Lebanese Red Cross

LRC – Fleet Management System

July 2025

Document and Revision History:

Version	Date	Sections Revised	Description
V1.0	10/01/2024		Initial Version
V2.0	18/04/2024	Entire document	Edited the clarity of ideas in the document
V3.0	04/07/2025	Bidder Requirements and Solution Requirements	Defined eligibility criteria and mandatory technical features
V3.1	06/08/2025	Revised amendments, bidder requirements	

Related Documents:

Document Name	Version	Date

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1 INTRODUCTION & CONTEXT

1.1 DEFINITIONS:

- **LRC:** Lebanese Red Cross
- **DMS:** Disaster management sector
- **EMS:** Emergency medical sector
- **DRR:** Disaster Risk Reduction
- **BTS:** Blood transfusion services
- **MSS:** Medico-social services
- **FMS:** Fleet Management System
- **OS:** Operating System
- **VIN:** Vehicle identification number
- **GPS:** Global positioning system

1.2 INTRODUCTION

LRC team is determined to build an advanced "**LRC-Fleet Management System**", an intra tracking tool for all vehicles and certified drivers.

LRC will use the "LRC-FMS" to mainly:

1- Register the vehicles.
2- Track the vehicles from acquisition to scrapping, including the maintenance.
3- Track the insurance status.
4- Track drivers
5- Incident reporting

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

1.2.1 Document Purpose

The purpose of this document is to solicit proposals from software vendors, and implementation partners (together referred to as "Supplier" or "Suppliers") who can demonstrate that they possess the organizational, functional, and technical capabilities to provide an **LRC-Fleet Management System** solution that meets the Lebanese Red Cross requirements.

2 BIDDER REQUIREMENTS

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

- The vendor must be a world class solution provider with more than 10 years of experience.
- The vendor must have at least three (3) successful implementations of similar solution.
- The vendor must demonstrate the ability to complete the project within a defined and reasonable timeframe (3 months from contract date for initial implementation) to meet LRC's operational needs.
- The vendor must be compliant with ISO 27001 and GDPR standards.
- The vendor must be compliant with LRC administrative requirements.
- The short-listed bidders must provide a Proof-of-Concept (POC) to demonstrate the proposed solution with the required details.

3 SOLUTION REQUIREMENTS

Bidders are advised that compliance with all mandatory technical requirements outlined in this document is a prerequisite for consideration. Any bid that fails to meet these requirements will be deemed non-compliant and might be disqualified from the evaluation process. It is the responsibility of each bidder to ensure that all mandatory criteria (denoted by an asterisk *) are thoroughly addressed.

Bidders are required to carefully review the solution requirements outlined in the table. For each feature:

1. Indicate whether the feature is included in your proposed solution by selecting **Yes** or **No** in the designated column.
2. Provide the **page number** from your submitted proposal in the “comment” column where the details of the feature's implementation can be found.
3. *The vendor is preferred to provide direct support to its clients in Lebanon.*

Failure to complete the table accurately or to provide page references for verification may result in disqualification from the evaluation process.

Req.	Requirement Description	Compliance (YES /NO)	Comment
General Requirements			
1.	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.		
2.	The platform should be appealing, professional, and easy to navigate.		
3.	The solution should be coupled with a “training program” in order to transfer the knowledge and Know-how to the ICT section at LRC.*		

Req.	Requirement Description	Compliance (YES /NO)	Comment
4.	The bidder must provide maintenance and support services for all the solution components.*		
5.	The solution must be compiled with full documentation (user guide, admin guide, technical documentation, training material).*		
Driver Experience (Mobile application is needed)			
6.	The system must be simple, yet powerful, and easy to use thus providing a unique customer experience.		
7.	The system shall support user-friendly interface providing accessibility to functionalities using intuitive menus and actions.		
8.	The platform shall have a help module.		
9.	The solution should be able to issue alerts and notifications based on configured rules and criteria. *		
Digital Experience			
10.	The solution must provide an advanced search capability with a wide array of search types such as folder search, content search and search within results.*		

