Spanish Red Cross

Requirements and considerations for the transference of volunteering management web software for National Societies

BRIEF DESCRIPTION

This document presents the main requirements of the software package transferable to Red Cross and Red Crescent National Societies. The purpose is that these organisations can carry out a simple registration, management and information gathering of volunteers, which also allows evidence-based decision-making. In addition, this concept note presents the organisational requirements that interested National Societies should meet to be eligible.

Technical and organisational requirements for the transference of volunteer management software to National Societies

Contents

01. **context:**

The volunteer data management systems technical team of the Volunteering Alliance, led by the Spanish Red Cross, frequently establishes contacts with other sister National Societies in which support is requested on issues focused on strengthening their volunteer structures, and more specifically in providing support to the dimension of data management systems.

On some occasion, the Spanish Red Cross has been considering the possibility of studying options to transfer its volunteering management application to other National Societies that have requested it. However, the weight of this application and its high interconnection with other applications and databases have led to abandoning this alternative.

It is for this reason that the Spanish Red Cross has established contact with different software providers. The purpose has been to know the costs associated with the development of a data management software package for National Societies interested, with subsequent support for possible corrections and evolutions over a period of three years.

The purpose of this document is to specify in some detail the functional requirements of the data management system that the preselected software provider company has requested, as well as the organisational requirements that a National Society interested in that package should consider, so that it can be implemented with guarantees of usability and success.

02. **objective:**

To have available a data management system that is easily transferable to Red Cross and Red Crescent National Societies that may require it. These National Societies have to comply with a series of technical and organisational requirements and capacities, with the objective of ensuring that the transfer is carried out in a sustainable manner.

03. **what we have requested to the software provider:**

We have developed the functional requirements for a software package with the following specifications:

Proprietary software
We have identified a software tool that does not respond to the concept of paying periodic licenses per user. The final purpose of this initiative is for the Spanish Red Cross to provide an efficient data and information management system for people linked with National Societies requiring such a system. Additionally, the project contemplates ensuring a support for a period of three years from the Spanish Red Cross to National Societies that decide to adopt this software in the development of evolutions and corrective measures. After that time, the user National Society will be responsible for the evolutions that it might want to incorporate with software companies that it can identify.

Open-Source Software
The identified software company works with open-source software environments and tools, based on the software package CiviCRM (www.civicrm.org).

The main reason for the decision to work with an open source solution is that it does not entail a regular payment of licenses per use. The final purpose of this initiative is for the Spanish Red Cross to support the use of an efficient and sustainable system of management of the data and information of people, linked to interested National Societies.

The aim is for this volunteer data management software to offer independence to the National Society that is going to use it, once the support period from the Spanish Red Cross has ended. In other words, if the National Society that uses it decides, it should be easy for other international or local software companies to make the changes that the organisation demands. As mentioned in the previous section, the intention of the Spanish Red Cross is to ensure support for possible bugs, corrective or evolutionary measures for a period of three years to National Societies that may require this software. After that time, the user National Society will be responsible for the developmental and corrective measures that they want to implement.

In other words, the company makes the software code available to the Spanish Red Cross so that, in the event that a National Society may require upgrades, it can do so without problems with local providers, providing that code, once the support period has elapsed.

Support for a period of 3 years
The software development company, through the Spanish Red Cross, will provide help and technical support for possible bugs, corrections, updates and development, for a period of three years, taking into account that the software transfer requests, and the possible development and correction measures that may be requested by National Societies, will not be synchronous.

Multilingual
The software will be operable and available in the French, English, Arabic, Russian and Spanish languages. In addition, it must be easily adaptable and configurable for use in other languages, different from the ones specified previously. The adaptation to other languages, different from those indicated, will be assessed case by case, within the support framework indicated in the previous section.

Operating system and web navigators
The user-side software is web-based, so it is capable of working in Windows environments and with the latest versions of most browsers on the market (Edge, Chrome, Firefox, Safari).

Network software
A software has been identified in which the user from the National Society can have access, via the web, with a username and password. The package contemplates the fact that, in some contexts, internet access is limited or non-existent. In these cases, the software will have an extension that will allow data entered offline to be stored locally, until the computer that has captured it can connect to the Internet, and the data be transferred to the server.

