

**Asset Management software RFP**

**Project Name:** King Fahad Medical City – Asset Management

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# Introduction

King Fahad Medical City (KFMC) in Riyadh, Saudi Arabia, stands as one of the Middle East’s premier healthcare institutions, renowned for its patient-centered approach, advanced facilities, and commitment to medical innovation. With a sprawling complex that includes specialized hospitals like the Children’s Hospital, Women’s Specialized Hospital, and Prince Salman Heart Center, KFMC provides comprehensive, high-quality care across a broad spectrum of medical fields.

At its core, KFMC is driven by a mission to deliver world-class healthcare while advancing medical education and research. In partnership with global institutions, KFMC conducts pioneering research in critical areas such as oncology, cardiology, and neurology, striving to improve patient outcomes and drive innovation. The medical city also offers a range of training programs, attracting healthcare professionals worldwide to learn and grow in a cutting-edge environment.

Aligned with Saudi Arabia’s Vision 2030, KFMC is at the forefront of integrating digital health solutions, including telemedicine and AI-driven diagnostics, to enhance patient accessibility and streamline services. This commitment to technology and continuous improvement has earned KFMC global recognition as a leader in healthcare quality and patient care.

Beyond treating patients, KFMC engages with the community through health education and preventive initiatives aimed at managing chronic diseases like diabetes and cardiovascular conditions. This holistic approach has solidified KFMC’s reputation as a trusted healthcare provider, dedicated not only to healing but to building a healthier future for the region.

With its strategic vision, innovative spirit, and dedication to excellence, KFMC continues to be a model for healthcare advancement in Saudi Arabia and beyond.

# Background

King Fahad Medical City (KFMC), located in Riyadh, Saudi Arabia, is one of the largest and most advanced medical complexes in the Middle East. The foundation stone was laid in 1983 by then-Prince Salman bin Abdulaziz, and the facility officially commenced operations in 2004 during the reign of King Fahd bin Abdulaziz.

KFMC encompasses four specialized hospitals:

* Main Hospital: Provides a wide range of medical, surgical, and critical care services.
* Children's Specialized Hospital: Focuses on comprehensive pediatric care.
* Women's Specialized Hospital: Dedicated to women's health, including obstetrics and gynecology.
* Rehabilitation Hospital: Offers extensive rehabilitation services for various conditions.

Additionally, KFMC houses several specialized centers, such as the National Neurosciences Institute, King Salman Heart Center, Comprehensive Cancer Center, and the Obesity, Endocrine, and Metabolism Center.

With a total capacity of approximately 1,200 beds, KFMC serves as a tertiary care referral center, providing specialized medical services to patients from across the region. The institution is committed to delivering safe, evidence-based healthcare supported by education, training, and research.

KFMC's mission is to provide specialized, value-based healthcare services empowered by innovation, training, and research. The medical city has achieved numerous international accreditations and continues to strive for excellence in medical care, education, and research, positioning itself as a regional and global benchmark in specialized medical services.

# Project Objectives

The project objectives for an Asset Management System that encompasses a range of functionalities designed to streamline asset tracking, enhance financial and operational oversight, and support seamless management of assets across an organization. The system aims to:

