**Lebanese Red Cross**



**TERM OF REFERENCE (TOR)**

BIS - Beneficiary Information System

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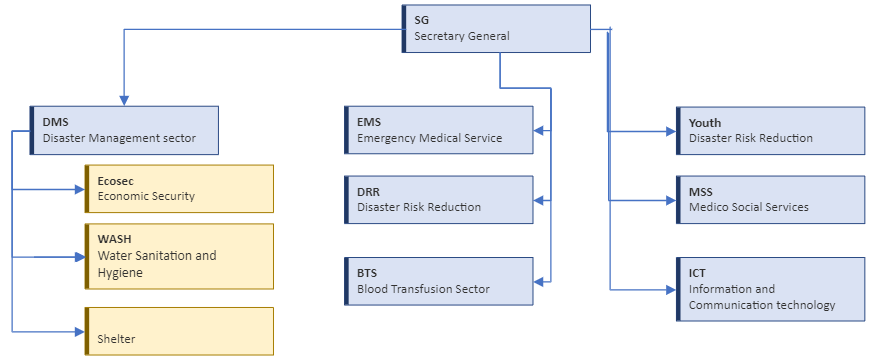
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# Introduction & Context

## Lebanese Red Cross structure



### Main Activities by Sector

* **DMS: Disaster Management Sector** the sector started just after the Syria crisis, and refugees support used to be the core of sector activities and programs. Later, and as the economic crisis hits in Lebanon and the COVID-19 situation evolved, the sector expanded its operation to include all economically vulnerable communities in Lebanon, displaced Syrians, Palestinian refugees, and vulnerable Lebanese.

Red Cross supported hundreds of thousands of people affected by Beirut Blast, with medical treatment, shelter, and psychological support.

Main programs of DMU are: Economic Security, WASH and Shelter.

* **EMS: Emergency Medical Service** Provides ambulance services across Lebanon.
* **DRR: Disaster Risk Reduction** the main focus of DMM is to reduce or prevent the risk of disaster by focusing on community resilience.
* **BTS: Blood Transfusion Sector** Collects blood units and distribute them to the hospitals.
* **Youth:** Organizes public gatherings for children, environment support campaigns and activities, and sessions to support elderlies.
* **MSS:** Medico Social service Provides primary healthcare and medicine through 3 mobile medical units and 4 fixed primary health centers in and around the blast area.

## Introduction

LRC team is determined to build an advanced “**Beneficiary Information System**”, an intra and Inter-agency tracking tool.

LRC will use the “LRC-BIS” to register the beneficiaries, manage services and share data with other organization/NGOs for aids management.

In this document we will describe the detailed business requirements of LRC-BIS.

### BIS Integration and Platform

Graphical user interface

Description automatically generated

### BIS Components

1. Self-registration
2. Request for update and delete registration
3. Internal registration by LRC team
4. Coordination platform
5. Integration with HIS
6. PowerBI to build and publish internal and external reports

# Bidder Requirements

The below are the minimum requirements for the vendor that will be selected for the implementation of **LRC BIS solution**:

* The vendor must be a world class solution provider with more than 10 years of experience.
* The vendor must have a regional presence in at least the Middle East and GCC areas.
* The vendor must have local presence in Lebanon.
* The vendor must have at least three (3) successful implementations of similar solution.
* Vendor delivery team should consist of at least 15 members; the vendor should provide detailed background information and experience for key resources.
* The vendor must be able to offer direct support to its clients in Lebanon.
* The short-listed bidders must provide a Proof-of-Concept (POC) to demonstrate the proposed solution with the required details.

