases will be available online at any moment of the contract duration
* The number of vehicles without communication must not exceed four (4) in any 24-hour cycle, guarantying efficient fulfilment of all EUMM operational activities, increase safety and functional performance of the EUMM vehicle fleet and reduce emergency response time. The Contractor shall ensure that the position of each EUMM vehicle can be shown on a digitalized map at all times. The position of EUMM vehicles must be made available immediately or in programmable periods of time. The “real-time” tracking system must be accessible from the EUMM headquarters in Tbilisi as well as from all EUMM field offices in Tbilisi, Gori and Zugdidi. The system shall be operated by EUMM staff who has received appropriate training from the Contractor.
* Enhance the safety and security of EUMM staff members by enabling their location to be known in their respective Field Offices and Mission Headquarters at all times.
  1. **ASSUMPTIONS & RISKS**

**3.1. Assumptions underlying the project intervention**

N/A

**3.2. Risks**

Considering that EUMM Georgia is developing its activities in a post-conflict area, there is a remote, yet real possibility that the security situation in the Country would deteriorate. In such a case, the GPRS/GSM networks used for data transmission as primary option may be affected by war, terrorist, or sabotage actions. Shall that happen, the proper functioning of the system would be compromised. If the situation so requires, the Contractor should be ready to quickly activate alternative compatible data transmission system.

1. **SCOPE OF THE WORK**
   1. **General**
      1. **Description of the assignment**

* Carry out daily management and maintenance activities as may be required to ensure the smooth functioning of the Fleet Monitoring System.
* Maintain a secure connection for data collection through existing commercially operated GPRS or 3/4/5G and/or satellite networks within the Mission area and provide secure web-based access to such data for monitoring and reporting purposes. Specific requirements for the system performance, but not limited to the below specified needs:
* Data transfer security
* All relevant data of all EUMM vehicles traffic shall be subject to the Data compression & encryption
* Data storage security
* All the data must be stored in the safest way
* Constant access to the data by EUMM shall be guaranteed
* System performance support
* Regular statistics on the communication loss shall be available for the Contracting Authority
* Possibility to determine by the driver inside of the vehicle the duty or the non-duty trip with the EUMM vehicle
* Buzz (sound) notification to the driver – who is over-speeding, with parallel notification to the system administrator (at EUMM)
  + 1. **Geographical area to be covered**
* The entire territory of Georgia
* On the when needed basis - neighbouring countries, and Europe. This feature (roaming) will be enabled/disabled by authorized users primarily via dedicated platform and, as a back-up, via requesting emails to the Fleet Monitoring System Contractor.
  1. **Specific activities**
* Facilitate the access to the relevant databases of authorized EUMM staff members to extract and fuse any desired information (i.e. vehicle/driver activity data) at any time.
* Installation and/or upgrade of specific hardware, update devices firmware/software in the entire fleet of EUMM vehicles.
* Daily management and maintenance of the system.
* The Contractor will establish and maintain at EUMM a buffer stock of fifteen (15) complete sets of the hardware and data transmission devices for swift reinstallation into/between the EUMM vehicles.
* On the when needed basis - un-installation of the hardware from old vehicles and its installation in new vehicles entered in the fleet - to be coordinated by Transport & Travel Unit of EUMM.
* On the when needed basis – un-installation of the breakdown hardware (or its malfunctioning elements) from vehicles and its re-installation – to be coordinated by Transport & Travel Unit of EUMM.
* On the when needed basis replacement of already used/malfunctioned units; sent to the Service Suppliers Address as well as Dallas key readers (or equivalent), relays, GPS antennas, batteries or any other sort of devices leased to the Contracting Authority.

**The vehicle-mounted system shall have the ability to perform the functions and automatically collect the data set out below:**