1. Centralized Asset Inventory: Create a comprehensive inventory for all organizational assets, serving as a single point of truth accessible to authorized personnel across departments.
2. Finance Integration: Support the finance department by reflecting the financial aspects of assets, including depreciation, valuation, and cost tracking, to ensure alignment with financial reporting standards.
3. Condition Assessment and Quality Management: Track the condition and quality of assets, enabling regular assessments and maintenance scheduling to maximize asset lifespan and operational efficiency.
4. Customizable Attributes: Allow customization of asset attributes, enabling users to define fields and parameters as per organizational needs, particularly for aligning with EXPRO standards.
5. Audit and Compliance: Implement a robust audit trail process, capturing asset changes, movements, and user actions to ensure accountability, compliance, and traceability.
6. Financial and Lifecycle Processes: Integrate with financial processes to handle asset lifecycle stages (acquisition, utilization, maintenance, and disposal), ensuring financial accuracy and regulatory compliance.
7. Cross-Departmental Collaboration: Involve technical, operational, and financial teams in asset tracking and reporting, ensuring all stakeholders are engaged in managing and monitoring asset utilization.
8. QR Code Generation and Tracking: Generate unique QR codes for asset tagging and easy scanning, supporting efficient tracking and updating of asset data in real-time.
9. Linkage Codes for Assets: Establish linkage codes to connect related assets or create asset hierarchies, aiding in organization, traceability, and reporting.
10. Asset Transition Request Workflow: Introduce a process for asset transition requests, allowing stakeholders to request, approve, and document asset transfers and transitions effectively.
11. Stakeholder and Site Monitoring: Enable monitoring by all relevant stakeholders across different sites, providing real-time asset data and visibility to those involved in asset management.
12. Cloud-Based System: Deploy the system on cloud services, ensuring high availability, scalability, and remote access to asset data and reports.
13. Web Application Accessibility: Develop a web application for easy access to the asset management system from any internet-enabled device, facilitating remote management and collaboration.
14. Mobile Application: Offer a mobile application for field-based personnel to request services, perform asset checks, and update statuses in real-time from their mobile devices.
15. Comprehensive Asset Management: Provide a full suite of asset management functionalities, including acquisition, utilization, maintenance, and end-of-life processes, to optimize asset value.
16. Asset Consolidation: Consolidate assets across departments or locations into a single system, enabling an aggregated view and control of all assets within the organization.
17. Asset Quality and Performance Monitoring\* Establish procedures and tools to regularly assess and report on asset quality, ensuring standards are maintained and assets perform at optimal levels.
18. System Integration Capabilities: Ensure the asset management system can seamlessly integrate with existing enterprise systems, such as ERP, CRM, financial, and maintenance management software. This interoperability enables data sharing, minimizes redundancies, and ensures asset information remains consistent across platforms.
19. Comprehensive Reports and Dashboards\*\*: Provide a suite of customizable reports and interactive dashboards to give stakeholders insights into asset performance, utilization, financial impact, and lifecycle status. These tools should support real-time data visualization, predictive analytics, and export options, empowering informed decision-making at every level of asset management.

Each of these objectives contributes to building a powerful, scalable, and user-friendly Asset Management System, enhancing the efficiency, compliance, and effectiveness of asset management processes across the organization.

# Scope of Work

# Core Functionality

The proposed AMS should include:

* Asset Tracking and Inventory Management: Ability to categorize, tag, and monitor assets.
* Lifecycle Management: Support for asset lifecycle stages (procurement, deployment, maintenance, disposal).
* Maintenance Management: Scheduling, tracking, and notifying maintenance tasks.
* Compliance and Documentation: Support for regulatory documentation, licenses, and audit trails.
* Integration Capabilities: APIs for integrating with existing ERP, CRM, and financial systems.
* User Roles and Permissions: Customizable user roles and access controls.
* Reporting and Analytics: Customizable reporting, dashboards, and data visualization.
* Asset transition service request
* The AMS shall maintain a centralized inventory for all assets, accessible to authorized users across departments, to serve as the single source of truth for asset data.
* The AMS shall integrate with the finance requirements to reflect financial aspects of assets, including depreciation, valuation, acquisition costs, and expense tracking.
* The AMS shall enable tracking and documentation of asset condition and quality, allowing for scheduled maintenance and inspections to ensure asset longevity and performance.
* The AMS shall allow administrators to define and customize asset attributes (e.g., manufacturer, purchase date, warranty) to meet organizational standards, including compliance with EXPRO standards.
* The AMS shall maintain a detailed audit trail, logging asset changes, transitions, and user actions to ensure accountability, compliance, and traceability across asset life cycles.
* The AMS shall support asset lifecycle management, covering acquisition, utilization, maintenance, and disposal processes, while ensuring alignment with financial and regulatory standards.
* The AMS shall facilitate engagement from technical, operational, and financial teams, allowing relevant stakeholders to update, track, and report on assets collaboratively.
* The AMS shall generate unique QR codes for each asset to enable tagging, scanning, and real-time updating of asset data directly within the system.
* The AMS shall support the creation of linkage codes to connect related assets or establish hierarchies, enabling streamlined organization, traceability, and enhanced reporting.
* The AMS shall provide an asset transition request workflow, allowing users to initiate, approve, and document asset transfer requests between locations or departments.
* The AMS shall allow multiple stakeholders across various sites to monitor assets, providing real-time visibility into asset status and location.
* The AMS shall be hosted on cloud infrastructure to ensure high availability, scalability, and remote access for users.
* The AMS shall include a mobile application to allow field personnel to request services, conduct checks, and update asset statuses in real time.
* The AMS shall support full asset lifecycle management, covering asset acquisition, deployment, utilization, maintenance, and end-of-life processes.
* The AMS shall allow for the consolidation of assets across departments or locations, providing an aggregated view and central control of organizational assets.
* The AMS shall include tools to assess and document asset quality and performance, ensuring assets meet organizational standards and operate efficiently.
* The AMS shall integrate with existing enterprise systems (ERP, CRM, finance, maintenance) via API or other data exchange mechanisms to enable data consistency and avoid redundancy.
* The AMS shall provide customizable reports and dashboards that offer insights into asset performance, utilization, financial impact, and lifecycle status, supporting real-time data visualization, predictive analytics, and data export options.