# Solution Requirements

| **Req.** | **Requirement Description** |
| --- | --- |
| General Requirements | |
|  | The solution should be fully multilingual for users and administrators in content, Container (interface) and search engine. The solution must be provided in a single copy with the users capable of switching between languages depending on their preference. |
|  | The platform should be appealing, professional, and easy to navigate. |
|  | The solution should be coupled with a “training program” in order to transfer the knowledge and Know-how to the computer department at LRC. |
|  | The bidder must provide maintenance and support services for all of the solution components. |
|  | The solution must be compiled with full documentation (user guide, admin guide, technical documentation, training material). |
| Customer Experience | |
|  | The system must be simple, yet powerful, and easy to use thus providing a unique customer experience. |
|  | The system shall support user-friendly interface providing accessibility to functionalities using intuitive menus and actions. |
|  | The platform should be accessible by people with disabilities. It should provide text to speech for the visually impaired, speech-recognition for users with limited mobility to control the computer with their voice, provide captions for videos with audio … |
|  | The platform shall have a help module. |
|  | The solution should be able to issue alerts and notifications based on configured rules and criteria. |
| Digital Experience | |
|  | The solution must provide an advanced search capability with a wide array of search types. |
|  | All actions in the proposed solution must be tracked and logged, allowing authorized users to monitor all actions on the system (such as view, update, delete, check-in/check-out…). |
|  | Ability for the system to automatically save content while it is being edited. |
|  | Ability for the administrator to define validation rules for content, e.g. restricting the number of characters of a text field. |
|  | Ability to display a fully functioning preview of the content item before publishing it. |
|  | Ability to restrict the uploading of certain file by their size. |
|  | Ability to support restricted access to content items based on user type, group or role. |
|  | The solution must support role-based security, e.g. Only authorized users may create/edit/view certain content types. |
|  | Ability to restrict access content, based on information in the user's profile. |
|  | Ability to use customizable workflows to approve new/edited content. |
|  | Ability to change the look and feel of a specific region in the platform without changing the overall template. |
|  | Supports easy customization of templates by the administrators through the administration interface. |
|  | The administrator shall have the ability to create, add, or remove any additional attributes whenever needed. |
|  | Ability to centrally manage the platform using a browser-based graphical user interface. |
| Technical Requirements | |
|  | The solution must have comprehensive security features that forbid unauthorized access to vital system resources. Vendors should describe their capability. |
|  | Compatibility with all browsers across all platforms. |
|  | Compatibility with mobile web access technologies for a responsive access to the platform from mobile devices. |
|  | The solution should have a modular design and infrastructure. |
|  | The solution should be scalable to support increasing number of resources and number of users. |
|  | Ability for all portal components to run on well-known, international standard, operating systems. |
|  | The solution must be able to integrate with social media. |

# Requirements and Functionalities by Component

## Self-Registration (Application form)

Published platform can be accessed by a guest user to request registration, only auto accepted applicants are converted to Beneficiary.

### Fields of Request form

* Full name (First, Middle and Last), father and mother names
* Nationality
* primary address
* lookup fields from a preset list for Districts, Governorate and cities are needed
* Street is a free text
* ID type, number and location
* Date of birth
* Gender
* Mobile number (option to add multiple ones)
* Landline number (option to add multiple ones)
* Preferred communication method with 3 options, (SMS, WhatsApp or email) \*

\*(if email is chosen, email is required) (if SMS or WhatsApp is chosen, Mobile phone number is required),

* Reason: drop down list with options to pick from, need for food, shelter, school, medication…
* (Optional) Option to add what NGO referred him to this platform (e.g. question: How did you know about this platform?)
* Primary contact: check box (Yes/No)
* Number of household members
  + - If the number is greater than 0 a sub form should open allowing the candidate to fill the members’ info
      * Full name
      * Date of birth
      * Relation type with primary contact
      * Same address (yes/No)
      * Primary Contact
* Registration option: 3 options should be available for selection: “Site Visit”, “Home Visit” and “Continue registration”
  + - * Site visit (user goes to LRC): An option to book an appointment should come up with available spots and nearest LRC sites.

\*\*\*Available spots should be calculated based on preset capacity per office per hour.

Note: LRC will have the possibility to update the availability and capacity manually, depending on how many users can be registered at the same time, considering every registration should take X min (30min).