Req.	Requirement Description	Compliance (YES /NO)	Comment
11.	Users shall be able to build their personalized search queries and save them for later usage.		
12.	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…).*		
13.	The solution shall support at least the following document formats:* • Multi Page TIFF Images • Single Page TIFF Images • JPEG Images • GIF Images • BMP Images • PNG Images • PDF Documents • Office Files • Video • Zip • Doc • Xls		
14.	Ability for content to be shared/associated to multiple sites and/or pages without duplication. Content must be formatted according to its destination site and page.*		
15.	Ability for the system to automatically save content while it is being edited.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
16.	Ability to change the functionality of text editor, for instance to control the range of font types or sizes available to use.		
17.	Ability for the administrator to define validation rules for content, e.g. restricting the number of characters of a text field.*		
18.	Ability for the administrator to unlock or check back in a content item which is currently being edited and specify rules for how long a content item should remain locked when being edited.*		
19.	Ability to display a fully functioning preview of the content item before publishing it.		
20.	Ability to restrict the uploading of certain file by their size.*		
21.	Ability to support restricted access to content items based on user type, group or role.*		
22.	The solution must support role-based security, e.g. Only authorized users may create/edit/view certain content types.*		
23.	Ability to restrict access to certain content items, based on information in the user's profile.*		

Req.	Requirement Description	Compliance (YES /NO)	Comment
24.	Ability to manage multiple editors of a content item, for instance by using content locking (check-out).		
25.	Ability to use customizable workflows to approve new/edited content.*		
26.	Ability to publish content immediately.*		
27.	Ability to change the look and feel of a specific region in the platform without changing the overall template.*		

Req.	Requirement Description	Compliance (YES /NO)	Comment
28.	Privileged users must be able to perform edit actions on media attachments such as:* • Download • View previous page, View next page • Zoom In, Zoom Out, Return to the original size • Fit width, Fit Height, Undo, Redo • Rotate image clockwise, Rotate image counter clockwise, Rotate image 180 degrees • Flip horizontal, Flip vertical, Thumbnails view • Apply annotations • Apply permissions on the annotations • Bring to front/send to back • Auto versioning of the edited item (document, image, record, etc.)		
29.	The administration module should include a built-in menu management system and form generator for application customization and expansion.*		
30.	Supports easy customization of templates by the administrators through the administration interface.*		

Req.	Requirement Description	Compliance (YES /NO)	Comment
31.	The administrator shall have the ability to create, add, or remove any additional attributes whenever needed.*		
32.	Ability to centrally manage the platform using a browser-based graphical user interface.*		
Technical Requirements			
33.	The solution must have comprehensive security features that forbid unauthorized access to vital system resources. Vendors should describe their capability.*		
34.	Compatibility with most used browsers across all widely used OS. *		
35.	Compatibility with mobile web access technologies for a responsive access to the platform from mobile devices. *		
36.	The solution should have a modular design and infrastructure.		
37.	The solution should be scalable to support increasing number of resources and number of users.*		
38.	Ability for all portal components to run on widely used OS.*		

4 REQUIREMENTS AND FUNCTIONALITIES BY COMPONENT

4.1 OVERVIEW ON THE REQUESTED SOLUTION

LRC organization operates a fleet of 800 vehicles, and their commitment to maintaining them is unwavering. They have placed a strong emphasis on preventive maintenance, ensuring that each vehicle is in optimal working condition. This includes meticulous attention to fuel efficiency and tracking to guarantee the smooth operation of their extensive transportation network. A key component of their approach is the Fleet management system, which categorizes information both in terms of mechanical aspects and the presence of essential medical equipment.
Additionally, the system also encompasses network links that facilitate communication and coordination between the fleet of sectors.
When procuring a new vehicle, the Lebanese Red Cross relies on a sophisticated system that generates a comprehensive document, including all pertinent details. Moreover, they have streamlined the process of registering and identifying vehicles, with a card-scanning system that efficiently records and maintains important information. This comprehensive approach ensures the LRC can swiftly respond to emergencies and provide critical aid with a well-maintained and organized vehicle fleet.
In addition to the vehicle fleet, the LRC team is following up on their fleet drivers making sure that all drivers are qualified, certified and obey the defined rules and conditions.

14. Mobile App Features

Accident Report Functionality:

- Description: The mobile app includes a comprehensive accident reporting feature.
- Capabilities: Users can easily document accidents through the app, with the ability to upload pictures for a detailed and visual account.
- Purpose: This feature streamlines the accident reporting process, providing a convenient and efficient means of recording incidents for timely resolution.

