

# TERMS OF REFERENCE

## TECHNICAL EXPERT

**Project name:** Integrated care and support service business development in the Red Cross of the Republic of North Macedonia (RCNM)

**Implementation period for application development:** April 2021 – August 2023

**Overall objective of the consultancy:** Monitor and maintain the technical aspects within the EB service and provide technical assistance on monthly basis

### 1) Background information

Due to an already and further increasing ageing population in the Republic of North Macedonia the demand for integrated care and support services for older women and men is currently much higher than the supply. The Red Cross of the Republic of North Macedonia (RCNM) is a nationwide recognized, professionally experienced supplier of health and social assistance to older men and women in need. Yet the RCNM highly depends on foreign assistance to continue its crucial service delivery to foster life of older women and men in health and dignity. This aid dependency is challenging quality service provision on the long term. The project INTEGRATED CARE AND SUPPORT SERVICE BUSINESS DEVELOPMENT IN THE RED CROSS OF THE REPUBLIC OF NORTH MACEDONIA (RCNM) supports the RCNM to further offer quality provision of integrated care and support services for older women and men by developing a comprehensive business model for sustainable service delivery within its organisation. The business model will consist of three pillars to assist vulnerable older people and to generate income for financing these health and social services on the long term. The project will lead towards aid independence and lay the foundation for self-sustainable service provision.

The second pillar within this project is piloting of the Emergency Button (EB) Service. 60 older men and women in Macedonia will be selected as clients for the newly introduced and fee-based Emergency Button (EB) Service in the Republic of North Macedonia. The RCNM will establish a solid and efficient EB Service that is inspired by the Austrian and Swiss experiences in operating the EB Service effectively.

The project is designed as Strategic Alliance with the Austrian Development Agency (ADA). The Austrian Red Cross (AutRC) will manage and the Red Cross of the Republic of North Macedonia (RCNM) implement the project. AutRC and RCNM are looking for additional private and public partnerships with national and international organisations and businesses aiming at sustainable cooperation beyond the actual project duration.

### 2) OBJECTIVES OVERVIEW:

The primary objective of the assignment is technical assistance and consultancy in regards to the implementation of Emergency Button Service

### **3) OBJECTIVES DETAILED:**

- Assessment of the hardware and software infrastructure needs and communication protocols of the system components in call centre of EB and suggest adaptation in accordance to the needs;
- Provide assistance with the technical setup of three workplaces and one remote workplace (via smartphone) including computer, printer, internet, VoIP-telephone, local server.
- Provide data about the most suitable and cost-effective local telecommunication company regarding provision for SIM cards for the EB devices.
- Develop contingency plan for different emergency scenarios like power shortage or internet interruptions
- Availability during the installation of the externally provided software to an extend of 10 hours
- On demand technical support during office hours

### **4) ELIGIBILITY ENTITIES** must fulfil the following requirements:

- Be a company.
- Fluent communication in English and excellent writing skills.
- Extensive experience in IT, telecommunication and software installation and maintenance.

### **5) How to APPLY:**

Candidates should submit the following documents:

- Financial offer (maximum 1 page) for total 60 days in the period of April 2021 – August 2023 (1 day = 8 working hours)
- Professional portfolio
- Registration certificate from the Central registry of Republic of North Macedonia.

### **6) PAYMENT:**

In 5 tranches of 20% of the total sum, upon receiving report for conducted tasks. Total 5 reports needs to be sent at end of engagement.