Hosting and data storage
The required product is a data management software package. When considering hosting options, we considered two options for National Societies:
1. Situation#01 of National Societies with the possibility of hosting data on their servers: In this case, it is not necessary for the Spanish Red Cross to also provide the data storage service that user National Societies can capture. Data storage must be developed by the user National Societies. The developer company will specify the requirements that are necessary for the storage of the data on servers of the National Society.
   The most notable technical requirements that the National Society that decides to store its own data must meet are the following:
   Infrastructure
   1. Uninterruptible power supply system
   2. Surveillance
   3. Internet connection
   4. Perimeter security
   5. Redundancy in critical elements (internet providers, switches, firewalls, etc.)

6. 24x7 support
7. High Performance Networking Elements

<u>System Administration</u>
1. Advanced knowledge of Linux, MySQL, Apache
2. Security

<u>Security</u>
1. Backups
2. Https with SSL certificates
3. Password policies
4. Contingency plans

2. <u>Situation#02 of National Societies without the possibility of hosting data on their servers</u>: In these cases, we contemplate the option of having the data stored on the servers of the Spanish Red Cross. The Spanish Red Cross server architecture complies with European data protection regulations and has high security and reliability standards.

<u>Profiles</u>
The software allows the management of the following profiles:

Three territorial layers:
1. Local level: local users can consult, modify or incorporate data on the population or city in which they are located. They cannot display data for regions other than their own.
2. Regional level: regional level users can access, modify or incorporate data from the region in which they are located. They cannot visualise data for populations other than their own.
3. National level: users at the national level can access, modify or incorporate data from the entire organisation. They can view any data stored in the database.

Three user profiles:
1. Reading profile: the user can only access the reading and querying of the data.
2. Management profile: the user can consult data and is able to change, add or delete them.
3. Administrator profile: the administrator can access to data reading, data change, addition or deletion. The administrator is able to manage user profiles and is the one responsible for the incorporation of predefined parameters and variables for some data fields.

In order for a person to obtain a reading profile or management profile, the permission must be granted within the framework of the application by any person with a management profile or administrator of the higher level determined by the National Society.

<u>Importing previously existing data of people</u>
In the case that the National Society has data of volunteers in csv or xls format, the application allows its import. However, the responsibility for importing the data (including data cleaning and data preparation) will be borne by the National Society with the support of members of the project team.

<u>Information of a technical nature that the National Society must take into account in order for the software to be transferred to it</u>
The software developer company will indicate to the National Societies that choose to adopt the system the elements and technical capacities that must comply with.

Integration with email server for automatic sending of emails

The developer company will provide a solution to integrate the data software with an email server for the generalised or segmented sending of communications to the people who are registered. This will occur only if the National Society has the aforementioned email server.

Intellectual property

The Spanish Red Cross has prioritised an alternative in which the intellectual property of the software belongs to our organisation, and not the developer company.

Corrective and developmental measures

A procedure will be established by the Spanish Red Cross to ensure that the corrective and developmental procedures, formulated by each National Society that uses the software, can be approached and solved in the most fluid and simple way possible. It is understood that this procedure must apply throughout the three-year support period that corresponds to each National Society.

04. fields to be incorporated in the software:

# 01 Personal Data Page	Specifications	Comments
#01.01 Name *1	Alphabetical field	
#01.02 Surname # 01 *	Alphabetical field	
#01.03 Surname # 02	Alphabetical field	This field should be able to be removed by the administrator profile in the case of National Societies located in countries that only use one surname
#01.04 Date of birth *	dd/mm/yyyy	The administrator, if chooses so, can change the format of this date and the following ones to the one normally used in the country (for example mm/dd/yyyy)
#01.05 Public Identification Number *	Dropdown: public identification number / passport Alphanumeric field to enter the number	National identity card, passport, social security number or any other numbering of the public system aimed at identifying residents in the country
#01.06 Gender *	Drop down: man / woman	
#01.07 Tutor	Check	In case of minors, if the check is activated, a window opens to enter tutor information. Name, surname, gender, contact telephone number, public identification number
#01.08 Nationality *	Standard dropdown with all countries	Countries of the world already parameterised. By default, the country chosen by the system administrator profile is displayed. The administrator, if he so chooses, will be able to load the country data from existing files. This should be possible for any data parameterisation / normalisation.
#01.09 Postal address *	Alphanumeric field for the address Alphanumeric field for ZIP code Dropdown of provinces / demarcations / regions Drop-down municipalities / locations	Complete address for sending postal communications. Considering that each country has its own postal address system, the software must allow the personalisation of these fields to facilitate their normalisation. The dropdowns must allow an easy search system for the demarcations (for example, by entering three characters)
#01.10 Email address *	Alphanumeric field	Up to three email addresses can be entered. To the right of each address there will be a check to mark only one of the three as preferred
#01.11 Telephone *	Numeric field	Up to three phone numbers can be entered. On the right, fixed/mobile dropdown. There will also be a check to mark one of the three as the preferred one