### Validation and Rules

1. Arabic should be the main language
2. All fields should be displayed in English and Arabic
3. Only Lebanese citizens can be self-registered
4. Non-Lebanese candidates will be referred to another platform for refugees or other, and will not be allowed to proceed.
5. If the candidate is already registered or has a registration pending, he will not be allowed to register again.
6. One primary contact by household
7. Forms and tables to define the drop-down lists are needed, listed below
   * + 1. City
       2. Governorate
       3. District
       4. Sites
       5. Offices
       6. Document group
       7. Gender
       8. Agencies list
       9. Relation type (Wife, son, daughter, mother, brother, sister…..)
       10. Card inactive reason
8. Based on selected preferred method of communication the system should send a meeting confirmation message stating the date and location and a reminder before x days (preset parameter example 1 day).
9. Option to cancel or modify appointment date and time should be available
10. For Home Visit option 🡺 the system should notify LRC team\*that a candidate is requesting a home visit to act accordingly.

\* Pre-defined Group of users

1. Continue registration/Self 🡺 Candidate is requested to scan and attached required documents.
2. Link document groups to nationality e.g LBDOC associated to Lebanese, SRDOC to Syrian, NODOC to Palestinian and others
3. Set requested document by document group example for LBDOC group one document is requested either National ID or Passport
4. The System should generate registration ID for the Household and unique individual ID per person
5. The system will give suggestions to help grouping people into 1 household. Suggestions are based either on address or ID number.
6. After the form is filled, the person should be receiving a message confirming the registration along with the auto generate registration number
7. Before the pre-registration a consent message + GDPR will be displayed for the user, he will be informed that he can request his data to be deleted any time.
8. *Biometrics: fingerprints, iris scanner or facial recognition (cannot be implemented right now but it should be available in the system for later), when biometrics are available, they will be on rolling basis*.
9. Possibility to set optional and mandatory fields for registration
10. Registration status with reason is needed. Possible statuses are: Active, incomplete + reason, closed + reason, inactive + reason (rules to be set by LRC team)
11. After registration, the person will receive a card for the household, with the family ID and a card number (serial number) specific to the card
12. In case the card is lost, the old card will be deactivated on the system (using the unique number of the card), and a new one will be provided. LRC will reject all requests from a person using a deactivated card
13. Card numbers by date is saved with status Active/Inactive.
14. LRC to define reason form inactive card e.g lost, stolen…

## Request to Update Information or Delete Registration

Only Beneficiaries with “Registration number” can request data update or delete.

Beneficiary requests to update information or deleted registration → the user will then be requested to verify the full name, ID number – ID location and mother’s name → no data will be displayed, in case update info is selected, the person will choose (in a drop-down menu) what fields he wants to update with the new data.

The user can request to change, in “Request to update information”, the following:

* Phone number
* Email
* Address,
* Preferred communication method
* Add new member 🡺 the platform will redirect the user to the registration request form to fill it (the user will have to fill the information of the pre-registration again for the new user, except the fields that will be the same for the user and the new member like ID number) (with reason required e.g. birth, marriage…)
* Remove member (user will have the option to choose which member in their family to remove in a drop-down menu) (with reason required e.g. death, marriage…)
* Transfer member (the user needs to input the individual ID of the person that he wants to transfer)

## Internal registration by LRC

In addition to the fields mentioned in section self-registration, program group and scoring by category sub-form is needed.

Registration options (site visit, home visit and continue registration) are not needed.

### Registration Rules and Validation

* 1. LRC team can register manually new beneficiaries regardless of their nationality
  2. Scoring is done manually by LRC per household, and it will not be displayed to the person receiving assistance. A setup form for scoring is needed where LRC team will define the category and rating by category
  3. Program group: described in section coordination platform
  4. All rules listed in self-registration are valid for internal registration except points 3, 4, 6, 9, 10, 11, 12. 17

## Coordination Platform

The coordination platform is the inter-agency tool for tracking assistance, defining new projects, booking cases, and report assistance.

Agencies supports are based on predefined programs and projects. Programs are grouped by category and subcategory.

### Prerequisites for the Coordination Platform

**Public nationality:** List of approved nationalities e.g Lebanese. Only beneficiaries from a public nationality can be picked by the agencies for assistance.