# Additional Requirements

* Mobile Accessibility: Mobile-friendly interface or dedicated app for on-the-go asset tracking.
* Barcode Integration: Support for RFID or barcode scanning for physical assets.
* Audit Trails: Detailed logs of changes to asset records.
* Data Import/Export: Importing and exporting of data in common formats (CSV, Excel).
* Security Features: Data encryption, secure access controls, and user security roles
* Able to develop any process shared to vendor
* The AMS shall provide customizable user roles and permission levels, enabling access control based on user roles, departments, or job functions to ensure data security and appropriate access.
* The AMS shall support automated notifications and alerts for maintenance schedules, asset movements, compliance deadlines, and asset expirations, allowing timely action by relevant users.
* The AMS shall support data import and export in common formats (e.g., CSV, Excel) to facilitate data migration, external reporting, and integration with other organizational systems.
* The AMS shall support bulk actions for assets, allowing users to manage, update, or transfer multiple assets simultaneously, reducing manual effort for high-volume asset management tasks.
* The AMS shall include a disposal statuses, documenting the decommissioning, disposal, or sale of assets and ensuring removal from inventory records in compliance with financial and environmental regulations.
* The AMS shall include automated data backup and recovery options to protect asset information and ensure business continuity in case of data loss.
* The AMS shall allow users to attach and manage related documents (e.g., manuals, warranties, compliance certificates) directly within each asset’s profile for easy access and compliance.
* The AMS shall enable customizable asset tagging and categorization to improve searchability and reporting by categories such as department, location, status, and asset type.
* The AMS shall maintain an audit log that captures every user action, such as changes to asset data, movements, and approvals, to support compliance and regulatory auditing.
* The AMS shall automatically calculate and track asset depreciation using various methods (e.g., straight-line, declining balance) and reflect this in financial reports.
* The AMS shall provide a lifecycle cost analysis feature, capturing total costs of ownership for each asset, including acquisition, maintenance, and disposal costs, for informed financial decision
* The AMS shall allow administrators to define asset categories (e.g., IT equipment, vehicles, facilities) and upload these categories in bulk to standardize asset classification across the organization.
* The AMS shall support customizable asset classification levels (e.g., category, type, subtype) to organize assets based on functional or operational characteristics, ensuring consistency and ease of reporting.
* The AMS shall enable the definition of a hierarchical location structure (e.g., country, region, building, floor, room) to map and organize asset locations, providing clear navigation and drill-down capabilities.
* The AMS shall allow for multi-level location setups, enabling assets to be assigned at multiple levels (e.g., regional office, department area, specific desk) for precise tracking and accountability.

# Project Implementation plan

* Project Management: Implementation plan, timeline, and project phases.
* Data Migration: Assistance with migrating data from current systems.
* Training and Documentation: User training sessions, technical support, and comprehensive user manuals.

Below are the phases:

**Phase 1: Requirements Gathering and Initial Web Application Setup:**

Duration:1 months

Objective: Conduct initial analysis, gather requirements, and set up the web application for core asset management functions.

Key Activities:

1. Gap Analysis and Stakeholder Sessions
2. Requirements Documentation
3. Initial Software Setup
4. Web Application Development\*
5. Phase Review

**Phase 2: Asset Transfer Request Functionality on Web Application**

Duration: 1.5 months

Objective: Enhance the web application by adding asset transfer request capabilities.

Key Activities:

1. Requirement Validation for Asset Transfer
2. Workflow Design and Development
3. Testing and Integration
4. Phase 2 Review

**Phase 3: Mobile Application Development**

Duration: 1.5 months

Objective: Extend asset management functionalities to a mobile application, supporting on-the-go access for both Phases 1 and 2.

Key Activities:

1. Mobile Application Requirements Validation
2. Mobile Application Design and Development
3. Testing and Deployment
4. Phase 3 Review

Each phase will end with a review to validate deliverables and ensure each stage aligns with the project’s high-level goals.

# Support and Maintenance

* Ongoing support, upgrades, and maintenance:

Ongoing support, upgrades, and maintenance are essential to ensure the Asset Management System (AMS) remains functional, secure, and up-to-date as organizational needs evolve.

