Lebanese Red Cross

Electronic Patient Care Report (e-PCR) Tablet Application

AUG 2025

Document and Revision History:

Version	Date	Sections Revised	Description
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V1.1	06/08/2025	4. Mandatory Solution Requirements 7.15 Costing	

Related Documents:

Document Name	Version	Date
NDA	V5	

Table of Contents

1. STATEMENT OF CONFIDENTIALITY

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As such, the addressee should not disclose this document or any attachments in whole, or in part, to any third party without the prior written consent of Lebanese Red Cross (hereinafter referred to as "Client").

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2. INTRODUCTION & CONTEXT

2.1. DEFINITIONS:

- **LRC:** Lebanese Red Cross
- **e-PCR:** Electronic Patient Care Report
- **CRM:** Customer Relationship Management
- **CMS:** Content Management System
- **OS:** Operating system

2.2. INTRODUCTION

The Lebanese Red Cross (LRC) is in the process of implementing an electronic patient care report application and is looking for a tablet application with native android to streamline operations for Emergency Medical Services (EMS) by developing a native android tablet application for use by EMS volunteers and the EMS Operating Room (OR). The application will optimize mission dispatch, ambulance tracking, and patient care reporting, ensuring efficient communication and coordination across EMS stations nationwide.

LRC will use the “LRC-ePCR” to mainly:

1. Enable OR to send missions to EMS stations based on ambulance availability.
2. Track ambulance movements and status in real-time.
3. Facilitate the creation, management, and submission of electronic patient care reports (e-PCRs).
4. Enhance communication between EMS teams and OR with live updates and notifications.
5. Provide tools for ambulance mechanical and equipment check-ups.
6. Provide tools for incident reporting and complaint submission.

In this document we will describe the detailed business requirements of LRC-ePCR tablet application.

2.2.1. 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- e-PCR** solution that meets the Lebanese Red Cross requirements.

This document will serve as a reference for both the developers and the EMS management team throughout the project's lifecycle, ensuring alignment with the organization’s goals.

3. MANDATORY BIDDER REQUIREMENTS

The below conditions are mandatory. The vendor who fails to satisfy any of the listed minimum requirements below will be disqualified from the bidding process.

- 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 a local presence in the Country.
- The vendor must be recognized by major consultancy firms and industry analysts such as Gartner, Forrester Group, Frost and Sullivan and CMS Watch.
- The vendor must have at least 20 implementations in the Middle East and GCC areas.
- The vendor must have successfully implemented 10+ Public Sector Projects in Country.
- The vendor must be able to offer direct support to its clients in Country.
- The vendor must have alliances with major software vendors such as Microsoft, Oracle…
- The vendor must be responsible for providing all the solution modules from the same software manufacturer. The offered modules must be natively integrated.
- The vendor must demonstrate the ability to complete the project within a defined and reasonable timeframe (6 months from contract date) to meet LRC's operational needs.
- The Short-listed vendor must provide a Proof-of-Concept (POC) as a final verification of the solution's capabilities, demonstrating how it addresses LRC's specific use cases in real-world applications.
- The awarded vendor should be available for a requirement gathering session for the solution.

4. MANDATORY SOLUTION REQUIREMENTS

This section provides business requirements at a high level. It is the responsibility of the appropriate vendor to elicit specific business requirements during the business requirements gathering phase of the project.

The Client requires to implement an Emergency System Solution including:

- Implement an Electronic Patient Care Report (e-PCR) mobile application, supporting Android tablets, for receiving and responding to missions while filling out the patient care report.
- Implementation of a web responsive CMS system to manage and monitor the devices, users, missions and PCRs.
- All modules and features should be built-in features within the solution.
- Integrate through APIs with the Dispatch Center’s CRM system and the Dashboard analytics system.

5. 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.

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.	Native Android Mobile application*.		
2.	The solution should be fully multilingual (English and Arabic) 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 English or Arabic languages depending on their preference*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
3.	The platform should be appealing, professional, and easy to navigate. Incorporating a unified user interface for all modules.		
4.	The solution should have a modular design and infrastructure.		
5.	The solution must integrate with the Dispatch Center's CRM system and the LRC's Dashboard System*.		
6.	The solution should be coupled with a "training program" in order to transfer the knowledge and Know-how to the Quality unit / ICT section / IM unit at the Lebanese Red Cross*.		
7.	The bidder must provide maintenance and support services for all the solution components*.		
8.	The solution must be compiled with full documentation (user guide, admin guide, technical documentation, training material).		