**Donors:** Form and table are needed to define list of donors, requested fields are code, name**,** type (Organization, person) and contact info (contact info is optional).

**Agencies:** Form to define agencies and user by agency with the possibility group the agencies by type, Contract type, programs group, top-up programs group.

**Type of agencies:** List to be defined by LRC team.

**Contract type:** Used for access rights.

**Programs group**: Enclose multiple programs and assigned to agencies and households.

**Top-up Programs group**: Enclose multiple programs and assigned to agencies and households.

**Category:** Used to group the programs, possible values are Cash and Voucher, In-Kind and service with a flag “by amount” to set if amount and currency is needed by project

**Subcategory:** Sublevel of the categories. Form and table needed to define subcategories and link them to one of the categories example: Restricted cash, unrestricted cash, service …..

**Program**: Defined by LRC to group projects for booking and reporting

LRC should be able to define multiple programs by category and subcategory. Published programs can be used by authorized agencies.

Program can be allocated to a specific and/or group of households, on other terms LRC can specify if a household will benefit from a program or not.

**Programs** fields are:

* Titles (theme for the assistance)
* Categories: lookup from category list
* sub-categories: Lookup from subcategory list
* Status: Active /Inactive
* Extendable over multiple fiscal years (Yes/No)

**Top-up program** can be created and linked to original program for double booking

Top-up Programs fields are:

* Titles (theme for the assistance)
* Categories: lookup from category list
* sub-categories: Lookup from subcategory list
* Status: Active /Inactive
* Main program: Lookup field from program
* Extendable over multiple fiscal years (Yes/No) 🡺 Yes can be selected only if mother program is expendable

**Projects:**

Every agency can define his own Projects under a published and granted program.

Project fields are:

* Project name and description
* Donor
* Frequency options and number. Frequency options are: Once, Monthly, Quarterly, or Yearly (if frequency is once, the number will be set as 1)
* Category
* Subcategory
* Amount and currency If “by amount” flag is set as activated

### Coordination Platform Functionality

On the coordination platform the agencies should be able to:

* 1. Book one or multiple case
  2. Report assistance by booked beneficiaries

**Booking:**

* 1. Booking should be by case numbers: Agencies are allowed to book multiple cases by registration number
  2. Period booking: Allows agency to book cases for multiple months within the year except for allowed programs (a parameter can be added at program level to allow cross year booking, by default is set as not allowed and can be turned on by LRC admin)

The system should auto distribute booking by month

* 1. Booking can be at program level
  2. Double booking will be available thru the top-up program
  3. Agency can release unserved cases
  4. Pre-booking checking shows booked cases by program, project, agency and date

Booking suggestions: We suggest to allow booking by area e.g. Governorate or district, households with x number of family members…

**Reporting options**:

* 1. Reporting should be by project; agencies must define the project for service reporting
  2. Data defined at project level should be automatically retrieved during the reporting phase e.g. Provided by is the project owner
  3. Required fields are based on program type

**Notes:**

* Registration and coordination are 2 separate platforms.
* All registered profiles have unique identifiers that can be used to know if they are receiving assistance and NGOs are able to pick the unique ID to assist a case.
* The system will keep track of the programs and their provider that are being offered to certain families and will show if a family is not receiving any program.

## BIS and Medico-social Health Center:

The medico-social health sector provides primary healthcare and medicine to all patients regardless of their nationality.

To benefit from BIS data (Centralized database), LRC team requests to register all possible beneficiaries **and integrate them to the Sector’s internal application/Software**, HIS in case of Medico-Social sector.

## Generic Features

* External users are defined by name
* Auto block inactive users, unblock can be done based on Agency’s request
* The coordination program should generate a periodic email to all active users listing all booked cases by agency, project, program, and date
* User Friendly platform
* PowerBI is needed to publish dashboards for internal and external use

# Proposal Submission - Format

A description of the required format and content of the proposals is provided below.

Suppliers need to attach the completed RFP checklist (PROPOSAL CHECKLIST) of this document with the proposal.

## Cover Letter

The proposal should include a cover letter signed by the authorized representative of the Supplier.