Daily Checklist:

- Description: The mobile app incorporates a daily checklist for vehicle inspections.
- Functionalities: Drivers can access and complete a daily checklist (based on the category of the vehicle) to ensure the vehicle's operational readiness.
- Benefits: Enhances safety and maintenance practices by facilitating routine inspections, contributing to the overall longevity and reliability of the fleet.

Maintenance Request Feature:

- Description: The app enables users to submit maintenance requests directly from their mobile devices.
- Process: Users can log maintenance issues, providing essential details through the app for quick and accurate service.
- Advantages: Streamlines communication between drivers and maintenance teams, ensuring timely attention to vehicle issues.

Fuel Voucher Entry Feature:

- Description: The app enables users to enter fuel vouchers directly from their mobile devices.
- Process: Users can populate the attributes in the fuel voucher (date - KM - Liters ....)
- Advantages: Streamlines communication between drivers and HQ teams.

4.2 BACK OFFICE -VEHICLES MANAGEMENT

Used to track vehicle from reception to scrapping.

Vehicle profiles with a list of attributes is required, example: list of colors, Models, manufacturers, Type, countries etc…..

4.2.1 Vehicle Card

Vehicle Card should enclose all information about the vehicle, hereafter you can find the needed data in the vehicle card.

Vehicle Cards Sections:

- General: Include general details about the vehicle, minimum requested fields are:
  1- Unique code
  2- Description
  3- Model
  4- Type
  5- Original Exterior color
  6- Current Exterior color
  7- Original Interior color*
  8- Current Interior color
  9- Country of origin
  10- Manufacturer

11- Chassis number
12- Contract number
13- Placed in service date.
14- License plate number
15- VIN (Vehicle Identification Number
16- Donation (Yes/No)
17- Doner
18- Donation date

*Original Color: Identify the original exterior color, considering any repainting that may have occurred. This information is crucial for accurate vehicle documentation.

- Vehicle Quotes: Document quotes related to the procurement or maintenance of the vehicle.
- Procurement: Detail the procurement process, including purchase information and any associated documentation.
- Status History: Track the historical status changes of the vehicle.
- Uploads: Allow for the attachment of pertinent documents or images related to the vehicle.
- Audit: Facilitate an audit trail to monitor changes made to the vehicle master data.
- Maintenance specification: Allow LRC users to define the preventive maintenance rules and condition with the possibility to track the current conditions and work orders, either opened or closed.
- Insurance: Should populate the insurance policies and conditions by date, active and inactive policies, minimum requested data by the insurance company, policy number, coverage plan, replacement cost, policy type, renewal date for active policy.

Financial data:

- Vehicle acquired cost.
- Depreciation: Display the depreciation value of the vehicle over time to assist users in understanding its current value.
- Acquisition adjustment amount.
- Net book value
- Cost of Repairs: Provide a breakdown of repair costs, empowering users to make informed decisions based on the vehicle's maintenance history.

Equipment and Tools Information:

- Equipment and Tools: Specify if the vehicle contains any additional equipment or tools, such as medical supplies or car tools.
- Daily Check-up Alert: Implement an alert system to notify users if any essential equipment or tools are missing during the daily vehicle check-up. This ensures that drivers are aware of and can address any discrepancies promptly.

4.2.2 Processes and functionality

The management of the Red Cross's extensive vehicle fleet is facilitated through a comprehensive fleet management system, which encompasses various key aspects:

- Inter-Sector Vehicle Relocation: To facilitate vehicle relocation, the Red Cross needs the capability to move cars from one location to another within the same sector. This enables efficient allocation of vehicles based on changing needs and should be reflected on the vehicle profile.

- Approval System for Cross-Sector Vehicle Requests: Given the size of their 800-vehicle fleet, an approval system is essential when one sector requires a vehicle from another sector. This ensures that requests are scrutinized and authorized appropriately.