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1The elements identified with an asterisk correspond to those that are understood to be a lite or simple version of the application. The administrator must be able to incorporate new elements or items not identified with an asterisk depending on the needs and capacities of their National Society.

# 01 Personal Data Page	Specifications	Comments
#01.12 Employment status	Dropdown situation: Active worker Work at home Retired Pensioner Unemployed student Others	The administrator must have the possibility to modify the available options
#01.13 In case of emergency contact	Two alphanumeric fields	Two fields. One for the name of the contact person and one with the contact phone number
#01.14 Ethnicity	Drop down	The administrator must have the possibility of incorporating in the drop-down the ethnic groups that must be reflected. Ethnicity can be parameterised / normalised, if the administrator decides so
#01.15 Volunteer photos	Uploading image files to the system	People with a management profile will be able to upload photos to the system. The purpose will be to incorporate the photo into the Red Cross Red Crescent identification card in countries where this is necessary or compulsory

# 02 Personal training data page	Specifications	Comments
#02.01 Maximum level of studies completed	Dropdown of studies: No studies Primary studies Secondary studies University studies	The administrator should have the possibility to change the entries in the table according to the needs of the National Society
#02.02 Type of studies completed	Primary studies completed Secondary studies completed Vocational or university studies drop-down with studies	The administrator must have the possibility of incorporating in the drop-down the vocational and/or university studies that need to be reflected depending on the needs of the National Society
#02.03 Profession	Standard dropdown with professions according to country standards.	The administrator may parameterise the professions of the volunteers. Those professions must follow a dropdown pre-set by the administrator
#02.04 Languages	Standard dropdown with languages Dropdown to the right with levels: Bilingual High Average Low Null	One + five fields Languages parameterised by the administrator
#02.05 Driving license	Drop down with the possible types of driving license	The administrator must have the possibility of incorporating the types of driving license that exist in the country

# 03 Volunteer Data Page	Specifications	Comments
#03.01 Volunteer registration *	Button to process the discharge of a volunteer	Button that when clicked gives access to personal data and volunteer data screen Registration can only be carried out if the data marked with a red asterisk in the "Volunteer data" and "Personal data" section have been entered. If not, the system automatically generates a window indicating the missing data
#03.02 Discharge date *	dd/mm/yyyy	The date is automatically generated when using the "volunteer registration" button. However, the date, if necessary, can be changed manually
#03.03 Red Cross Red Crescent identification code *		Permanent identification numeric code that the system automatically generates when registering a new person with the "volunteer registration" button
#03.04 Volunteer agreement signed	Check	If the check is activated, the document signature date field (dd/mm/yyyy) is activated
#03.05 Ethical code signed	Check	If the check is activated, the document signature date field (dd/mm/yyyy) is activated
#03.06 Criminal record certificate	Check	If the check is activated, the date field (dd/mm/yyyy) of delivery of the negative criminal record certification document is activated
#03.07 Insurance	Check	If the check is activated, the start date field (dd/mm/yyyy) and the end date field (dd/mm/yyyy) of the insurance coverage are activated. Whenever the end date is higher than the current date, the check is automatically deactivated
#03.08 Volunteer withdrawal *	Button that has the purpose of processing confirmation of the withdrawal of the volunteer	Button
#03.09 Cancellation date	dd/mm/yyyy	The date is automatically generated when using the button "volunteer withdrawal". However, the date, if necessary, can be changed manually
#03.10 Local branch to which the volunteer is linked *	Drop down	The administrator may parametrise the names of the branches of the National Society It will incorporate a branch searching engine (for example by entering three characters)
#03.11 Cancellation of volunteer withdrawal	Button intended to process the cancellation of a volunteer's withdrawal	Button
#03.12 Cancellation of the volunteer withdrawal date	dd/mm/yyyy	The date is automatically generated when using the button "Cancellation of the volunteer withdrawal". However, the date, if necessary, can be changed manually