## Management Summary

Supplier should designate in this paragraph, its authorized representative that should sign the proposal. Additionally, this paragraph should include the names of individuals who are authorized to negotiate with LRC and name the Supplier’s sales representative.

## Assumptions

List the assumptions that have been made throughout the proposal. Where possible, cross-reference each assumption listed with the part(s) of the proposal that are directly affected by that assumption.

## Deployment Options

In this section of the response document, Suppliers should describe the proposed deployment method(s):

* On-Premises deployment
* On Cloud deployment
  + Single Tenant hosting
  + Multi-Tenant hosting

Even though LRC prefers an On-Premises deployment to be in line with the strategic orientations of all LRC applications, it is open to alternative deployment methods as long as the choice is well justified by the Supplier and based on clear argumentation to answer LRC requirements.

Supplier should also communicate and describe the available environments (development, testing, pre-production, production, etc.)

## Licensing Options

Explain the basis of the Software Licensing (e.g. per user, per module, per Business unit, per host …).

Define what principle is used: Concurrent users, module users, generic users, categories, etc. Would LRC incur any additional license for development, testing, and training environments?

## Licenses Versions

Suppliers should provide an overview of the new base software components required in the proposed solution, specifying core functionality and purpose of the components.

Provide at least the following information for each of the software categories (Please adapt content to vendor information structure):

* Name
* Current version number
* Date version released
* Functional description

Software categories

* Development environment (testing, data conversion)
* Training environment
* Application software (production base)
* Database management software
* Etc.

Suppliers must provide details of customizations to be performed to the base products.

## Product Roadmap

Provide details on the future roadmap of the product with supporting documents.

## General & Functional Requirements

Suppliers are asked to respond to each detailed requirement specified in APPENDIX A: REQUIREMENTS LISTING of this RFP, using the structure and format set out below.

The response should enable LRC to form a clear understanding of:

* Functionality provided by the proposed solution
* Base software components required to provide the proposed functionality
* Enhancements needed to provide the proposed functionality
* The compliance of Suppliers’ proposed solution

Suppliers are required to mark their compliance to the process flows and listed requirements by selecting one of the following choices:

* **Fully Covered:** the proposed solution can completely fulfill the requirement
* **Partially Covered**: the proposed solution can partially fulfill the requirement - Comments detailing the fulfilled requirement are mandatory in this case
* **Not Covered:** Cannot be provided

For customization or partially available functionality, Suppliers need to mention the level of effort required as High/Medium/Low against each process. Efforts are categorized based on the following measures:

* **High**: More than two man-weeks of time efforts
* **Medium**: One to two man-weeks of time efforts
* **Low**: Less than one man-week of time efforts

Suppliers are expected to fill in detailed remarks for customizations/partially available flows that will allow LRC to evaluate the appropriateness of classification of effort into the above three categories.

Please note that Supplier response to these flows will be considered binding and will be used in the project Terms of Reference and all scope related discussions during the implementation.

## Project Management Methodology

A comprehensive Project Management methodology is essential for a successful implementation project. Given the scale of LRC environment and level of complexity the bidders perceive, they are requested to provide detailed information about the Project Management methodology they will follow should they be awarded the project.

The methodology should address at a minimum the following areas:

* **Scope and Milestone Management**: Suppliers are requested to provide a Work Breakdown Structure.
* **Structure for the work plan** they are proposing, with a complete listing of the project deliverables.

Deliverables should include at a minimum:

* Documentation of the Functional Requirements
* Documentation of System Design and Architecture
* Documentation of all customizations and modifications
* Sample User Acceptance Testing Scenarios
* User Acceptance Testing Results Documentation
* User and administrator manuals

* **Risk Management**: The mechanism by which the Suppliers team would be assessing risks in the project, and the mitigation steps required to be implemented.
* **Issues Resolution Management**: the mechanism by which the Supplier’s team would be addressing emerging issues in the project, and what escalation procedures are available for LRC in case of issues identified from within the Supplier’s team.
* **Communication Management**: LRC expects progress updates via meetings to be held with the implementation team, progress reports to be circulated and Key milestones meetings with Projects sponsors (steering committee).