- Request Types: a. Transportation Requests: These requests are made when there is a need to transport vehicles between locations, such as moving a vehicle for repair using the Red Cross's specialized slab trucks or when renting a vehicle from an insurance company. b. Maintenance and Repair Requests: These are initiated when a vehicle requires servicing or repair, ensuring that all vehicles remain in optimal working condition. c. Mission-Related Rental Requests: These requests involve the temporary allocation of vehicles for missions, emergencies, or other specific tasks. D. Request for disposal: Requires approval since it’s based on certain conditions. E. Vehicle rental for LRC partners (international delegates).

- Sector-Based Fleet: The Red Cross manages its vehicle fleet across multiple sectors, comprising a total of 800 vehicles. Within this extensive network, efficient tracking procedures are in place to monitor vehicle usage and maintenance.

- Car Profiles and Reports: To maintain a comprehensive overview of their vehicle assets, the Red Cross generates car profiles and detailed reports. These documents provide vital information about each vehicle, including its maintenance history, service records, and usage statistics.

- Tire Replacement Policy: To ensure vehicle safety and efficiency, the Red Cross strictly adheres to a tire replacement policy to help maintain the quality and safety of the vehicles in their fleet.

3. Vehicle Acquisition and Disposal including donations.

Vehicle acquisition, disposal, and donations are critical aspects of the Red Cross's management of their automotive resources. Here's a detailed breakdown of these processes:

- **Acquisition:** When it comes to obtaining new vehicles, the Red Cross follows a systematic approach. They initiate a purchase request, with a preference for vehicles from reputable brands. To ensure the best value, they request quotations from multiple companies and select the most suitable option. The specifications for these vehicles are typically for mini pickups with 4 chairs, 4x4 capability, a capacity ranging from 200 L to 800 kg, and a double cabin design. In most cases, maintenance is carried out in approved service centers.

- **Types of Vehicles:** The Red Cross's fleet includes a variety of vehicles, such as trucks, 4x4, SUVs, double cabin and Vannet for transporting people and materials.

- **Disposal:** When it's time to retire a vehicle, a thorough evaluation is undertaken. The disposal list considers factors like the age of the vehicle, mileage, maintenance cost, accident and damage assessments, downtime, adherence to safety standards, fuel efficiency, and the overall condition of the vehicle. This detailed process ensures that vehicles are retired appropriately and in accordance with safety and efficiency standards.

- **Donations:** The system needs to keep track of the type of donation and the donor entity. When a car is donated, the following information should be defined:
  - The value of the car, which is determined by its market price, condition, and mileage.
  - Donor details.
  - The date of the donation, which is the day when the car was transferred to the LRC.

4. Insurance:

Insurance management at the Red Cross involves several key aspects that are crucial for the organization's vehicle fleet:

- **Accident Reporting:** In the event of an accident, the Red Cross has a structured process in place. This process includes the completion of an accident report or declaration form, which may also require the submission of pictures of the involved vehicles. Importantly, there is a mechanism for "lifting responsibility" in certain cases. If an accident occurs involving a Red Cross driver and another party, and the responsibility shifts to the other party, they are required to sign a legal document for the Red Cross, formally acknowledging their concession.

- **Reports:** The Red Cross maintains a comprehensive history for each of its vehicles. Insurance coverage is categorized into two types: normal and toute risque. Normal insurance typically runs from January to December, while toute risque insurance is active from the date of declaration to the finish date. The transportation of insurance for each vehicle is monitored and recorded each time the vehicle is transported.

- **Coverage:** The standard insurance registration at the Red Cross is third-party insurance "ضد الغير," meaning it is primarily focused on coverage against third-party liability. The finance department manages the financial aspects of insurance, which are not handled by the logistics section. However, in some specific cases, the organization opts for Full coverage for certain vehicles based on their unique needs and requirements. The coverage needs to be reflected on the vehicle card.

- **Replacement Prices:** Each vehicle in the Red Cross fleet is associated with a specific replacement price. This price is essential for calculating refunds in the event of a total loss, ensuring that the organization can efficiently manage its resources and financial aspects of the insurance process.

5. Drivers and helper Master data and Compliance and Regulations:

The management of drivers and helpers in the Red Cross organization involves meticulous procedures and compliance with regulations:

- **Drivers and Helper Master Data:** To ensure the competency and safety of drivers, the Red Cross maintains a comprehensive driver profile. Prospective drivers must undergo a rigorous procedure and multiple tests.