* Driver ID
* Vehicle ID
* Start of trip date and time
* End of trip date and time
* Stops and Idling
* Events (Impact, speeding, harsh acceleration, harsh braking, others)
* Possibility for drivers to select from inside the vehicle between private (non-duty) and duty vehicle usage. The default setting – duty vehicle usage the switch in the off position
* Vehicle speed information for the entire trip
* Track fleet/vehicle location (GPS with grid references and route map display option). The system must allow the user(s) to easily track any individual vehicle, any combination of vehicles (group) and the entire fleet
* Real-time fleet/vehicle position determination (real time definition as it is strictly linked with the frequency of the data transfer)
* Data transfer using all of the connections – terrestrial and satellite – provided (non EUMM commercially operated networks)
* Automatic data download at least once per day and whenever required (additional costs for second and subsequent downloads must be indicated)
* Geo-fencing capability (the system should allow its user(s) to be notified when a vehicle enters or exits a predefined route and/or geographic area). The system must be user-friendly and must allow the administrator(s) to define both individualized and multipart geographic areas using polygon structures
* Vehicle panic button / Emergency information system (when activated, an instant alert depicting the exact location and position of the vehicle shall be sent to all EUMM security offices)
* Vehicle immobilizer system (electronic device that prevents a vehicle from starting in the absence of specific individual activation done by an authorized user). This can be achieved by means of a proximity card or any other relevant system, with the possibility of activation/deactivation by authorized FMS users, which can identify the driver and confirm his/her engine start up authorisation. Vehicle immobilizer system (remotely controlled engine cut-off)
* Vehicle accident data recorder. The system shall be able to produce a graphic representation (at least during the 5 minutes leading up to an accident) that reflects a variety of retained data including, but not limited to, vehicle speed, driver ID, date and time of the accident, location, and vehicle direction.
* Vehicle data units must be suitable for vehicle installation and must possess an excellent tolerance to extreme weather conditions (from -25C in winter to +45C in summer - out door temperature). Such data units must also be shock, vibration, dust, and splash-waterproof resistant.
* 12-24V operating voltage (depending on the vehicle electric system voltage).
* Battery backup system capable to power the data recorder unit for a period of at least 6 months non-stop and data transmission devices for a period of at least 2 days non-stop. As a malfunction preventive measure, backup batteries are to be replaced by the Contractor before the defined period elapses and in any case once per year.
* Data units shall be susceptible to reprogramming and relocation from one vehicle to another whenever needed.
* Speeding alert buzz installed in each vehicle. Buzzing programmed to deliver sound when user exceeds speed limit by 10 Km/h or above. Buzzing sign must sound inside the vehicle in intervals of 10 seconds.

**Features and functions of the personal activation mechanisms (i.e. Dallas-button, proximity-card, etc):**

* Remotely controlled activation/deactivation system by authorized FMS users
* The mechanism shall be assigned a unique identification code.
* The personal activation mechanisms (i.e. Dallas-button, proximity-card, etc) will be able to start the engines only if they are part of an pre-authorized list of these devices. Irrespective of their sourcing, such activation mechanisms will not allow engines ignition without individual pre-authorization in the system by FMS users.
* Operational temperature ranges from -25C to +45oC.
* Shock, vibration, dust, heat, sunlight and splash-waterproof resistant.
* Reduced dimensions.
  1. **Project management**

**4.3.1. Responsible body**

EUMM Transport and CIS Sections.

**4.3.2. Management structure**

Day-to-day management, continuous performance monitoring and customer feedback of the services herein described shall be handled by EUMM staff members jointly appointed by the Heads of the EUMM Transport and Security Sections. The names of such EUMM staff members, their roles and responsibilities shall be communicated to the Contractor.

1. **LOGISTICS AND TIMING**
   1. **Location**

The Contractor shall execute the tasks herein described at its own premises or at EUMM premises throughout Georgia when operationally required.

* 1. **Commencement date & Period of implementation of tasks**

Implementation period starts from 15 December 2022. Duration of the initial contract is 24 months by 14 December 2024.

It should however be noted that the performance of this contract is subject to and conditional upon i) the signature of a Delegation Agreement between the European Union and the EUMM Georgia covering the period onwards from 14 December 2022, as well as (ii) the availability of funds in the relevant budget line(s).

Also, the Contracting Authority may, at its own discretion, extend the project in duration (for additional 2 years, i.e., 2 x 12 months) by the addendum. Any extension of the contract would be subject to satisfactory performance by the Contractor. It should however be noted that the extension of this contract after 14 December 2024 is subject to and conditional upon (i) the signature of a Delegation Agreement between the European Union and the EUMM Georgia covering the period onwards from 14 December 2024, as well as (ii) the availability of funds in the relevant budget line(s).

1. **REQUIREMENTS**
   1. **Personnel**

The Contractor must have the capacity to quickly respond to inquiries raised by the Contracting Authority and to find a fast and effective solution to any problem that may arise during the implementation of the project. Such support and assistance shall be provided in the English language.

* 1. **Office accommodation**

The Contractor shall conduct the tasks herein described at its own premises or at EUMM premises throughout Georgia when operationally required.

* 1. **Facilities to be provided by the Contractor**

The Contractor shall ensure that its entire staff are adequately supported and equipped. It shall also transfer funds as necessary to support its activities under the Contract and to ensure that its employees are paid regularly and in a timely fashion.

