Lebanese Red Cross

Volunteer Management Community Portal

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1 INTRODUCTION & CONTEXT

1.1 DEFINITIONS:

- **LRC:** Lebanese Red Cross
- **VM:** Volunteer Management
- LVM: Local Volunteer Manager
- **CRM:** Customer Relationship Management
- **OS:** Operating system

1.2 INTRODUCTION

The Lebanese Red Cross (LRC) is in the process of implementing a volunteer management CRM module under Salesforce and is looking for a community portal with a native Salesforce integration and provide to a number of volunteers the access to different workflows and activities that are set-up on Salesforce. LRC will use the "VM Portal" to mainly:

1- Create personal profiles for volunteers.
2- Implement new volunteering process.
3- Improve the recruitment process.
4- Apply to scheduled activities.
5- Hierarchy and volunteer visibility.
6- Access help section.
7- Access Dashboards and generate reports.
8- Branches and teams' visibility.
9- Provide complaints or feedback.

In this document we will describe the detailed business requirements of LRC-VM community portal.

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- Volunteer Management System** solution that meets the Lebanese Red Cross requirements.

2 SOLUTION REQUIREMENTS

Req.	Requirement Description	Compliance (YES /NO)	Comment
General Requirements			
1.	Native integration with Salesforce.		
2.	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.		
3.	The platform should be appealing, professional, and easy to navigate.		
4.	The solution should be coupled with a "training program" in order to transfer the knowledge and Know-how to the ICT section at LRC.		
5.	The bidder must provide maintenance and support services for all the solution components.		
6.	The solution must be compiled with full documentation (user guide, admin guide, technical documentation, training material).		
End-user Experience			

Req.	Requirement Description	Compliance (YES /NO)	Comment
7.	The system must be user-friendly yet be fully functional with intended requirements thus providing a unique end-user experience.		
8.	The system shall support user-friendly interface providing accessibility to functionalities using intuitive menus and actions.		
Digital Experience			
9.	Ability to assign different profiles and permissions to different users		
10.	Ability for users to edit, update, and upload documents.		
11.	Ability for users to access specific campaigns based on the account (or accounts) they are affiliated to.		
12.	Ability to include contacts that are not users.		
13.	Ability to implement hierarchy (by teams or geographical locations) within the access and visibility rules. (Volunteers can belong to multiple teams).		
14.	Availability of Content Management area: a place to post and share documents, resources, etc with all or specific types of users.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
15.	Possibility of chat rooms or messaging features between users.		
16.	Availability of mobile app.		
17.	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…).		
18.	The solution shall support at least the following document formats: • JPEG Images • PNG Images • PDF Documents • Office Files • Video • Zip • Doc • Xls		
19.	Ability for the system to automatically save content while it is being edited.		
20.	Ability for the administrator to define validation rules for content, e.g. restricting the number of characters of a text field or specify file type.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
21.	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.		
22.	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.		
23.	Ability to restrict the uploading of certain file by their size.		
24.	Ability to support restricted access to content items based on user type, group or role.		
25.	The solution must support role-based security, e.g. Only authorized users may create/upload/edit/view certain content types.		
26.	Ability to restrict access to certain content items, based on information in the user's profile, e.g. Volunteer vs. executive committee.		
27.	Supports easy customization of templates by the administrators through the administration interface.		
28.	The administrator shall have the ability to create, add, or remove any additional attributes whenever needed.		

Req.	Requirement Description	Compliance (YES /NO)	Comment
29.	Ability to centrally manage the platform using a browser-based graphical user interface.		
Technical Requirements			
30.	Ability to connect and access Salesforce out of the box and custom objects (with viewing and editing possibilities).		
31.	Ability to include workflows and approval processes.		
32.	Compatibility with most used browsers across all widely used OS.		
33.	Compatibility with mobile web access technologies for a responsive access to the platform from mobile devices.		
34.	The solution should be scalable to support increasing number of resources and number of users.		
35.	Ability for all portal components to run on widely used OS.		
36.	The solution must have comprehensive security features that forbid unauthorized access to vital system resources. Vendors should describe their capability.		