Req.	Requirement Description	Compliance (YES /NO)	Comment
9.	Users must be grouped on a security basis depending on their role, meaning that all the users in one group must have the same security permissions*.		
10.	The users of the application are Station numbers.		
End-user Experience			
11.	The system must be user-friendly yet be fully functional with intended requirements thus providing a unique end-user experience.		
12.	The system shall support user-friendly interface providing accessibility to functionalities using intuitive menus and actions.		
13.	The solution must cover a fully responsive user experience layer.		
14.	User access should be configured to ensure that each of the 7 districts can view data pertaining only to their respective district*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
15.	There are about 49 stations, each will require one user access which will see data pertaining to their station only*.		
16.	Each tablet is uniquely assigned to its respective station via the device's UUID*.		
17.	Upon opening the app, the user should be redirected to the Unit Available page*.		
18.	Missions consist of three main sections: **Team & Ambulance ID (Amb#)**, **Mission Timestamps**, and **ePCR***.		
19.	The **Team & Ambulance ID** section of the mission allows the selection of the mission team and assignment of the ambulance ID*.		
20.	The **Mission Timestamps** section (fragment layover) allows the team to record the timestamps for each step of the mission*.		
21.	The **ePCR** section allows the team to input the medical details of the patient(s).		
22.	An audio alert should sound when a new mission is received on a tablet, with distinct sounds differentiating between mission types and updates*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
23.	The solution must enable active missions to display the mission progress timestamps*.		
24.	The fields of the generated ePCR should be intuitive enabling quick data entry with a simple UI design*.		
25.	The solution should be compatible with the following field types*: text number boolean single-select multiple-select radio buttons checkboxes dropdown list datetime File upload		
26.	The solution must support specific colors to denote different types of findings.		
Digital Experience			
27.	The generated reports should be sent to the logged-In backend user email address*.		
28.	Ability for users to edit, update, and upload documents*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
29.	Ability to set the display of one field dependent upon content of another*.		
30.	The CMS system must have the ability to activate and deactivate a user account without the need to re-define his security profile based on pre-set groups with defined access matrixes*.		
31.	The CMS solution should be web-based, and the tablet application should be Android native, supporting the latest Android OS***.		
32.	The CMS must support single sign-on via Microsoft 365 email credentials, leveraging Azure for authentication*.		
33.	Solution should support mobile Android Tablets*.		
34.	Solution should have an offline mode*.		
35.	The solution must support the completion of any designated module in offline mode.		
36.	All actions in the proposed solution must be tracked and logged, allowing authorized users to monitor all actions on the system*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
37.	The solution shall support at least the following document formats: • JPEG Images • PNG Images • PDF Documents • Office Files • Video • Zip • Doc • Xls		
38.	Ability for the system to automatically save content while it is being edited.		
39.	Ability for the administrator to define validation rules for content, e.g. restricting the number of characters of a text field or specifying file type.		
40.	Stations can create incident reports*.		
41.	Ability to restrict the uploading of certain files by their size*.		
42.	Ability to support restricted access to content items based on user type, group or role*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
43.	The solution must support role-based security, e.g. Only authorized users may create/upload/edit/view certain content types*.		
44.	Ability to restrict access to certain content items, based on information in the user's profile (redacted documents)*.		
45.	Supports easy customization of templates by the administrators through the administration interface.		
46.	The administrator shall have the ability to create, add, or remove any additional attributes whenever needed.		
47.	Ability to centrally manage the platform using a browser-based graphical user interface.		
48.	Missions received from the Dispatch Center's CRM system should automatically appear on the home screen (landing page) for the corresponding station(s).		
49.	In cases of a fault in the Dispatch Center's CRM system, all tablets should be switched to non-dispatch mode, disconnecting them from the system. Units must then create missions manually*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
50.	Units must be able to create a mission from the main menu in non-dispatch mode, with pre-set fields to be filled*.		
51.	The ability to generate different PCR forms according to the type of mission selected*.		
52.	The solution must display pre-defined fields for emergency missions' details in the missions list, where the populated info is retrieved from the Dispatch Center per mission*.		
53.	The solution must allow the display of additional details when a mission is selected from the missions list*.		
54.	The solution must be able to only notify available stations tablets (signed-in and not on active mission) of new Missions*.		
55.	The solution must allow a unit in a station to accept or reject a mission*.		
56.	The solution must enforce the completion of the entire mission progress if a mission is accepted*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
57.	The solution should enable the timestamps to capture date, time and location coordinates (Tablet GPS) once a timestamp is selected (clicked)*.		
58.	The solution should be able to notify the dispatch center once a timestamp has been set in active missions*.		
59.	Timestamps must function in offline mode with a clear indication of the current mode (online or offline).		
60.	The solution should change the status of the ambulance automatically upon departing from station and arrival to hospital (available/occupied)*		
61.	The solution must support an option to change the transport status to a pre-defined option (SSP)		
62.	The solution should be able to disable remaining timestamps depending on selected pre-defined options in timestamps*.		
63.	The solution should have a searchable list of hospitals that are linked to their google maps location.*		