Suppliers are to provide their recommendations as to the frequency of reporting, and the communication channels open to LRC with the Supplier’s Senior Management.

## Implementation Plan

Suppliers are expected to provide relevant details at sufficient granularity for LRC to compare and evaluate the overall implementation plan and Supplier’s experience and readiness to undertake the project.

LRC envisages a phased approach to this implementation but leaves the definition of phases and the implementation strategy to Suppliers. Suppliers should provide the implementation strategy and propose all necessary details for LRC to understand and evaluate the implementation plan.

### Project Plan

Provide a plan of the tasks/activities required and associated start and finish dates. Deliverables, dependencies, and milestones should be indicated and described:

* An overall high-level plan covering all phases with timelines and effort estimate.
* For each phase of the implementation, Supplier should provide a detailed project plan. Describe clearly the services that will be provided during implementation including installation, configuration, testing and cutover.
* For each task identify the number of resources required, the Supplier role, LRC role, risks, and dependencies, if any.

## System Administration

The proposal should provide the details requested about the administration of the system in the proposed solution.

### Resilience and Recovery

Describe the attributes of the solution that will provide high availability, preventing downtime during live operations.

### Security

Describe the security elements of the proposed solution and explain their use and operation.

Security should address:

* Restricted access to system functions
* Restricted access to information
* User / System activity audit
* Encrypted storage of information
* Transaction audit

### System Management

Describe how the proposed system is managed, including:

* Performance monitoring and optimization
* Problem reporting and diagnosis
* Database management
* Software upgrades and patch releases when applicable

### Infrastructure Requirements

For the On-Premises Deployment, suppliers should list the Infrastructure requirements:

* Network Requirements
* Domain Requirements
* Hardware Requirements
* Software Requirements
* Etc.

For the On-Cloud Deployment, suppliers should list the infrastructure requirements:

* Supported web browsers
* Network requirements
* Etc.

### Hardware & Network – only for On-Premises

Only for On-Promise installations, the Suppliers are requested to specify the required hardware to implement their solution successfully at LRC, by providing specification and configuration of the recommended platform.

Suppliers should consider provisions for the following environments and scenarios:

* Development Environment required
* Testing Environment required
* Production Environment required in:
  + Standard configuration (single Application Server, single Database Server, etc.…)
  + High-Availability configuration (Load Balancing/Clustering)
  + Disaster Recovery configuration (DR site in a remote location)

Identify which hardware will be required for systems development and can be subsequently used in production systems. Provide the following information for each hardware category.

Provide details of the sizing calculations for proposed performance, memory size, and storage type and capacity, and indicate how increases in business volumes will impact these attributes.

* Type (PC, printer, server)
* Description of function/purpose
* Manufacturer
* Model identification
* Operating system software
* Performance (processor speed, line speed, printing speed, display resolution)
* Memory size
* Storage type and capacity
* Connectivity

For the production hardware configuration, provide details of how the configuration can be adapted and expanded to cater for changing and growing business needs.

## Training

Supplier should identify what training is required for LRC staff for each part of the solution to secure the good monitoring and operation of the BIS implementation; a clear description of the offered trainings should be provided as part of the answer.

At a minimum, the following training programs are required:

* System Administration Training
* Super User Training
* End User -Train the Trainer- Training for each implemented module

For all training, provide details of:

* Location
* Objective
* Duration and timing of sessions
* Structure and content of sessions
* Numbers of trainers at sessions
* Method i.e. Train the trainer

## Support

LRC requires that Suppliers provide support before, during and after the completed roll out of the full proposed application system to be included in the implementation project.

Provide the following details for base software and enhancements:

### Pre-implementation

Detail pre-implementation approach & facilities which would be made available for system familiarization, training and testing.

### Support Agreement

Identify clearly all of the different lines of support applicable. For each line of support provide the following details:

* Standard hours of support
* Additional hours for support
* Location of support offices
* Number of employees at support locations able to provide relevant support to LRC
* Method of communication used for support
* Service Level agreements including response time to helpdesk requests

### Support Procedures

Provide a description of how support procedures will operate, including severity rating of problems, handling and problem escalation process, including acknowledgement and fix time based on severity level.