Most vehicles are used by multiple drivers on a daily basis. These profiles include essential information such as the drivers' names, age, driving licenses and years of experience whether they are volunteers, co-pilots, or medical professionals as well as the driver's incident history.

We currently have a system that keeps track of the forementioned details which we are aiming to integrate into the FMS.

Driver Profile should include all information about the driver including:

- Personal info such as full name, Date and location of birth ….
- LRC related info: Joining date, type (employee or volunteer) employment date, sector, position, direct manager…..
- Certification history and status
- Driving license
- Red Cross ID
- Status history
- History of Warnings: The driver profile within the app includes a dedicated section for the history of warnings be date.

    Content: Warnings related to driving behavior, compliance, or other relevant aspects are documented.

    Purpose: Offers a consolidated view of the driver's performance and any previous warnings issued, aiding in performance evaluation and improvement.

- **Compliance and Regulations:** Compliance and adherence to regulations are of utmost importance in the Red Cross. They maintain profiles for every individual involved with the organization, utilizing templates to ensure comprehensive documentation. The organization enforces speed limits. Additionally, a special document must be filled out by each for a mission, which denotes the number of liters of fuel and kilometers driven, etc … ensuring that all aspects of a mission are well-documented and regulated in accordance with safety and efficiency standards.

6. Safety and Risk Management:

- The Lebanese Red Cross (LRC) employs an organized system with a list that contains vehicle-specific details. Each entry on this list is directly linked to a master list encompassing all vehicles in their fleet. These vehicle profiles within the list include comprehensive information such as the car's Vehicle identification number (VIN), type, and color, serving as a fundamental reference for their drivers who are required to inspect each vehicle using this checklist prior to operation.

- The integration of GPS technology provides precise coordinates for navigation.

7. Preventative maintenance rules and conditions:

- In the event of mechanical issues while driving, the driver endeavors to resolve the problem whenever possible. In emergency situations, the response is variable, adapting to the unique circumstances. Typically, an alternative vehicle is dispatched to transport the patient while the driver addresses the car's issue.

- Furthermore, for insurance purposes, drivers are mandated to complete two essential forms after an accident – one intended for LRC records and the other for the insurance provider, ensuring the necessary documentation and claims processing.

8. Corrective maintenance and Maintenance contracts management:

The Lebanese Red Cross (LRC) operates a comprehensive vehicle maintenance system with several key features:

- LRC does not maintain spare parts in warehouses. To request repairs for cars facing issues, logistics section is informed, and the reasons behind these problems are considered. After setting a meeting, mechanics assess and fix the car, then provide a quotation. Management approves the repair cost and duration.

- If the quotation changes, it undergoes the approval workflow again.

- For emergency vehicles, requests are directed to the fleet manager.
- Two types of parts are used: new parts (genuine or non-genuine tier 1) and used parts.

- If a car is irreparably damaged, its plate number is assigned to another car.

- Regular notifications are sent every 15 days to prompt action on previously broken-down cars, encouraging repair or parts retrieval for use in other vehicles. This ensures comprehensive documentation of defective cars.

- The system prevents users from simultaneously adding the same plate number to different cars.

- Fixed cars can be immediately deployed without a probation period.

- The system needs to indicate car status (available, damaged, repair, etc …)
- Car maintenance is subject to time limits based on mechanical estimates, with the option to extend if necessary.

- There is a management system for maintenance contracts, with different agreements for various parts (e.g., tires and batteries) and mechanics.

9. Fuel management:

- The fuel card system is integral to managing fuel expenses for LRC's fleet, where each car is allocated a specific budget. If a car exhausts its budget, the allocation is increased accordingly. These cards are meticulously tracked within the system.

- On every refuel, drivers are required to complete a form that corresponds to the payment method used, which could include the card, cash, or vouchers. Each sector possesses its own budget for these payments and is responsible for funding the fuel expenses.

- In the event of fuel card system issues, drivers are expected to pay by cash or vouchers and are subsequently reimbursed by LRC. When a card is depleted, LRC contacts the company to replenish it, and all bills are settled at the end of the month. Drivers are encouraged to use mobile applications to scan invoices to ensure accurate tracking within the system.

- Card data can be added either through an API from the card issuer or manually by drivers. To monitor fuel usage effectively, a minimum kilometers-per-20-liters threshold is established for each car, with notifications triggered if the kilometers fall short of this minimum.