Req.	Requirement Description	Compliance (YES /NO)	Comment
64.	The solution should include an option “navigate to hospital” that displays the 3 closest hospitals by time and distance to the ambulance*.		
65.	The solution must have 2-way notifications between dispatch center and dispatched ambulance teams (ex: dispatcher updating mission details should notify the dispatched ambulance and timestamps and activities performed by ambulance unit should notify the dispatch center on every stage completed)*		
66.	The solution should redirect the user to a specified landing page after the status of their ambulance unit changes to available*.		
67.	The solution should allow access to completed missions from the pending PCRs section from the main menu.		
68.	During an active mission, the solution should allow ambulance units to request assistance with a list of assistance services that can be requested*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
69.	The solution should automatically deactivate all timestamps except for “arrive to station” if mission has been cancelled after accepting and departure to mission has been selected*.		
70.	The solution should remove all mission details from the user’s interface if the mission has been cancelled before accepting or before departure*.		
71.	The solution should allow users to choose from a list of ambulance numbers belonging to the logged station*		
72.	The solution should prompt ambulance units to select mission members from a CRM list to be selected per mission*.		
73.	The solution should allow the members list to be searchable by members’ names, part of their names or nicknames in both English and Arabic*		
74.	The solution should allow the assigning of pre-defined static roles for each team member selected for the mission*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
75.	The solution should restrict the number of team members added to a mission to between 2 and 5 members*(can be updated from CRM)		
76.	The solution should restrict the roles of the team members to consist of at least one driver and one mission leader *		
77.	The solution should allow the creation of multiple ePCRs per mission*.		
78.	The solution should allow the end user to name each created ePCR		
79.	The solution should allow ambulance teams to switch between available ePCRs*.		
80.	The solution should allow all dispatched ambulance teams that are responding to the same mission to view, switch between and update all available ePCR, where each modification is flagged by the amb# of the modifier*.		
81.	The solution should support the restriction of certain fields to mandatory by a red asterisk (*)		
82.	The solution should be able to prompt specified fields to require a confirmation dialog box (popup).		

Req.	Requirement Description	Compliance (YES /NO)	Comment
83.	The solution should easily display missing mandatory fields for the end user upon submitting an ePCR*.		
84.	The solution should prompt the user when submitting an ePCR asking them if photos and audios should be submitted. If confirmed, the photos and audios should be automatically submitted*.		
85.	The solution should allow the date and time on primary assessments to be set to current and can be modified when needed.		
86.	The solution must support the usage of a human body image within the ePCR that the dispatched team uses while assessing the patient to indicate injuries on their body by specifying the affected area on the image. The image should be able to alternate between the front and back of the body*.		
87.	The solution should be able to change the restriction of mandatory fields in management categories based on previously selected options		

Req.	Requirement Description	Compliance (YES /NO)	Comment
88.	The solution should support different types of findings that are showcased by a colored indicator that corresponds to the type of finding on the selected body part*.		
89.	The solution must create entries to be added for each finding. Entries should be able to be deleted in case of wrong entries after a confirmation prompt.		
90.	The solution must be able to identify illogical injuries defined indicating an error message that the body part cannot be added. (Ex: fracture in the abdomen)*		
91.	The solution must allow new sheets to be added for every reassessment of a patient's vitals and observations.*		
92.	Deleting sheets should be enabled if they were wrongly added, with a prompt confirmation message.		
93.	The solution should be able to open a certain number of sheets depending on transportation option chosen for the patient (ex: If patient is being transported, open a minimum of 2 sheets, if not open 1 sheet)		

Req.	Requirement Description	Compliance (YES /NO)	Comment
94.	The solution should be able to easily switch between assessment sheets*.		
95.	The solution must allow the assessments to be filled in both English and Arabic with certain language restrictions to specific fields that must be filled in one of the two only*.		
96.	The solution should enable the use of camera to take photos whenever needed*.		
97.	The solution must be able to redirect specified options selected in the assessment to open tablet camera automatically to capture images.		
98.	The solution should enable the use of audio recording with a display of start and end recording buttons*		
99.	The solution should have a mission media page that displays all photos taken and audio recorded for the mission. Must be able to manage (view and/or delete) photos and recordings from the page*.		
100.	The solution should prompt a confirmation message to enter the reason of cancellation from a pre-defined list when an ePCR is cancelled*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
Technical Requirements			
101.	Data must be migrated from the current ePCR system.		
102.	The solution should support MySQL – MSSQL - PostgresSQLany type of database*.		
103.	The solution must integrate with the Dispatch Center's CRM system to receive and send data (bi-directional)*.		
104.	The solution can be set to non-dispatch mode externally by the admin center, meaning missions will be created manually on the tablet and not retrieved from the Dispatch Center's CRM system*		
105.	The solution should be scalable to support increasing number of resources and number of users*.		
106.	Each station must support user access for an average of 4 units/ambulances, each equipped with a dedicated tablet.		
107.	User access to the tablets is by station, which is defined under a district.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
108.	The solution must ensure that the number of tablets logged in is compliant with the available units at the respective station*.		
109.	The solution must have comprehensive security features that forbid unauthorized access to vital system resources. Vendors should describe their capability*.		
110.	Upon acceptance of a mission, the CRM system must be updated automatically*.		
111.	The solution should support an API that submits the destination from ePCR to CRM dispatch system*.		
112.	The solution should be able to display a list of members from the CRM database.		
113.	The solution should update the CRM after the team and ambulance numbers have been submitted*		
114.	The solution should not save media files locally unless device is offline. Otherwise, the data should be submitted and media is deleted from the device*.		

CMS Requirements

The CMS is a web-based system that contains all the data submitted from the ePCR mobile application (for all missions, checkups and incident reports). Users with access to this system will be able to view, and/or monitor the data submitted from the ePCR mobile application.

