

Request for Information: Logistics Management Information System

Publish date: October 30, 2025

Deadline to Respond: December 5, 2025

Questions related to RFI: Email to CIK_LMIS_Tender@rescue.org

Submission Format: Email to CIK_LMIS_Tender@rescue.org

Interested service providers are strongly advised to read through the entire Request for Information document before submitting their responses.

The International Rescue Committee

The mission of the IRC is to help people whose lives and livelihoods are shattered by conflict and disaster, including the climate crisis, to survive, recover and gain control over their future.

In 1933, Albert Einstein and a small group of humanitarians formed what would become the International Rescue Committee. Today, we deliver lasting impact by providing health care, helping children learn, and empowering individuals and communities to become self-reliant, always with a focus on the unique needs of women and girls. Our work spans more than 40 crisis-affected countries, and we provide resettlement, asylum, and integration services in communities across the United States and Europe.

Request for Information

Objective:

The objective of this Request for Information (RFI) announcement is to gain a better understanding of the last mile inventory technologies and solutions currently available on the market. The software must be compatible with Microsoft Dynamics 365 Finance & Operations (D365 F&O). We are not seeking to replace our ERP system or the inventory functionalities it has- rather we are seeking to find software that is compatible with our ERP and fills in existing gaps.

We are exploring one or more software(s) that will provide an end-to-end solution in two important areas:

- Contributions-in-Kind (CIK) - donated goods
- Logistics Management Information System (LMIS) that tracks the last mile distribution

If— after reading through this document — you believe that your company has a solution for only some of the required categories, we nonetheless encourage you to submit a response.

General Requirements:

Category	Key Expectations
Receipt and intake of goods	<ul style="list-style-type: none"> • Ability to intake donated and procurement inventory, connecting with IRC's ERP system • Generate unique IDs and barcodes to support inventory tracking and tracing
Forecasting and Quantification	<ul style="list-style-type: none"> • Can perform forecasting and quantification using collected consumption and morbidity data; with stock reorder calculation and notification system • The ability to connect financial and client data (Project and client IDs, etc.) from IRC's ERP with the inventory requests and distributions.
Alerts	<ul style="list-style-type: none"> • Ability to send alerts (SMS and/or email) e.g. low in stock, close to expiry, expired, temperature & humidity deviation
Pharmaceuticals, Nutrition & Cold Chain	<ul style="list-style-type: none"> • Capture of batch/lot, expiry, and temperature/ humidity including cold chain data; alerts for expiries (FEFO management), quarantined or recalled stock. • Ordering and requisition (min-max, re-order levels)
Distribution and Dispensing	<ul style="list-style-type: none"> • Able to track to the lowest unit of measure e.g. pill, vaccine, sachet • Patient or consumer-level consumption capture • Virtual "showroom" of goods • Kitting features
Offline & Low Bandwidth	<ul style="list-style-type: none"> • Core functions usable offline with local data storage and later synchronization.
Integration & Interoperability	<ul style="list-style-type: none"> • Open APIs or standard connectors to D365 F&O (for items, transactions, and inventory levels); REST API support preferred

	<ul style="list-style-type: none"> • Good to have: Barcode/QR/RFID support
Security & Access Control	<ul style="list-style-type: none"> • Role-based permissions, SSO (SAML/OAuth via Azure AD/OneLogin), audit logs, and encryption in transit/at rest. • The system must provide secure, limited access for external users—such as partners or government staff—to participate in inventory management via a dedicated portal. This portal should allow data entry and tracking without exposing internal systems or sensitive information.
Reporting & Analytics	<ul style="list-style-type: none"> • Built-in reports (stock-status, value, wastage etc), configurable dashboards, ad-hoc querying/export, and BI integration (e.g., Power BI).
Regulatory Compliance	<ul style="list-style-type: none"> • Support for 21 CFR Part 11 and GDP, e-signatures, audit trails, and full traceability from donor to beneficiary.
User features	<ul style="list-style-type: none"> • Multilingual capabilities; platform access for non-supply chain staff and English Language Learners; user friendly and low barrier of entry • Multidevice (desktop, smartphone, tablet)

Vendors should address the following in their response:

1. Solution Overview: Describe your product, deployment model, and fit for general, non-pharma CIK and/or pharmaceutical workflows. Clarify integration method with D365 F&O.
2. Compliance: Confirm alignment with requirements on security, reporting, compliance, offline support and integration.
3. Gaps & Mitigation: Identify any unmet requirements and proposed workarounds or future roadmap plans.
4. Experience & References: Provide case studies or references, ideally within humanitarian, healthcare, or pharma logistics settings, especially involving D365 F&O.

5. Implementation & Support: Summarize deployment approach (cloud/on-premise), typical implementation timeline, training/support model, and upgrade process.

Next Steps:

Following review of RFI responses, selected vendors may be invited for further discussions or demonstrations. A formal RFP may follow.

Please ensure your submission is concise and tailored to the CIK/LMIS scope and D365 F&O integration requirements. Your submission may be for CIK, LMIS or both.

Vendor Submission

Service Providers who wish to participate with the RFP Process should provide the following information:

1. Company profile detailing your Company Name, contact details, address, staffing structure, organizational experience in the last 5 years etc.
2. Contact details for clients who have similar inventory management systems including company names, locations and contact details, preferably INGOs/ UN Agencies.
3. A cover letter providing information on the solution to be provided and the modules that can be covered.
4. Completed Vendor Information Form
5. Business Registration
6. Three (3) letters of reference

RFI Submission

Vendors who wish to participate in the RFI Process should send the information required to the following email: CIK_LMIS_Tender@rescue.org on or before December 5, 2025, close of business. Questions related to the RFI should also be addressed to the above email.

Note:

This RFI does not constitute a solicitation. IRC is not requesting any bids or proposals at this stage; IRC is seeking information on your business for internal evaluation and to support in building our tendering documentation.

Your response to this EOI does not automatically ensure that you will be selected to participate in tender or be selected for any procurement with IRC.