

**VIL**  
EMPOWERING  
LOGISTICS



## LOGISTICS RESILIENCE TASK FORCE

PAPERLESS LOGISTICS

MOBILE E-LEARNING

REQUEST FOR INFORMATION

07/05/2020



**Contents**

- 1. Introduction ..... 3
- 2. Context and scope ..... 3
- 3. description..... 4
- 4. Selection ..... 5
  - 4.1. Application ..... 5
  - 4.2. Evaluation & selection ..... 5
  - 4.3. Contact ..... 5



## 1. INTRODUCTION

The COVID-19 virus has a big impact on our society. Prevention measures imposed by the government have forced businesses to implement new procedures that allow to continue or restart operations with respect for social distancing and other sanitary prevention measures.

Although most of the logistics sector has continued operations throughout the lockdown, there for sure is also no business as usual in our sector.

In an effort to assist the region's logistics sector, the Flemish Government has taken the initiative to launch a Logistics Resilience Task Force (<https://vil.be/logisticsresiliencetaskforce/>). VIL, the Flemish spearhead cluster for logistics was asked to coordinate this initiative.

The Task Force is supported by 4 workgroups, each focussing on a specific area: Human Resources, Policy, Strategy and Digital.

## 2. CONTEXT AND SCOPE

Apart from some mid- and long term initiatives that aim at facilitating further digitization in the logistics sector, the Workgroup Digital also looks into short term needs, where quick win digital tools (QWDT) could assist the implementation of the required sanitary prevention measures needed in this or any future pandemic.

This RFI focusses on two of these quick wins:

- Paperless logistics: digital handover of paper documents.
- Mobile e-learning tools: digital on-premise virtual learning.

The information on the digital solutions received in reply to this RFI will be used in an information campaign in the large networks of VIL, Agoria, Task Force 'Vlaanderen Helemaal Digitaal', other partners in the Logistics Resilience Task Force and the broader VLAIO network.

The information campaign will include publication on different websites, newsletters, social media, etc.

VIL's engagement in this initiative is limited to evaluation and selection of those solutions which are suitable for the information campaign towards the logistic sector. VIL will take no responsibility in any actual implementation of the offerings.

### 3. DESCRIPTION

#### **Paperless logistics**

Although paperless logistics remains the ultimate long term goal, the reality is that today a lot of paper documents are being shared in the supply chains. Waybills, release notes, damage reports, etc are completed and signed by hand and shared between parties in the supply chain.

Each handover poses a risk on transfer of the Covid-19 virus between the people involved. The current processes do not allow implementation of optimal sanitary prevention measures.

Many of these companies currently have no other option than to focus on their day-to-day activities and prepare for uncertain weeks and months ahead.

It is therefore, at this point, not realistic to propose them full digitization solutions that would require considerable time, effort and investments.

A digital quick win tool [QWDT] should allow the companies involved to limit the risks of contamination, without fundamental changes to their processes.

The functionality of a possible QWDT could be limited to taking a picture of the paper document on any mobile device (smartphone, truck board computer, ...) and safely transfer, store and sign the document by both parties in the tool. Since only a signature often will not be sufficient, it should also be possible for both parties to add remarks.

Important note: Other solutions or variations on the above are also acceptable, as long as they solve the above described issue of handover of paper documents, in a small and user-friendly tool.

#### **Mobile e-learning tools**

Mainly bigger companies organise training or sensibilisation of visitors, including drivers and subcontractors, before entering the site. These trainings mostly take place in training rooms equipped with computers that are being used by the different visitors to perform the training (and test).

Similarly, information and security videos are shown in a classroom setting.

The currently required sanitary measures can hardly be implemented in these training rooms, without enforcing social distance and sanitizing any equipment such as computers after usage.

Many other, smaller companies currently do not have any type of visitor training.

The COVID-19 crisis on one hand makes it difficult to organise training and sensibilisation for visitors but on the other hand increases the need for such trainings. Although the prevention measures are based on generic rules and regulations, the practical implementation is different on each site.

For visitors frequenting different sites, like truck drivers, it is quite difficult to know what the exact measures on each site are. Also language issues are quite common. Not all visitors have sufficient knowledge of the local language to fully comprehend the information provided.

The solution would be a, preferably multi-lingual, e-learning tool that can be used on any mobile device (smartphone, truck board computer,...) in which site specific videos and training programs can be created, with or without a test. The initiation of these trainings and/or videos need the possibility of an on-premise activation.

Important note: Other solutions or variations on the above are also acceptable, as long as they solve the above described issue of visitor training.

## 4. SELECTION

### 4.1. Application

Applicants can propose their solutions for one or both QWDT as described in this RFI using the attached application forms.

The application should include a tool that facilitates the functionality described in chapter 3 of this RFI. This can be part of a bigger software package, but as it is being considered as a quick win, the described minimal functionality needs to be commercialised as a separate tool for these customers that are interested in the quick win functionality only.

Any additional functionality within the scope of paperless logistics and mobile e-learning will only be included in the information campaign as described in paragraph 2 of this RFI, if the above condition is met.

The application should be sent latest on 22 May 2020 by e-mail to [eric.verlinden@vil.be](mailto:eric.verlinden@vil.be) and should include:

- one duly completed application form per QWDT offered (see attachments 1 and 2);
- an extensive information package describing the functionality and technical specifications for each QWDT offered;
- a clear description of the setup requirements;
- any relevant additional functionality that the applicant wishes to promote;
- the standard market rates for each of the QWDT as proposed;
- the timeline and action plan indicating the availability of each QWDT;
- relevant experience and references to previous projects, including examples of the type of documents or processes the application has already been used for;
- a series of screenshots of the QWDT showing the most important screens of the user interface;
- description of the legal value of the QWDT offered in relation to i.e. GDPR, digital signature and digital archiving.

### 4.2. Evaluation & selection

Between 25 and 27 May VIL might contact some of the applicants to request for further elaboration of their proposal.

Evaluation and selection will be done in the Digital Workgroup meeting planned for 28 May 2020 and formalized in the Resilience Task Force meeting that same day.

The applicants will be informed about the decision latest 29 May 2020 at 17:00 after which practical arrangements will be made to launch the information campaign with the selected applicants.

The information campaign is planned to start on 1 June 2020.

### 4.3. Contact

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