Req.	**Requirement Description**	**Compliance (YES /NO)**	**Comment**
General Requirements			
1.	The solution must be responsive, ensuring a smooth user experience across devices*.		
2.	The solution must be in English but must correctly render and read Arabic characters*.		
End-User Experience			
1.	A refresh button should be available at the top of specific pages to reload and update the displayed data.		
2.	The system must display a list of all stations along with their associated devices/tablets*.		
3.	Users must be able to dynamically filter the station and device list by **district** or **station** using a search filter at the top of the page. Filtering options should be displayed as a dropdown list*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
4.	The system must display a list of all ambulances along with their assigned station*.		
5.	The system must display a list of missions with a predefined list of fields*.		
6.	All media content uploaded to the PCR must be displayed as a link. Clicking the link must open and display the corresponding media content*.		
7.	The system must display a **map view** showing the real-time GPS locations of all **available** ambulances*.		
8.	The system must display a list of all ePCRs with predefined details. The list should be searchable by number or numbers comma separated*.		
9.	The system must display a list of **completed missions with pending PCRs** (PCRs that have not yet been submitted)*.		
Digital Experience			
1.	Allows users to view the missions and ePCRs submitted from the ePCR mobile application based on their access group policies*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
2.	The web-app should allow users to navigate quickly and easily*.		
3.	The solution must provide advanced search capabilities to help users locate information efficiently.		
4.	Admins must be able to add, delete, and manage users and their roles*.		
3.	Admins must be able to create an unlimited number of roles, with no license requirements*.		
4.	Users should be able to **easily select all permissions for a role*.**		
5.	The solution must allow the creation and management of user profiles with the predefined mandatory fields*.		
6.	Admins must have the ability to change user security groups and activate or deactivate user accounts*		
7.	Users must be able to filter the mission list using predefined criteria*		

Req.	Requirement Description	Compliance (YES /NO)	Comment
8.	Users must be able to **request the search results as a CSV file**, which will be sent as an attachment via email (the email should be automatically retrieved from the logged user profile)*		
9.	Users must be able to view details of a selected mission, including general mission details and team members.		
10.	Users must be able to view redacted **ePCR details online (based on security access matrix)***		
11.	Users with the appropriate access must be able to **download mission details as a PDF (**Personally Identifiable Information (PII) **must be excluded** from the PDF export**)***		
12.	Only **Super Admin users** must be allowed to delete a mission*.		
13.	The system must display the location of the tablets using color-coded ambulance icons. The icon should display the ambulance number assigned to the tablet. If the tablet is not assigned, the icon should display the station number instead*.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
14.	The system must display the number of available ambulance units at the station location. The system must be able to track the movement of the ambulance while in an active mission using the same color-coding for the ambulance icons*.		
15.	Clicking a **red ambulance icon** (indicating an active mission) must display predefined fields of mission details*.		
16.	Clicking a **red ambulance icon** should allow an option to zoom in to an ambulance's location*.		
17.	Clicking a **red ambulance icon** should have a "Go To Mission" selectable which will redirect to the mission section showing the details of the mission*		
18.	Users must be able to filter the **map view** using a predefined list of dropdown properties*.		
19.	Users must be able to **download an individual ePCR as a PDF (based on security access matrix)*.**		
20.	Users with the appropriate access must be able to **download a batch of ePCRs as PDFs** from the search results. (based on security access matrix)*		

Req.	Requirement Description	Compliance (YES /NO)	Comment
21.	Users must be able to **delete an individual PCR** from the list (based on security access matrix).*		
22.	Users must be able to **delete all PCRs in the search result** in a single action. (based on security access matrix).		
Technical Requirements			
1.	The system must integrate with the Dispatch Center's CRM system**.		
2.	The solution must support sending emails via SMTP*.		
3.	The solution must support security groups that are role-based and allow detailed access control*.		
4.	The solution must support multiple defined permission levels for different operations*.		
5.	Users must be able to **view** the list of stations and devices based on their **access matrix permissions** (station-level or district-level).*		

Req.	Requirement Description	Compliance (YES /NO)	Comment
6.	The system must allow setting a station as **Dispatch Mode** or **Non-Dispatch Mode**, which determines if it communicates automatically with the CRM system based on the access matrix.*		
7.	The ability to activate or deactivate a station must be controlled based on the access matrix, indicating whether the station is operational or not*.		
8.	The system must allow the assignment or unassignment of devices/tablets to a station based on the access matrix*.		
9.	Users must be able to view the ambulance list based on their **access matrix permissions** (station-level or district-level access).*		
10.	All dropdown list fields must retrieve their values dynamically from the database*		
11.	The system must display the **real-time location** of ambulances based on GPS data received from tablets.*		
12.	The ambulance icon must **update dynamically** to reflect the current mission status (Red for active, Green for available)*		

Req.	Requirement Description	Compliance (YES /NO)	Comment
13.	The system must display a **list of logged-in devices per district** to allow managers to monitor and track available units*.		

6. REQUIREMENTS AND FUNCTIONALITIES BY COMPONENT

6.1. OVERVIEW ON THE REQUESTED SOLUTION

LRC organization has envisioned the EMS tablet application as a centralized tool designed to enhance the efficiency of existing communication and operational workflows between the Operating Room (OR) and EMS stations, providing a robust framework for mission dispatch, ambulance tracking, and real-time updates. Each EMS station will be equipped with a tablet for every ambulance under its jurisdiction, enabling seamless communication with the OR. The application will allow EMS teams to manage their status, accept or reject missions, and track their progress at every stage of the mission. It also enhances electronic patient care reports (e-PCRs), ensuring accurate and efficient documentation of patient care.