* 1. **Equipment**

The Contractor must have a General Liability Insurance covering any physical injury or property damage arising out of or in any way connected with the execution of the tasks herein described. In particular, the Contractor must possess an insurance that will cover the costs of any material damage suffered by EUMM vehicles while being at the Contractor’s workshop facilities or while being under the Contractor’s custody and control.

1. **REPORTS & NOTIFICATIONS**
   1. **System Interface Reporting requirements**

**Vehicle activity reports (online)**

* Vehicle usage reports (over time-varying periods).
* Vehicle mileage reports (over time-varying periods).
* Vehicle location reports (over time-varying periods).
* Fleet and vehicle group usage reports (over time-varying periods).
* Fleet and vehicle group mileage reports (over time-varying periods).
* Fleet and vehicle group location reports (over time-varying periods).
* Driver and group of drivers usage reports (distance travelled, area, speed, driving time).

**Driver activity reports (online)**

* Driver performance reports:
* Distance travelled, area, speed, heavy acceleration and breaking (and exact location of such events), driving time.
* Vehicle use outside the Mission area (location, date, and time).
* Over-speeding details (vehicle ID, driver ID, date and time, location, average speed, top speed).
* Individual driver’s performance in a defined timeframe:
  + Distances driven, broken down by vehicles driven
  + Vehicles driven by any given driver and their respective trajectories
  + Speed profile info
  + Registered driving events
  1. **System Notifications**

The system should be able to automatically send a real time variety of notifications to the EUMM system administrators.

* 1. **Submission & approval of reports**

The Contractor makes available, upon request, reports to the EUMM system administrator/s. The reports should contain at least the following information:

* individual devices failures occurred during the reporting week
* date of occurrence/s
* description of malfunction/s
* vehicle/s subject to the report
* fleet/sub fleet the affected vehicle belongs to
* action/s taken by the Contractor
* date the issue has been resolved

The report should be convertible into an Excel format

A Monthly Report (draft attached as Appendix A to this ToR) will be submitted to the EUMM system administrator summarising all malfunctions occurred during the reporting period. The monthly report must show failures in the system grouped by type (e.g. hardware, software, GPS, GSM connection, etc). Monthly Reports are to be submitted together with the relevant invoice. Payment of invoice is subject to approval of the Report by the EUMM Contract Manager.

The system must also allow the operator the possibility to create reports at any time using various criteria or combinations of criteria. Reports must be unambiguous and easy to interpret, readable, printable and convertible into different formats.

1. **MONITORING AND EVALUATION**
   1. **Definition of indicators**

N/A

* 1. **Special requirements**
* The maximum system failure rate must not exceed 2 % of the total input gathered.
* The system must be compatible with Windows 10 or latter Microsoft type products.
* Map updates must be provided once a month and must be included in the service fee.
* Any and all collected data must be considered as sensitive information and must be handled accordingly. The Contractor must provide a description of the security measures that will be adopted to protect such information from loss, destruction, alteration, disclosure, misuse, unauthorized access, or network hacking.
* Response time in case of malfunction or error:
* Database related error: within 12 hours.
* Registration units’ related error: Vehicle error: 12 hours (response time) / 24 hours (resolution time) / 48 hours (total repair time).

The EUMM vehicle fleet is currently made up of 122 vehicles. This figure may however fluctuate up and down at any time throughout the Contract period.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Type** | **Make** | **Model** | **MY** | **Fuel** | **# of vehicles in the fleet** |
| Bus | Toyota | Coaster | 2011 | Diesel | 1 |
| Light truck | Ford | Transit 350M | 2012 | Diesel | 1 |
| Light truck | Vamtac | SK95 | 2020 | Diesel | 2 |
| Minibus | Ford | Transit 350LF | 2012 | Diesel | 1 |
| Minibus | Mercedes | Vito Tourer 116 CDI | 2020 | Diesel | 3 |
| Pick up | Nissan | Navara 2.5TD | 2011 | Diesel | 3 |
| Pick up | Toyota | Hilux | 2019 | Diesel | 1 |
| SUV | Mercedes | G320 CDI | 2009 | Diesel | 2 |
| SUV | Renault | Duster | 2020 | Petrol | 28 |
| SUV | Toyota | LC76 | 2020-2021 | Diesel | 64 |
| SUV | Toyota | LC76 Trojan | 2015 | Diesel | 11 |
| SUV | Toyota | LC 150 Prado | 2017 | Diesel | 3 |
| Truck | MAN | TGM Recovery Truck | 2011 | Diesel | 1 |
| Van | Ford | Transit 350L 4x4 Workshop | 2012 | Diesel | 1 |
| **Total EUMM Vehicle Fleet** | | | | | **122** |