3 REQUIREMENTS AND FUNCTIONALITIES BY COMPONENT

3.1 OVERVIEW ON THE REQUESTED SOLUTION

LRC organization requires a comprehensive solution to efficiently manage volunteer profiles across its various sectors. A key component in their approach is the volunteer management community portal, which aims to centralize the volunteer management process into one solution. The solution should be capable of integrating with Salesforce and streamlines communication and workflow between volunteers and sector management.

The solution has the capability of managing the volunteering process in terms of various request types and allows users to update their personal profiles. The solution also shows an overview of all on-going activities in a branch or team that they are in and allows users to apply to those activities or scheduled shifts.

3.1.2 Solution Features

Volunteer Profile Management Feature:

- Description: The solution enables users to easily change any of their personal information should they require any changes. Volunteer profiles can include contact information, copies of personal documents (e.g ID), sector(s), location, tenure, academic and employment data and other information. The portal provides full visibility of volunteering data according to assigned roles and privileges.
- Process: Users will be able to update their personal information and upload documents.
- Advantages: This will enable the solution to serve as a centralized platform for managing volunteer profiles.
- Scenario: Anne is a volunteer at LRC. She has changed her contact information or needs to upload new documents. She can log in to her profile and adjust the needed changes.

Launching New Volunteering Process:

- Description: The solution contains a feature that enables users to send requests for approval. The Volunteer Manager can assign the exit interview process to a specific member and can track the progress and update the status of the exit interview on the CRM based on the results of call.
- Capabilities: Volunteers are able to submit multiple requests such as resignations, shift of schedule request, etc... from the portal. Each request is linked to the volunteer and the team the request is related to. The volunteer manager can see that request and manage it (add notes, approve, etc…)
- Purpose: Centralize all requests to go through one system.

- Scenario: Anne decides to leave the LRC. She submits her resignation via the portal. Her station manager is able to see her request and approve it. A notification is sent to the Volunteer Management team of the Anne's exiting status and are able to call her for an exit interview. Similarly, Anne can launch other processes in the same manner such as request of change of schedule, request for change of branch, etc.. Any process launched will be linked to specific team that the volunteer is related to (volunteer can belong to multiple teams i.e. affiliated to multiple accounts.)

Native Integration with Salesforce:

- Description: The solution has native integration with Salesforce.
- Capabilities: Users will be able to connect and access Salesforce out of the box and custom objects.
- Advantage: To be able to benefit from the pre-built in functionalities and features found in the Salesforce solution.

Applying for Recruitment:

- Description: The solution enables people to apply for the open recruitment of a center/station.
- Process: New candidates or existing contact will be able to apply for open recruitment via a link on the site. the LVM can manage the recruitment campaign path for one or multiple new candidates.Advantages: Centralizes the recruitment process into one site where the local volunteer manager can document the entire recruitment cycle (e.g. applicant, attended interview, submitted documents, etc).
- Scenario: A new recruitment process is open. Anne is interested in joining a new station at LRC (example Gemmayze station). She sees an ongoing recruitment campaign on the site, clicks on the link, and is routed to fill an application. Anne's interest is captured and categorised as a potential volunteer for the station(s) that she applied to. The Local Volunteer Manager (LVM) of Gemmayze station can view all the applicants and their profiles and can manage the recruitment campaign path for Anne or for all the applications together. They are able to shortlist applicants and register their progress in the recruitment cycle and volunteering status (e.g. applicant, attended interview, submitted documents, etc).

Applying to Scheduled Activities:

- Description: The solution enables volunteers to sign-up on posted scheduled activities.
- Process: The LVM can post new activities for each campaign. When an activity is posted, volunteers can view all available activities within their team and sign up.
- Advantage: Facilitates efficient coordination and scheduling of volunteers within the available activities.
- Scenario: The Local Volunteer Manager posts monthly the activities and shifts for the upcoming months. Anne can sign up for shifts based on her role, completed trainings, and station. Her

team leader approves and confirms her attendance on the portal once complete. The CRM captures the completed hours of Anne and can issue reports accordingly.