Furthermore, the solution will feature comprehensive tools for ambulance equipment and mechanical checks, incident reporting, and anonymous complaints submission. The application's design will prioritize user-friendliness and intuitive navigation, catering to the fast-paced nature of emergency services. By leveraging both asynchronous and synchronous communication methods, the application ensures seamless coordination for critical and routine tasks. Notifications and alerts will be categorized with unique sounds to prioritize tasks effectively. With real-time tracking, mission updates, and inter-team collaboration capabilities, this solution aims to elevate the quality of emergency medical responses across the country.

6.1.1 Mobile App Features and Functional Requirements

6.1.1. 6.1.1.1 Mission Management

6.1.1.1. 6.1.1.1.1 Mission Reception

- Missions received from the Dispatch Center's CRM system will automatically appear on the home screen (landing page) of the corresponding station(s).

6.1.1.2. 6.1.1.1.2 Manual Mission Creation

- Units are able to create missions manually via the main menu in non-dispatch mode. The following fields are required for manual creation:
  - **Mission Type**: Dropdown list with options (Emergency, Transport, High Priority Transport, EMTi, Mobile Station, Dynamic List, EMT).
  - **Patient Name**
  - **Mission Description**
  - **Mission Address**

Each mission type selected will generate a different Patient Care Report (PCR) form relevant to the mission type.

6.1.1.3. 6.1.1.1.3 Mission Types

- **Emergency Missions**:
  - **Missions List**: Displays the following details retrieved from the Dispatch Center:
    - Patient's Priority
    - City/Location
    - Patient's Case
    - Received Date and Time
  - **Additional Details** (on tap):
    - Patient's Name, Age, Priority
    - Patient's Chief Complaint
    - Number of Patients
    - Address Details (City, Building, Floor, Elevator Availability, Waiting Person's Location)
- **Transport Missions**:
  - **Missions List**: Displays the following details:
    - Mission Type (denoted by a blue "T")
    - From Location (Hospital Name, Exit Papers)
    - To Location (City, Street, Building)
    - Scheduled Date and Time
    - Received Date and Time
  - **Scheduled Time Handling**:
    - NULL (00:00:00): Display mission as "now."
    - Specific Time: Display as "to be responded to at the mentioned time."
    - Suggestion: A dedicated "Scheduled Missions" module with unique sound notifications for transport missions.
  - **Additional Details** (on tap):
    - From Location: Hospital Name, Admin Approval, Exit Papers Status
    - To Location: Home, Private Clinic, Border, Airport, etc.
    - Patient's Case: Oxygen Needs, Special Equipment
    - Mobility: Walk, Disabled, Move in Bed, Sit on Chair
- **High Priority Transport Missions**:
  - **Missions List**: Displays the following details:
    - Denoted by blue "T" with a red warning triangle.
    - From Hospital: Name, Exit Papers, Medical Approval
    - To Hospital: Name, Room Number, Admin Approval
    - Scheduled Date and Time
    - Received Date and Time
  - **Additional Details** (on tap):
    - From Hospital: Name, Exit Papers, Medical Approval
    - To Hospital: Name, Approving Doctor/Admin
    - Patient's Case and Mobility Details
    - Scheduled Date and Time

6.1.1.4. 6.1.1.1.4 Accepting and Rejecting Missions

- Missions are displayed on tablets of signed-in, available stations.
- Options are available for acceptance or rejection of missions.
- Rejection triggers a dropdown menu to select a reason.
- Accepted missions require the completion of mandatory steps:
  - **Progress Timestamps**
  - **Assign Team Members and Ambulance ID**
  - **Complete and Submit e-PCR for each patient**
  - Optionally, submit media content (photos/audio).

6.1.2. 6.1.1.2 Mission Progress Tracking

6.1.2.1. 6.1.1.2.1 Mission Progress Timestamps

- Swiping down will display progress timestamps, which must follow the sequence below (cannot skip steps):
  - Departure to Case
  - Arrival to Case
  - Departure to Destination
  - Arrival to Destination
  - Unit Available
  - Arrival to Station
- **Timestamp Actions**:
  - Display and log current time and GPS coordinates.
  - Notify the Dispatch Center upon completion.
  - Offline mode support with clear indicators.
  - Automatic updates to unit status (e.g., unavailable on Departure to Case).
- **Special Cases**:
  - SSP (Soin Sur Place): Disable "Departure to Destination" and "Arrival to Destination."
  - Transport to Hospital: Select hospital from a searchable list or display nearby hospitals via Google Maps.
  - Assistance Required: Notify Dispatch Center with resource request options.

6.1.2.2. 6.1.1.2.2 Cancelled Missions

- For cancelled missions post-departure, deactivate all timestamps except "Arrival to Station."
- In other scenarios, remove the mission from the ePCR interface.

6.1.3. 6.1.1.3 Team and Ambulance Assignment

- Select ambulance numbers from the logged-in station list.
- **Member Selection** from the CRM database:
  - Searchable by Name/Nickname (English and Arabic).
  - Assign roles: Driver, Mission Leader, EMT (1-3), FTO.
- **Team Composition**:
  - Minimum: Driver and Mission Leader
  - Maximum: 5 members
  - Submission updates Dispatch Center.