* Remote
* On-site for critical issues
* Web based
* Telephonic

## Costing- Annex 2 –bid form

All costs must be quoted in USD $.

Costs should be shown in a summary cost schedule, divided into the following three sections:

* Software License costs (including all maintenance and ongoing costs, if any)
* Professional Services costs including Training costs
* Other costs - if any (to include all expenses)

Provide details of charge rates that will be applicable throughout the implementation period.

### Software License Costs

The first section, Software Costs, is to summarize costs relating to the acquisition and enhancement of all base software components. Enhancements include enhancements to software and development of new software modules. Both application and system software should be addressed in this section. The estimated grand total of all software costs should also be specified including

* Base application software modules (lump sum or annual)
* Enhancements to base application software modules
* Eventual annual yearly support/maintenance costs

Based on the delivery model, please price initial one-time software acquisition costs or monthly/yearly licenses for each proposed application system which must be paid by LRC (including development, testing environments).

Unit cost per each license per type of user should be specified.

Please indicate any warrantee or free maintenance period.

Also, please advise about the applied tariffs for additional licenses. This will be taken in the evaluation of the solution cost as we want to be sure additional licenses will be competitively priced).

### Professional Services Costs

The second part of the cost schedule, Implementation Costs, should summarize costs relating to implementation tasks that are not absorbed into the provision of items under software or hardware. All implementation tasks should be accounted for under a cost summary.

1. Project Management
   1. Project planning, task scheduling and resource planning
   2. Progress monitoring and reporting
   3. Risk Management
   4. Change Management
   5. Issue Resolution Management
   6. Quality Management
   7. Communication Management
2. Functional Consulting
   1. Business detailed requirements specification and gap analysis
   2. Documentation
   3. Configuration
   4. Process Testing
   5. Customization Testing
   6. Pilot if any
   7. Post Go Live Stabilization & Support
3. Training & User Acceptance
   1. System Administration Training
   2. Super User Training
   3. User guides / Training manuals
   4. Guided User Acceptance Testing
4. Technical Consulting
   1. Data conversion / migration
   2. Development of new application functionalities – Customizations
   3. Software customization documentation
   4. Environments Management
   5. Deployments
5. Other implementation costs
6. Support & Maintenance Cost if any (Lumpsum & Rates)

Supplier should advise about the rules and rates that could be applied for additional works outside the scope of agreed services.

### Other Costs

This section should provide a summary of any further costs identified in the solution but cannot be included in the Software or Implementation sections of the schedule.

Expenses should be included in this section and should be cross-referenced with software, hardware or implementation categories above. The grand total of all other costs should be specified. This includes other expenses like travel etc.

## Commercial Conditions

### Offer validity

As per the period of the FWA (2 years with possibility of 1 year extension).

### Payment Terms

30- 45 calendar days after the submission of all required documentation through bank transfer

## Additional Information

Provide any additional information not requested in other sections and considered relevant. Also, list any document forming part of the proposal as additional information under separate enclosures.

# Appendix A: Requirements Listing

The below embedded Excel file “LRC - BIS - Requirements Listing - V1.0.xlsx”should be filled by the Vendor:



# Proposal Checklist

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Description** | **Completed/**  **Included**  **(Yes / No)** | **Reference** |
| 1 | Cover Letter |  |  |
| 2 | Management Summary |  |  |
| 3 | Assumptions |  |  |
| 4 | Deployment Options |  |  |
| 5 | Licensing Options |  |  |
| 6 | Licenses Versions |  |  |
| 7 | Product Roadmap |  |  |
| 8 | General & Functional Requirements (Excel) |  |  |
| 9 | Project Management Methodology |  |  |
| 10 | Implementation Plan |  |  |
| 11 | System Administration |  |  |
| 12 | Training |  |  |
| 13 | Support |  |  |
| 15 | Commercial Conditions |  |  |
| 16 | Additional Information |  |  |