Hierarchy Management and Searching for Volunteers:

- Description: The solution enables users to see the list of volunteers within their team. The Local Volunteers Manager can use the portal to facilitate a search among registered volunteers and extract lists based on occupation, academic profile, trainings completed or role.
- Capabilities: Users will be able to view the volunteers within their teams as well as manage their profiles, activities and requests and search for volunteers with specific skills or roles.
- Advantages: Facilitate the search among registered volunteers and extract lists based on occupation, academic profile, trainings completed or role.
- Scenario: Each Local Volunteer Manager (LVM) is able to see the list of volunteers within their team (account) and is able to manage the profiles, activities, requests, etc… of all these volunteers. LRC is in need of specific expertise for an activity. The Local Volunteer Manager for Beirut branch, can see the volunteers of Beirut branch only.

Help Section:

- Description: The solution includes a help section to be utilized by volunteers
- Process: Volunteers can access the help section whenever they want to refer back to previous documents, resources, memos/processes, or contact information.
- Advantage: Can view all shared documents and information that has been authorized in one place and provides assistance and guidance to volunteers.
- Scenario: Anne would like to refer to previous documents, resources, memos/processes, or contact information. She is able to access a help section on the portal and view all the shared documents and information that she is authorized to see according to her role.

Dashboard and Reporting:

- Description: The solution includes a comprehensive dashboard that displays an overview about volunteer data and can generate reports with customizable filters.
- Process: The LVM or focal person is able to view, manage and issue reports related to volunteers based on different criteria (status, tenure, location, number of hours, roles…).
- Advantage: Enables users to view data easily and generate reports more efficiently.

Branch and Team Visibility:

- Description: The solution enables volunteers to view their involvement in various branches and teams.
- Capabilities: The end user is able to view all campaigns, jobs, etc related to various branches and teams that they take part in.
- Advantages: This feature enhances transparency and encourages collaboration across different sectors.
- Scenario: Anna is a volunteer in Beirut Branch and Gemmayze Branch. Anna can see all the campaigns, jobs, etc related to branches both Beirut and Gemmayze, but cannot see any of the campaigns or jobs related to other branches.

Complaint and Feedback Management:

- Description: The solution enables end users to submit complaints or feedback through the CRM system.
- Process: The end user is able to submit a complaint or feedback (anonymous option should be available) through the CRM system and decide to which level they would like to raise it (local or national).
- Advantages: This feature enhances volunteer satisfaction and promotes early issue detection which creates a positive organizational culture.
- Scenario: Anne has a complaint or feedback that she would like to provide. She is able to do that through the CRM and decide to which level she would like to raise it (local or national). The LVM (for local) or focal person (for national) will receive the posted message and reply back. The supervisor of the LVM will be able to have oversight on complaints and see a dashboard showing the number, severity and type of complaints as well as their status (received, pending, escalated, resolved…). The portal also allows for submitting anonymous complaints.

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4 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.

4.1 COVER LETTER

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

4.2 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.

4.3 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.

4.4 DEPLOYMENT OPTIONS

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

- On Cloud deployment
    - Single Tenant hosting
    - Multi-Tenant hosting

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

4.5 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?

4.6 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.

4.7 Product Roadmap

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

4.8 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.

4.9 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.

4.10 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.

4.10.1 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.

4.11 System Administration

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

4.11.1 Resilience and Recovery

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

4.11.2 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

4.11.3 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

4.11.4 Infrastructure Requirements

The supplier should list the infrastructure requirements for on-cloud development.

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4.12 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 VMS 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.

4.13 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:

4.13.1 Pre-implementation

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

4.13.2 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

4.13.3 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

4.14 Suppliers Information & Experience

4.14.1 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	

4.14.2 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	

4.15 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.

4.15.1 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).

4.15.2 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.

4.15.3 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.

4.16 Commercial Conditions

Provide the following information:

4.16.1 Offer validity

To exceed 60 days.

4.16.2 Payment Terms

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

4.17 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.

4.18 Non-Disclosure Agreement

Please complete and sign the non-disclosure agreement in page # 29.

5 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		

6 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	

7 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	