6.1.4. 6.1.1.4 Electronic Patient Care Report (e-PCR)

6.1.4.1. 6.1.1.4.1 Overview

- Each mission supports multiple e-PCRs for multiple patients.
- User-friendly interface with intuitive field types:
  - Text, Number, Boolean, Dropdown, Radio Buttons, Checkboxes.
- Mandatory fields are marked with a red asterisk (*).
- Confirmation prompts for critical actions.

6.1.4.2. 6.1.1.4.2 Sections

- **Primary Assessment**:
  - Includes Time, Interventions, Airway, Breathing, Circulation, Disability, etc.
  - Subcomponents must be completed before submission.
- **Body Examination**:
  - Specify injuries using a clickable human body image (front and back).
  - Assign injury types with color-coded dots.
  - Logical checks to prevent illogical entries.
  - Indicate no injuries via a checkbox.
- **Vitals & Observations**:
  - Includes Blood Pressure, GCS, Pupil Exam, Glycemia, Pain Score, Body Temperature.
  - Support for primary and reassessment sheets.
  - Transport mandates at least two sheets.
- **Management**:
  - Record actions performed On Site or In Ambulance.
  - Include airway, breathing, circulation, burns, stabilization, etc.
- **Clinical Information**:
  - Chief Complaint, History, Symptoms, Allergies, Medications.
  - Dynamic adjustment of fields based on input (e.g., road traffic collision prompts).
- **Patient Details**:

- Personal and transport information, including accompanying passengers.
- Support for disclaimers and photographic evidence for non-transport cases.

- **Cardiac Arrest**:
  - Triggered by specific conditions.
  - Includes Time of Collapse, Resuscitation Attempts, CPR, AED Use.

6.1.5. 6.1.1.5 System Integrations and Notifications

- **Synchronization with Dispatch Center CRM**.
- **Offline Mode**: Supports data caching for offline access.
- **Notifications**: Critical updates (e.g., Assistance Required, Timestamp Progress) are sent to relevant users.
- **Scheduled Missions**: Unique sound alerts are provided for scheduled missions.

CMS Requirements

6.1.5.1. General

- **View Access Based on Policies**: Users will be able to view missions and ePCRs submitted based on their access group policies.
- **Responsive Interface**: The solution must be responsive, ensuring smooth user experience across devices.
- **Navigation**: The web app should allow users to navigate quickly and easily.
- **Advanced Search**: The solution must provide advanced search capabilities to help users locate information efficiently.
- **Language and Character Support**: The solution must support English, with the capability to correctly render and read Arabic characters.
- **Data Refresh**: A refresh button should be available at the top of specific pages to reload and update displayed data.

6.1.5.2. CRM Integration

- **CRM System Integration**: The system must integrate with the Dispatch Center's CRM system.
- **Email Functionality**: The solution must support sending emails via SMTP.

6.1.6. Users

6.1.6.1. User and Role Management

- **Admins** must be able to add, delete, and manage users and their roles.

- **Role Creation**: Admins can create an unlimited number of roles without any license requirements.
- **User Properties**:
  - **User Groups**: Dropdown list
  - **First Name**: Text field
  - **Last Name**: Text field
  - **Username**: Text field
  - **Email**: Email field
  - **Phone**: Phone number field
  - **Password**: Text field
  - **Station**: Multi-select dropdown list
  - The system must support Single Sign-On (SSO) with Azure domain.

6.1.6.2. Admin Controls

- Admins must be able to:
  - Change user security groups.
  - Activate or deactivate user accounts.

6.1.6.3. Role and Security Group Management

- **Security Groups**: Defined by roles and must include:
  - **Title** and **Description**
  - **Access Levels** for the following operations:
    - Stations
    - Ambulances
    - Missions
    - Mission Details
    - Map View
    - ePCRs
    - Pending PCRs
    - Resources
    - Users (including Roles and CMS Users)
    - Incident Details
    - Equipment Checklist Details
    - Incidents
    - Equipment Checklist

6.1.6.4. Permissions Management

- Each operation must support multiple permission levels:
  - **Access/Read**
  - **Insert/Create**

  - **Delete** (only for super admins and based on a change request)
  - **Export/Print**
- Users should be able to easily select all permissions for a role.

6.1.7. Security & Access Management

- **Role-Based Security Groups**: Security groups must allow detailed access control.
- The system must support multi-level access permissions for different system operations.

6.1.7.1. Station & Device List Display

- The system must display a list of all stations along with their associated devices/tablets. This list must include the following fields:
  - Station Name
  - List of Devices
  - District Name

6.1.7.2. Filtering & Search Functionality

- Users must be able to filter the station and device list by district or station using a search filter at the top of the page.
- Filtering options must be provided as dropdown lists:
  - **District**: Dropdown list
  - **Station**: Dropdown list

6.1.7.3. Access-Based Viewing & Actions

- Users must be able to filter and view stations and devices based on their access matrix permissions (station-level or district-level).

6.1.8. Station Management

- The system must allow setting a station as **Dispatch Mode** or **Non-Dispatch Mode**, which determines if it communicates automatically with the CRM system based on the access matrix.
- The ability to activate or deactivate a station must be controlled based on the access matrix, indicating whether the station is operational.

6.1.8.1. Device Management

- The system must allow the assignment or un-assignment of devices/tablets to a station based on the access matrix.

6.1.8.2. Ambulance Management

- The system must display a list of all ambulances along with their assigned station. The list must include:
  - Station Number
  - Ambulance Number
- Users must be able to view the ambulance list based on their access matrix permissions (station-level or district-level access).