**Ongoing Support [3 months after implantation]**

* **User Assistance**: Provides help for end-users and administrators through channels like email, chat, or phone.
* **Troubleshooting**: Diagnoses and resolves software issues, bugs, or errors encountered during daily operations.
* **Training and Knowledge Base**: Offers periodic training sessions, tutorials, and access to documentation to help users navigate the system effectively.
* **Technical Support**: Includes access to technical experts who can assist with system issues, configurations, and integrations.

**Upgrades [based on new requirements which will be based on Variation order]**

* **Feature Enhancements**: Regular software upgrades introduce new functionalities, improve user experience, and add features aligned with evolving best practices in asset management.
* **Performance Improvements**: Regular updates optimize system speed, stability, and compatibility with hardware and other integrated software.

**Maintenance [annual support contract which will need to be quoted separately[**

* **Routine System Checks**: Periodic health checks to detect issues early and ensure that the system operates smoothly.
* **Data Backup and Recovery**: Scheduled backups and a reliable recovery plan in case of data loss or corruption.
* **Database Optimization**: Routine maintenance of the database, including data cleanup, indexing, and optimization for fast query performance.
* Service Level Agreements (SLAs) and response times.

SLAs define the standards of service, response times, and responsibilities of the vendor for maintaining the AMS. The SLA ensures accountability and provides clear expectations for support quality and response.

**Key Components of an SLA**

* **Support Hours**: Defines support availability (e.g., 24/7 support, business hours, weekends) based on the KFMC needs
* **Response Times**: Specifies how quickly the support team will respond to different categories of issues (e.g., critical, high, medium, low priority).
* **Resolution Times**:
  + Critical:
    - within working days: Response: 2 hours, Resolution: 4 hours.
    - within weekend: Response: 6 hours, resolution 18 hours
  + High:
    - within working days: Response: 3 hours, Resolution: 6 hours
    - within weekend: Response: 12 hours, resolution 24 hours
  + Medium:
    - within working days Response: 6 hours, Resolution: 12 hours
    - within weekend: Response: 24, Resolution 36 hours
  + Low:
    - within working days: Response: 24 hours, Resolution 36 hours
    - within weekend: Response: Response: 48 hours. Resolution 48 hours

24 hours is a business day.

* **Priority Levels**:
  + **Critical Issues**: Major system outages or failures affecting multiple users or key functionalities.
  + **High Priority**: Issues that impact essential functions but have workarounds.
  + **Medium Priority**: Minor functionality issues that do not disrupt essential services.
  + **Low Priority**: Cosmetic or non-critical issues. Response Time:

**Service Availability**

* **Uptime Guarantee**: Specifies the percentage of time the AMS will be operational (e.g., 99.9% uptime), with penalties for unplanned downtime.

# Proposal Requirements

# Vendor Information and Experience

Include company history, relevant experience, qualifications, and contact details. Also, extra points will be for company having asset and facility management experience with huge and similar project to KFMC.

# Vendor Information and Experience

* Detailed description of the AMS, its architecture, and technology stack.
* Highlight how the solution meets each requirement outlined in Section 4.

# Vendor Information and Experience

* Timeline and project milestones.
* Approach to data migration, training, and testing

# Support and Maintenance

* Support model and hours of availability.
* Description of update and upgrade policies.

# Cost Proposal

* Detailed pricing structure including:
  + Licensing costs (one-time, subscription, or per-user)
  + Implementation costs
  + Support and maintenance fees
  + Optional modules or add-ons

# Selection Criteria

Proposals will be evaluated based on the following criteria:

1. **Functionality and Features:** Ability to meet the requirements in Section 4.
2. **User-Friendliness:** Interface design and ease of use.
3. **Vendor Experience and References:** Previous experience with Asset Management and Facility Management projects and client feedback.
4. **Implementation and Training Plan:** Feasibility of implementation and quality of training resources.
5. **Cost:** Total cost of ownership over the solution’s lifespan.
6. **Support and Maintenance:** Quality of post-implementation support and SLA terms.
7. **Certificate of team:** CAMA is an edge and SMRP.
8. **Company project reference:** +5 mega projects is an edge.
9. **Software’s:** Sample of other software’s implemented, +7 different software is an edge.
10. **Existed mobile application is an edge.**

# Proposal Submission

All proposals must be submitted electronically to [Contact Email] by [Submission Deadline]. Any questions or requests for clarification should be directed to [Contact Name and Email] no later than [Questions Due Date].

# Timeline

* **RFP Issuance:** [Date]
* **Questions Due:** [Date]
* **Proposal Due Date:** [Date]
* **Vendor Selection:** [Date]
* **Project Kickoff:** [Proposed Start Date]

# Terms and condition

# Assumptions