- Most fuel cards have a daily limit, with any excess provided as vouchers to be used the next day. A cardinal fuel rule is to maintain tanks above 50% to ensure readiness.

10. Route Optimization and Integration with GPS system

- The tracking system utilized by LRC encompasses various data points including mileage, x and y coordinates, direction, and elevation, with the system performing the necessary calculations.
- The GPS feature provides real-time information about whether a vehicle is turned on or off.
- The system employs speed data notifications about excessive speeds based on predefined speed thresholds.
- Furthermore, LRC GPS system APIs are available for seamless integration with other systems and platforms, enhancing the versatility and functionality of their tracking system.

11. Out of service life cycle

When a car is out of service, its plate number is assigned to another car.
After 15 days, the out of service car is evaluated and one of the following decisions is made:

- Total the car, which means selling it as scrap metal.
- Repair the car and restore its original plate number.
- Sell parts from the car and dispose of the rest.

4.3 Mobile App Features

Accident Report Functionality:

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- Capabilities: Users can easily document accidents through the app including all the fields currently needed by LRC, with the ability to draw the incident and upload pictures for a detailed and visual account.
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4.4 Reports

Example of Required reports

a. List of vehicles
b. History of vehicles maintenance per category
c. Expense reports of car parts costs (change of parts cost every month)
d. Report for vehicles maintenance / repairs
e. Vehicles availability by category / Vehicle status
f. Cost per km for each car
g. KMs driven per car, per year
h. Total cost of ownership per month
i. Cost vs budget
j. Risk analysis (total risk score, average risk score per day)
k. Driver behavior analysis per sector (drivers with the most accidents…)

4.5 Generic Features

1. Licensing and Open Source:
   - The solution must be open source and not dependent on licensing arrangements.

2. User Empowerment:
   Users should have the ability to:
   - Create custom reports tailored to their specific needs.
   - Modify fields within pages to suit individual preferences.
   - Create new user profiles with distinct roles and privileges.

3. Data Handling and Integration:
   Users should be able to:
   - Export data seamlessly to facilitate external analysis, with compatibility for tools like PowerBi.
   - Enjoy different privileges and permissions, ensuring secure and controlled access rights.

4. Multilingual Support:
   - The solution must support both Arabic and English languages to accommodate diverse user preferences.

5. Approval Workflows:
   - The system should incorporate approval workflows.
   - Instant access to pertinent details related to decision-making should be provided during the approval process.

6. Access Management:
   Users should be equipped with an intuitive interface for:
   - Granting and revoking access to the system.
   - Adjusting permissions for other users.

7. Printing Capabilities:
   - The solution should have the capability to print directly to PVC cards, facilitating the production of identification cards or other relevant documents as well as printing reports.

8. Data Exchange and QR Code Integration:
   - The system should seamlessly send relevant data to another solution.
   - The solution must be able to generate QR codes in order to verify exported data from the system.

5 PROPOSAL SUBMISSION - FORMAT

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

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

5.1 Cover Letter

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

5.2 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.

5.3 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.

5.4 Deployment Options

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

- On Premise 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.)

5.5 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?

5.6 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.

5.7 Product Roadmap

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

5.8 General & Functional Requirements

Suppliers are asked to respond to each detailed requirement specified in this document.

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.

5.9 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.

5.10 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.

5.10.1 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.

5.11 System Administration

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

5.11.1 Resilience and Recovery

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

5.11.2 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

5.11.3 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

5.11.4 Infrastructure Requirements

The supplier should list the infrastructure requirements whether it was on-cloud or on-premises development.

5.11.5 Hardware & Network – only for On-Premises

Only for On-Premise 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
  - High-Availability configuration
  - Disaster Recovery configuration

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
- 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.