6.1.9. Missions

6.1.9.1. Mission List Display

- The system must display a list of missions with the following details:
  - ePCR Number
  - Case Number
  - Station Number
  - Ambulance Number
  - Date/Time
  - Mission Type
  - Patient Name
  - Chief Complaint
  - City

6.1.9.2. Filtering & Search Functionality

- Users must be able to filter the mission list using the following criteria:
  - **Station**: Dropdown list
  - **Ambulance**: Dropdown list
  - **Mission Type**: Dropdown list
  - **Chief Complaint**: Dropdown list
  - **Patient Name**: Text field
  - **City**: Dropdown list
  - **From Date**: Date field
  - **To Date**: Date field
  - **Time**: Time field
  - **Case Number**: Number field
  - **ePCR Number**: Number field

6.1.9.3. Mission Details & ePCR Access

- Users must be able to view the details of a selected mission, including general mission details and team members.
- Users must be able to view ePCR details online, including:
  - Patient Information
  - Transport Status
  - Primary Assessment
  - Other details similar to the ePCR mobile application.

6.1.9.4. Exporting & Downloading

- Users must be able to request the search results as a CSV file, which will be sent as an attachment via email. The recipient email must be automatically retrieved from the logged-in user's profile.
- Users with appropriate access must be able to download mission details as a PDF. Personally Identifiable Information (PII) must be excluded from the PDF export.

6.1.9.5. Viewing Media Content

- All media content uploaded to the PCR must be displayed as a link. Clicking the link will open and display the corresponding media content.

6.1.9.6. Access-Based Viewing & Actions

- Users must be able to filter, view, and export mission data based on their access group permissions.
- Only **Super Admin** users should be allowed to delete a mission, and only based on a formal change request.

6.1.10. Map View

- The system must display a map view showing the real-time GPS locations of all available ambulances.
- **Ambulance Icons**:
  - **Red**: Indicates an ambulance is in an active mission.
  - **Green**: Indicates an ambulance is available.
- The icon should display the ambulance number assigned to the tablet. If the tablet is not assigned, the icon should display the station number instead.
- The system must track the movement of the ambulance while in an active mission using the same color-coding for the ambulance icons.

6.1.10.1. Additional Actions on Map

- Clicking a red ambulance icon (indicating an active mission) must display the following details:
  - Ambulance Number
  - Mission Type
  - Transport From Location
  - Transport To Location
- Additional available actions:
  - **Zoom in** to the ambulance's location.
  - **Go To Mission**, which redirects to the Mission Section, showing full mission details.

6.1.11. ePCR

6.1.11.1. ePCR List Display

- The system must display a list of all ePCRs with the following details:
  - ePCR Number
  - Ambulance Number
  - Date
  - Time of Dispatch
  - Mission Type
  - Patient Name
  - Chief Complaint (Condition Code)
  - City (From)
- A single mission may have one or more ePCRs linked to it.

6.1.11.2. Viewing & Downloading ePCRs

- Users must be able to view an individual ePCR online.
- Users must be able to download an individual ePCR as a PDF.
- Users with appropriate access must be able to download a batch of ePCRs as PDFs from the search results. Personally Identifiable Information (PII) must be excluded from the PDF export.

  *based on security access matrix

6.1.11.3. Filtering & Search Functionality

- Users must be able to filter ePCRs using the following criteria:
  - **Station**: Dropdown list
  - **Ambulance Number**: Dropdown list
  - **Mission Type**: Dropdown list
  - **Chief Complaint**: Dropdown list

- **Patient Name**: Text field
- **City**: Dropdown list
- **From Date**: Date field
- **To Date**: Date field
- **Time**: Dropdown list
- **ePCR Number**: Number field

6.1.12. Pending PCRs List Display

- The system must display a list of completed missions with pending PCRs (PCRs that have not yet been submitted).
- **Fields Included**:
  - Device ID
  - Ambulance Number
  - Mission ID
  - Mission Type
  - Mission Date
  - Count (Number of PCRs in the mission)

6.1.12.1. Filtering & Search Functionality

- Users must be able to filter the pending PCRs list using the following criteria:
  - Device ID: Number field
  - Mission ID: Number field
  - Mission Type: Dropdown list
  - Station: Dropdown list
  - Ambulance Number: Dropdown list

6.1.12.2. PCR Management Actions

- Users must be able to delete an individual PCR from the list.
- Users must be able to delete all PCRs in the search result with a single action.

*based on security access matrix

6.1.13. Logged-in Devices Monitoring

- The system must display a list of logged-in devices per district, allowing managers to monitor and track available units.
- **Displayed Fields per Device**:

- Station Number
- Ambulance Number (if applicable)
- Progress Status
- Time of Last Timestamp
- Time Lapse Since Last Timestamp

6.1.13.1. Automatic Data Refresh

- The data on this page must refresh automatically, when needed, to ensure information accuracy and timeliness.

6.1.13.2. Access-Based Viewing

- The ability to view devices and data must align with user access permissions for specific districts.