# 03 Volunteer Data Page	Specifications	Comments
#03.13 Volunteer re-registration	Button that has the purpose of processing the re-registration of a person who was a volunteer of the organisation, but their withdrawal was processed. Sometime later, the volunteer shows interest in resuming his relationship with the organisation.	Button
#03.14 Re-registration date	dd/mm/yyyy	The date is automatically generated by using the "volunteer re-registration" button. However, the date, if necessary, can be changed manually
#03.15 Red Cross Red Crescent ID printing	Button	Within the volunteer data page for each person, a "Print card" button will be incorporated, which will allow the printing of certain data parameterised by the system administrator. Preferably the following: Name and surname Registration date Red Cross Red Crescent ID card expiration date

# 04 Page for the programming of the volunteer activity	Specifications	Comments
#04.01 Module for scheduling volunteer activity	Previous assignment of positions to volunteers based on their profile and training received: drop-down for selection of the assigned volunteer position or positions For activity scheduling, it is required: 1. drop down centres 2. drop down plan/programme/project 3. drop-down for the selection of the volunteer position Activity date and start time + end time: dd / mm / yyyy - hhmm / hhmm Activity hours: numeric field Training required for its development, if necessary	Creation of a simple module for managing volunteer activities. In this module, the manager profiles will be able to frame volunteers to volunteer action positions and register activities to which the volunteers can sign up following a plan / programme / project / activity and centre logic. This will also require setting up a private area so that volunteers can sign up for activities

# 05 Page for programming and registering volunteer activity	Specifications	Comments
#05.01 Registration volunteer activity	Volunteer activity post: alphanumeric field with the title of the post Activity start date: dd / mm / yyyy Activity end date: dd / mm / yyyy Activity hours: numeric field	The system must incorporate records, as required by the person who is recording data from the volunteer activity The administrator may parameterise the activities carried out by the National Society. Those activities should follow a pattern/drop-down plan/programme/project and centre pre-set by the administrator
#05.02 Training record received at Red Cross Red Crescent	Training course name: drop-down with the titles received courses Training start date: dd / mm / yyyy Training end date: dd / mm / yyyy Hours of formative action: numerical field Check attends Dropdown: passed / failed	The system must incorporate new records of training actions, as required by the person who is recording data on the volunteer activity. The administrator may parameterise the training courses developed by the National Society
#05.03 Volunteer report / certificate	Button to generate an automatic PDF report with the volunteer and training activities carried out by the volunteer	The administrator may upload the logo of the National Society so that it is automatically embedded in any report

05. summary of main master tables to integrate into dropdowns:

Table	Specifications	Comments
#01.05 Public Identification Number *	Dropdown: public identification number / passport Alphanumeric field to enter the number	NIF, identity card, passport or any other numbering of the public system aimed at identifying residents in the country
#01.06 Sex *	Drop down: man / woman	
#01.08 Nationality *	Standard dropdown with all countries	Countries of the world already parameterised. By default, the country chosen by the system administrator profile is displayed. The administrator, if he so chooses, will be able to load the country data from existing files. This should be possible for any data parameterisation / normalisation.
#01.09 Postal address *	Alphanumeric field for the address Alphanumeric field for ZIP code Dropdown of provinces / demarcations / regions Drop-down municipalities / locations	Complete address for sending postal communications. Considering that each country has its own postal address system, the software must allow the personalisation of these fields to facilitate their normalisation. The dropdowns must allow an easy search system for the demarcations (for example, by entering three characters)
#01.11 Telephone *	Numeric field	Up to three phone numbers can be entered. On the right, fixed / mobile dropdown. There will also be a check to mark one of the three as preferred