5.12 TRAINING

Supplier should identify what training is required for LRC staff for each part of the solution in order to ensure the efficient monitoring and operation of the FMS 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
- Technical IT Training
- End User -Train the Trainer- Training for each implemented module

For all training, provide details of:

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

5.13 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:

5.13.1 Pre-implementation

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

5.13.2 Support Agreement

Clearly identify 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

5.13.3 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

5.14 Suppliers Information & Experience

5.14.1 Supplier Details

Company Name	
Main Office Location	
Ownership	
Date originally established	
Number of Years in Operation	
Turnover for each of the last three financial years	
Proportion of turnover for each of the last three financial years from work carried out in MENA	
Products and services marketed / supported	
Numbers and percentages of staff currently and directly involved with products and services proposed in the proposal	

5.14.2 Previous Experience

Provide details of existing implementations in similar industries, indicating the status of implementation of the different components.

This should include references, providing the below information:

Item	Supplier answer
Client Reference	
Customer name	
Business Sector/Nature	
Location	
Number of employees/business volumes	
Number of users	
Contact name, phone, email	
Products, Modules in use, including version numbers	
Contract signature date	
Go Live date	
Exact contribution of Supplier to the project	
Any other useful information	

5.15 Costing

The proposal should provide fixed price quotations and any recurring costs expressed in terms of monthly/annual costs for all products and services relating to the proposed solution.

Suppliers must include all costs within their proposal including expenses if any that should be categorized separately.

Where the Supplier considers there is insufficient information contained in this document to enable it to submit costs, it should set clear assumptions in the proposal enabling easy evaluation should we change those parameters, or it could formally request this information in writing from LRC during the preparation of the proposal.

State periods for which quoted prices will be applicable and provide details of any guaranteed prices and price increase limits including protection for LRC against increases over specified limits.

All costs must be quoted in Fresh 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. Any supplementary assistance after the delivery and end of maintenance or change requests not included in the initial delivery should be provided with the billing rate for man-day.

5.15.1 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 (lumpsum 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).

5.15.2 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
    a. Project planning, task scheduling and resource planning
    b. Progress monitoring and reporting
    c. Risk Management
    d. Change Management
    e. Issue Resolution Management
    f. Quality Management
    g. Communication Management
2. Functional Consulting
    a. Business detailed requirements specification and gap analysis
    b. Documentation
    c. Configuration
    d. Process Testing
    e. Customization Testing
    f. Pilot if any
    g. Post Go Live Stabilization & Support
3. Training & User Acceptance
    a. System Administration Training
    b. Super User Training
    c. User guides / Training manuals
    d. Guided User Acceptance Testing
4. Technical Consulting
    a. Data conversion / migration
    b. Development of new application functionalities – Customizations
    c. Software customization documentation
    d. Environments Management
    e. 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.

5.15.3 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.

5.16 Commercial Conditions

Provide the following information:

5.16.1 Offer validity

To exceed 60 days.

5.16.2 Payment Terms

Specify the payment terms noting that they will be taken into consideration in the evaluation of prices.

5.17 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.

5.18 Non-Disclosure Agreement

Please complete and sign the non-disclosure agreement in page # 41.

6 APPENDIX A: 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		
14	Suppliers Information & Experience		
15	Costing		
16	Commercial Conditions		
17	Additional Information		
18	Non-Disclosure Agreement		

7 APPENDIX B: BIDDER EVALUATION MATRIX

Matrix tool that can be used to evaluate submitted bids and identify the one that provides the best value for money and allows LRC to score and weight Bidder depending on the following elements:

Criteria	Section Weighting %
Functionality	**50%**
What are the characteristics of the Software	
Provide design details of the Software	
Provide detail of the functionality of the Software	
Mobility	
Methodology	**10%**
Describe the system Implementation Methodology	
What processes will be adopted	
Innovation	**5%**
Additional features	
Integrations with different platforms	
Training	**5%**
Training approach	
Training material	
After sales assistance and support	**10%**
Support agreement	
Support procedures	
Security	**10%**
Access list	
Different layers of security	

Criteria	**Section Weighting %**
Bidder	**10%**
Company Size	
References	
Geographical Existence	

8 APPENDIX C: NDA

The below embedded NDA should be completed and signed by the Vendor:

Non-Disclosure Agreement

I. Confidential Information.

The term "Confidential Information" includes, but is not limited to, proprietary information owned by the Lebanese Red Cross and released to the Employee with the headings or markings of the words 'Confidential' or similar terms relating directly or indirectly to business processes, technical data, trade secrets, know-how, advice, consultations, client lists, client instructions, assets, business operations, specifications, designs, plans, drawings, hardware, software, data, or other business and technical information belonging to any client of the Lebanese Red Cross, operation methods, economic and business analyses, models, strategies, and projection promotion methods, trade show information and contacts, and other information relating to the Operations of the LRC and any and all other concepts, as such Confidential Information pertains person to principals or other information that has independent economic or personal value.