6.1.14. Solution Features

Scenario 1: Mission Dispatch and Ambulance Tracking

- **Process:**
  1. The OR identifies an emergency near a specific EMS station and dispatches a mission through the tablet application.
  2. The EMS station receives a notification with a distinct sound indicating a new mission.
  3. The station volunteer, already logged into their station number, selects the ambulance and team number, and reviews the mission details.
  4. The team accepts the mission, which automatically marks the ambulance as "not available."
  5. Upon departure, the timestamp is recorded, and live tracking begins.
  6. As the ambulance progresses through each stage (arrival at the case, transport, return), timestamps update in the application once the dispatched team marks a new timestamp. The live update can be monitored from OR in real time.

Scenario 2: Electronic Patient Care Reports (e-PCRs)

- **Process:**
  1. The EMS team responds to a multi-casualty incident and creates multiple e-PCRs, one for each patient.
  2. A pending e-PCR alert is displayed on the application for each unfinished report.
  3. The dispatched team requests assistance through the application.
  4. OR is notified of their request and dispatches another ambulance under the same mission ID.

5. The dispatched ambulance arrives and checks the pending e-PCR created by the first team.
6. The new dispatched team takes ownership of a pending e-PCR for one patient by clicking on take ownership to assist in the report.
7. The e-PCR is synced to display the latest modifications made by the first ambulance team.
8. The second ambulance team continues the e-PCR from where the first team left off.
9. All e-PCRs are submitted, marking the mission as complete, and the ambulance status is automatically updated to "available."

Scenario 3: Submitting a Complaint

- **Process:**
    1. A volunteer encounters an issue during a mission/at the station and wishes to report it anonymously.
    2. Using the tablet application, the volunteer navigates to the **Complaints Form** feature.
    3. The application generates a scannable **QR code** that directs the volunteer to a secure form.
    4. The volunteer scans the QR code using a personal or shared device, fills in the details of the complaint, and submits the form.
    5. The submitted complaint is securely sent to the designated personnel for review.

7. 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.

7.1. Cover Letter

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

7.2. 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.

7.3. 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.

7.4. Deployment Options

In this section of the response document, Suppliers should describe the specs and technical requirements of the needed servers.

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

7.5. Licensing Options

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

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?

7.6. 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.

7.7. Product Roadmap

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

7.8. 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

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.

7.9. 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 <u>complete listing of the project deliverables</u>.

  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

- **Quality Management:** A comprehensive Quality Plan must be proposed and described in detail, consisting of the following three (3) plans:
  - **Organization Plan**
  - **Production Plan**
  - **Delivery Plan**

- **Risk Management**: The mechanism by which the Suppliers team would be assessing risks in the project, and the mitigation steps required to be implemented. The bidder must adopt a Risk Management Plan that is designed to identify potential project risks, describe these risks, and provide mechanisms for their resolution.
- **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.
- **Change Management:** The bidder must propose a detailed Change Management Plan, including the management of bugs and incidents declaration.
- **Integration Methodology:** An integration methodology must be proposed, following the below phases:
  - **Define Plan**
  - **Design**
  - **Develop**
  - **Test**
  - **Deploy**
  - **Monitor & Optimize**
  - **Maintenance & Support**

- **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.

In addition, the bidder must describe in detail the methodologies adopted for all the above areas to ensure clarity and transparency throughout the project lifecycle.

7.10. 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 foresees 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.

7.10.1. 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.

7.11. System Administration

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

7.11.1. Resilience and Recovery

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

7.11.2. 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

7.11.3. 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

7.11.4. Infrastructure Requirements

The supplier should list the infrastructure requirements for on-prem deployment.

7.12. 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 e-PCR 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 (Should cover routine administration tasks)
- Technical IT Training
- Application generation and customization.
- 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.

7.13. 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:

7.13.1. Pre-implementation

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

7.13.2. 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

7.13.3. 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

7.14. Suppliers Information & Experience

7.14.1. 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	

7.14.2. 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	

7.15. 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- on the table below:

- 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.

The solution must be hosted on LRC internal servers (VM specs to be shared)

Criteria	UOM	Estimated Qty	Unit Price	Yes / No	Note
Third Party licenses					
Total (USD):					
Recurrent Yearly Costs					

Total (USD):					
CMS Development Cost					
Total (USD):					
Android Mobile App development cost					
Total (USD):					
API Cost					
Total (USD):					
Deployment Cost					
Total (USD):					
Maintenance Fees/per man-day					
Total (USD):					
Implementation Costs					
Total (USD):					
Training Costs					
Total (USD):					
Cost-Saving Measures					

Total (USD):					
Hidden/Conditional Costs					
Consolidated Lump-sum Total for the period of 3 years (USD) *:					

* In addition to filling the detailed costing table provided, the supplier must submit a consolidated lump-sum total covering all costs (including development, licensing, third-party tools, professional services, support, hidden/conditional costs, training, implementation, maintenance, and any other related expenses) required to deliver and operate the full solution for a **period of three years**. Any omission or understatement of expected costs may result in disqualification.

7.15.1. Professional Services Costs

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 (and not limited to).

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 (man-days)

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

7.15.2. Hidden/conditional 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.

7.16. Commercial Conditions

Provide the following information:

7.16.1. Offer validity

To exceed 60 days.

7.16.2. Payment Terms

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

7.17. 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.

7.18. Non-Disclosure Agreement

Please complete and sign the non-disclosure agreement (Appendix C).

8. 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		

9. 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	

10. 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	