Table	Specifications	Comments
#01.12 Employment status	Dropdown situation: Active worker Work at home Retired Pensioner Unemployed Student Others	The administrator must have the possibility to modify the available options
#01.14 Ethnicity	Drop down	The administrator must have the possibility of incorporating in the drop-down the ethnic groups that must be reflected. Ethnicity can be parameterised / normalised, if the administrator decides
#02.01 Maximum level of studies completed	Dropdown of studies: No studies Primary studies Secondary studies University studies	The administrator should have the possibility to change the entries in the table according to the needs of the National Society
#02.02 Type of studies completed	Primary studies completed Secondary studies completed Vocational or university studies drop down with university studies	The administrator must have the possibility of incorporating in the drop-down the vocational and/or university studies that need to be reflected depending on the needs of the National Society
#02.03 Profession	Standard dropdown with professions according to country standards.	The administrator may parameterise the professions of the volunteers. Those professions must follow a dropdown pre-set by the administrator
#02.04 Languages	Standard dropdown with languages Dropdown to the right with levels: Bilingual High Average Low Null	One + five fields Languages parameterised by the administrator
#02.05 Driving license	Drop down with the possible types of driving license	The administrator must have the possibility of incorporating the types of driving license that exist in the country
#03.10 Branch to which the volunteer is linked *	Drop down	The administrator may parametrise the names of the branches of the National Society It will incorporate a branch search engine (for example by entering three characters)

Table	Specifications	Comments
#04.01 Module for scheduling volunteer activity	Previous assignment of positions to volunteers based on their profile and training received: drop-down for selection of the assigned position or positions For activity scheduling, it is required: 4. drop down centers 5. drop down plan / program / project 6. drop-down for the selection of the volunteer position Activity date and start time + end time: dd/mm/yyyy - hhmm / hhmm Activity hours: numeric field Training required for its development, if necessary	Creation of a simple module for managing volunteer activities. In this module, the manager profiles will be able to frame volunteers to volunteer action positions and register activities to which the volunteers can sign up following a plan/programme/project/activity and centre logic. This will also require setting up a private area so that volunteers can sign up for activities
#04.02 Training record received at Red Cross Red Crescent	Training course name: alphanumeric field with the title of the position Training start date: dd / mm / yyyy Training end date: dd / mm / yyyy Hours of formative action: numerical field Check attends Dropdown: pass / fail	The system must incorporate new records of training actions, as required by the person who is recording data on the volunteer activity. The administrator may parameterise the training courses developed by the National Society The management profiles of each center will be able to update the courses developed in their field and will be able to register the courses in which each volunteer participates. The system will allow course minutes to be printed

It should be attempted that most of the possible tables have default values that the administrators of each National Society can adapt, personalise, activate or deactivate depending on their needs.

06. **functionalities that the software must incorporate:**

# 06 People locator	Specifications	Comments
#06.01 Person finder	Five buttons to specify the search format: By name By identity number By Red Cross Red Crescent code generated by the software By phone By email Depending on the chosen format, the search field or fields are adapted "Search" button to execute a person search, once the data has been entered in the chosen format	
#06.02 Customisable reports for decision making	Depending on the filter or parameter chosen by the user, considering the data contained in the system, the application must be able to generate any requested report (business intelligence type). Examples of reports: Number of people incorporated into the organisation in a date range set by the user Number of people who have left the organisation in a user-marked date range Average socio-demographic profile (average age, gender, studies, employment situation, ethnic profile) of the volunteers Number of volunteers assigned to each plan/programme/project.	Anyone with any profile can generate reports. The user may only extract reports from the territorial layer to which they are attached, or from the lower ones, if any.

# 07 Functionality Generation of lists	Specifications	Comments
#07.01 Customisable lists for the management of volunteer action	Depending on the filter or parameter chosen by the user and depending on the data contained in the system, the application must be able to generate the requested listings. These lists can be generated in pdf, Excel or Word, depending on the preferences expressed by the user Examples of listings: People from branch A with driving license Volunteers in branch B having passed a first aid course. The listing incorporates name, telephone number and email People from branch C with email address. The listing incorporates the email addresses	Anyone with any profile can generate listings. The user may only extract lists from the territorial layer to which they are attached, or from the lower ones, if any.

# 08 Functionality Mass card printing	Specifications	Comments
#08.01 Red Cross Red Crescent ID printing	Depending on the filter or parameter chosen by the user, the system must allow the printing of cards for a group of volunteers. For example, printing of ID cards of people registered from date A to date B	Only people with a management profile can use this functionality. The user may only print the cards of the territorial layer to which it is attached, or the lower ones, if any

# 09 Communication functionality via email	Specifications	Comments
#09.01 Massive email sending	Depending on the filter or parameter chosen by the user, the system must allow mass sending of emails to a group of people. Examples Sending emails to all people registered in a branch Sending emails to all the people of a branch with high knowledge of English Sending emails to all people born on a certain date to congratulate their birthday by programming an automated rule. This could also be done on other dates, such as World Red Cross and Red Crescent Day or on other dates set by the National Society	Only people with a management profile can use this functionality. The user may only make the emailing corresponding to the territorial layer to which is attached, or the lower ones, if any