II. Non-Disclosure.

The Employee agrees that it shall have the obligation to:

(a) Hold the Confidential Information in the strictest of confidence

(b) Not use the Confidential Information for any personal gain or detrimentally to the Lebanese Red Cross

(c) Take all steps necessary to protect the Confidential Information from disclosure and to implement internal procedures to guard against such disclosure

(d) Not disclose to the public, the fact that the Confidential Information has been made available or that discussions and negotiations are taking place or have taken place or any of its terms, conditions, or other facts with respect to the transaction

(e) Not disclose the information independently developed even without reference to any information communicated by the Lebanese Red Cross

(f) Not disclose or make available all or any part of the Confidential Information to any person, firm, corporation, association, or any other entity for any reason or purpose whatsoever, directly or indirectly, unless and until such Confidential Information becomes publicly available other than as a consequence of the breach by the Employee of their confidentiality obligations hereunder

III. Exceptions to Confidential Information.

The Employee shall not be restricted from disclosing or using Confidential Information that:

(a) Was freely available in the public domain at the time it was communicated to the Employee by the Lebanese Red Cross

(b) Subsequently came to the public domain through no fault of the Employee

(c) Is in the Employee's possession free of any obligation of confidence at the time it was communicated to the Employee by the Lebanese Red Cross

(e) Is provided by Employee in response to a valid order by a court or other governmental body, as otherwise required by law

(f) Is approved for release by written authorization of an officer or representative of the Lebanese Red Cross

IV. Use or Disclosure of Confidential Information.

(a) Employee shall only use the Confidential Information as directed by the Lebanese Red Cross and not for its own purposes or the purposes of any other party.

(b) Employee shall disclose the Confidential Information received under this Agreement to any person within its organization only if such persons are on a "need to know" basis.

(c) Employee shall advise each person to whom disclosure is permitted that such information is the confidential and proprietary property of the Lebanese Red Cross and may not be disclosed to others or used for their own purpose.

V. Notice of Disclosure.

In the event that the Employee receives a request or is required (by deposition, interrogatory, request for documents, subpoena, civil investigative demand or similar process) to disclose all or any part of the Confidential Information, the Employee agrees, if legally permissible, to Promptly notify the Lebanese Red Cross of the existence, terms and circumstances surrounding such request or requirement, Consult with the Lebanese Red Cross on the advisability of taking legally available steps to resist or narrow such request or requirement and Assist the Lebanese Red Cross in seeking a protective order or other appropriate remedy; provided, however, that the Employee shall not be required to take any action in violation of applicable laws. In the event that such protective order or other remedy is not obtained or that the Lebanese Red Cross waives compliance with the provisions hereof, the Employee shall not be liable for such disclosure unless disclosure to any such tribunal was caused by or resulted from a previous disclosure by the Employee not permitted by this Agreement.

VI. Terms.

This Agreement, with respect to Confidential Information, will remain in effect for perpetuity.

VII. Return of Confidential Information.

Upon request from the Lebanese Red Cross or upon the termination of Project and evaluations, Employee will promptly deliver to Lebanese Red Cross all originals and copies of all documents, records, software programs, media and other materials containing any Confidential Information. Employee shall also return to Lebanese Red Cross all equipment, files, and other personal property belonging to Lebanese Red Cross. Employee shall not be permitted to make, retain, or distribute copies of any Confidential Information and shall not create any other documents, records, or materials in any form whatsoever that includes the Confidential Information.

VIII. GOVERNING LAW

This Agreement shall be governed, construed and enforced in accordance with the laws of the Republic of Lebanon. Signee agrees that any action or proceeding arising out of this Agreement shall be brought and maintained in Lebanon, and hereby consents to the jurisdiction of the courts located in the city of Beirut Lebanon.

* This NDA shall survive and continue after any expiration or termination of the signee’ contract.

Full Name: …………………………………

Job Title: ……………………………………

Supplier: ………………………..

Date: …………………………………………

Signature …………………………………