07. **organisational aspects that the National Society should meet to adopt the software:**

Time of dedication

The deployment of the software to National Societies that might require it, will involve a significant percentage of time by the areas of that National Society with responsibilities in volunteering and in information systems, whether in the Central, Regional/Provincial or Local layers. Time should be dedicated:

1. To attend training processes for the use of the tool
2. To the deployment of the software system in the National Society
3. To carry out training on the use of this system to the entire volunteer structure of the National Society, at the Central, Regional and Local offices.
4. To the adaptation or creation of volunteer management processes, coupled with the software.
5. To co-ordinate with the National Society information systems staff to incorporate the data that may come into the master tables, described in section 05 of this document.
6. To the routine management of maintenance tasks, such as registering/deleting of new users, resetting access codes, identifying problems with the data and reporting failures or bugs in the software.

Standards in volunteer management

It will be necessary for the area of the National Society with responsibilities in volunteering to adopt, prior to the transfer of the software, homogeneous standards that will apply to all its layers (local/regional/national) regarding the establishment of volunteer processes. In other words, the National Society must have standards that apply equally to every one of its branches with regards to the information and data that are required and captured:

1. At the time of recruitment, selection, reception and entry of volunteers into the National Society, including any form used to collect personal data
2. In the training actions that volunteers may receive
3. In the record of the participation of volunteers in voluntary action
4. In the support and monitoring of the volunteer

These standards must be linked with the fields that we foresee that the software will incorporate, indicated in section 04 of this document.

Digitalisation and connectivity

The deployment of a volunteer data management system requires that the person, or persons, with responsibilities in the Volunteer Department of the National Society at headquarters level, have computers connected to the Internet. The same would apply to people with responsibilities in volunteer management and in the capture of volunteer data in other layers of the National Society (local and/or regional).

The software works in Windows environments with the browsers Chrome 5+, Firefox 3.5+, IE 8+, Edge, Safari 4+, so the computers used for data capture must have these versions installed.

Importing previously existing data of volunteers

A critical part of the project is the standardisation, consolidation and migration of data from the different information sources of the National Societies interested in using the system. Spanish Red Cross, together with the software development company, will analyse the current data sets that the National Society has, in order to make suggestions and good practices for the standardisation of these databases, the creation of scripts or tools to detect duplicates, database debugging assistance and technical support for migration and consolidation.

Importantly, the ultimate responsibility for the quality of the data to be imported will rest with the National Society.

The work of standardisation, elimination of duplicates, modification of information are outside the scope of the software transfer services and therefore must be assumed by the National Society staff. Within the scope of this proposal, the import of previous data will be completed. In the event that the National Society requires collaboration to carry out normalisation tasks of its databases, these may be carried out in advance in agreement with the Spanish Red Cross and the developer company.

08. **Aspects that are outside the scope of the project:**
This initiative does not contemplate the following aspects:
1. Development of Interfaces with other systems of the National Society. These developments could be carried out in later stages of the project, but have to be agreed with the Spanish Red Cross and the developer company.
2. Development of an App for volunteers. The application that is being contemplated and developed is specifically directed to personnel with responsibility for capturing and managing volunteer data, whether they are voluntary or paid personnel.
3. Tailored developments not detailed in the project functionalities section.
4. Project delays caused by the limited availability of key stakeholders of the interested National Society.
5. Correction of errors in the translation into the different languages of CiviCRM.

09. **National societies interested in the adoption of the system:**
National Societies interested in participating in this initiative, can indicate their interest by contacting to the project team in the following email address: fch@cruzroja.es.

The volunteer data management team will contact the interested National Societies. Interested National Societies will have to go through a simple analysis process focusing on their organisational capacities in volunteering, information systems and digitalisation.

Once both parties agree to move forward with the software transfer project, they will have to sign terms of reference that will establish the following aspects:
1. Commitments of the Spanish Red Cross to support the transfer and deployment of the system in the National Society.
2. Commitments of the interested National Society in the deployment of the software, where the conditions to be ensured in order for the transfer to be sustainable, including the necessary time dedication for its implementation of previously identified key people, will be made explicit.