TERMS OF REFERENCE

AGREEMENT FOR PURCHASING AN

EMERGENCY BUTTON MONITORING SOFTWARE

**Availability of the software to RCNM and training until** 31 May 2021

Overall objective of the consultancy: Purchasing an Emergency Button Monitoring Software

The following Procurement it is done under the Project action 'Supporting INclusive development of community-based long-term CARE services through multistakeholder participatory approaches (InCARE)', which aims to promote participatory, innovative and integrated approaches to long-term care (LTC) policy and service development. The Project is funded by the European Commission under "EaSI PROGRESS AXIS – Call for proposals on social innovation and national reforms Long-term care - VP/2019/003" Grant Agreement for an action with multiple beneficiaries – Agreement number VS/2020/0258.

The Red Cross of the Republic of North Macedonia (RCNM) remains solely responsible for carrying out the action and for compliance with the Agreement. Therefore, the selected supplier waives all rights in respect of the European Commission under the Agreement. The selected supplier will act according to the special conditions, additionally mentioned in the Annex of this TOR.

1) OBJECTIVES OVERVIEW:

The Red Cross of the Republic of North Macedonia will provide call for assistance services, alarm devices will be installed at the subscribers' homes allowing to call for help in case of need by clicking on the alarm button. The alarm button can be a button worn by the subscriber or a button attached to the device or elsewhere. Initially it will be 20 devices (Neat Nemo 2G) from the company Neat GmbH. It is planned to procure 110 additional devices in the first year of operation. The devices will be up to date devices which are used in Europe and are able to communicate via the Internet network (ISP Provider) and the GSM telephony network (2G/3G/4G).
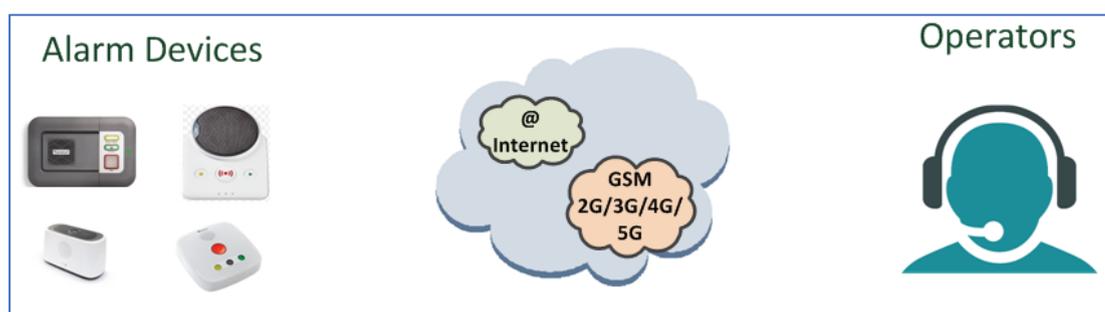
The overall goal is to realize a system (Alarm Receiving Centre Software) capable of handling alarms from these alarm devices, the operator should be able to communicate vocally with the subscriber, to organize help according to the predefined profile of the subscriber, to document the whole procedure and to acknowledge the alarm correctly.

2) OBJECTIVES DETAILED:

2.1 Architecture of the solution

The following diagram shows the global architecture of the solution:
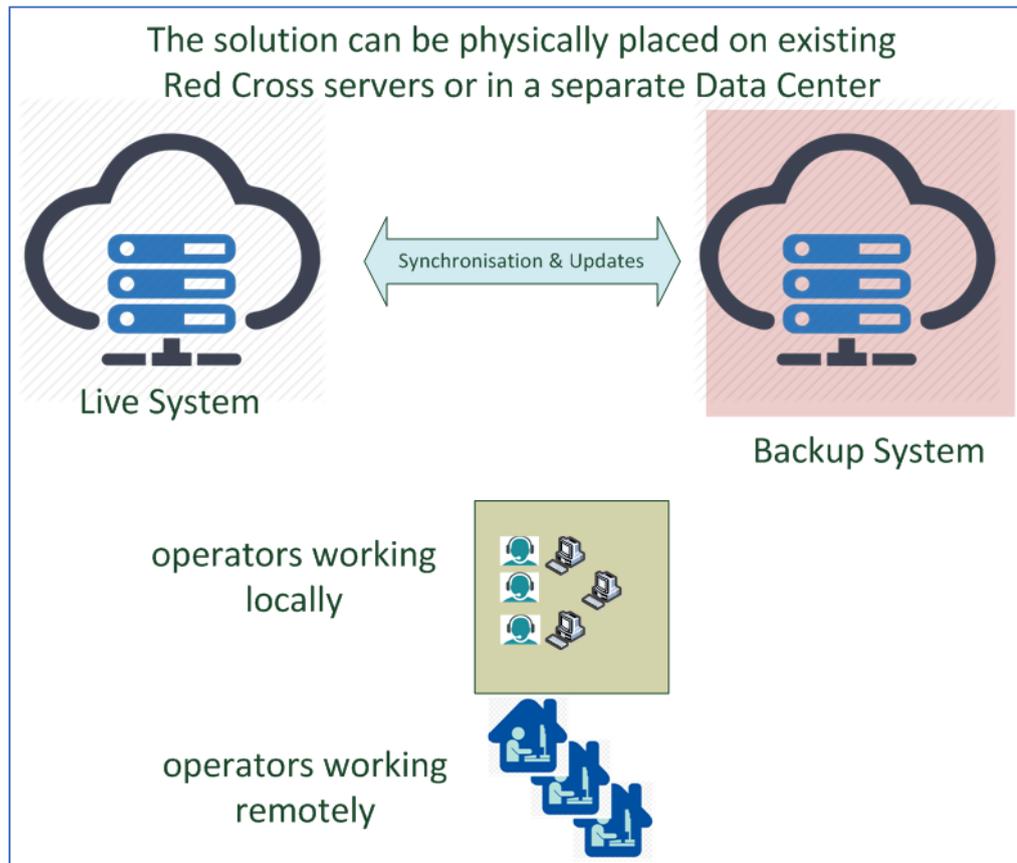
2.2 Type of the solution

The solution is compatible with a web server and the operator can access the solution via a browser (Mozilla Firefox, Google Chrome, Microsoft Edge, etc).

The offer must define the type of solution in detail and especially the telephony aspects and needs to answer following question: What is the necessary telephone structure for the operators?

2.3 Subscriber Data Management:

The solution must be able to manage subscriber profiles by entering/updating/deleting the necessary data:

- client basic data (including address, contact details, key safe code, comments)
- client additional data (medical history, regular medications, comments)
- relative's data (including address, contact details, comments)
- link documents to the client's profile

The system is structured by organization/group. The hierarchy of the system is based on two or more levels (group and subgroups for example). It is possible to give access to an external group to manage the data of the specific customer without being able to access data of other organisations.

2.4 Alarming
for the treatment of alarms:
- Receiving of alarms and displaying of client's profile
- receiving of technical alarms (e.g. battery alarm)
- documentation of all incoming alarms (including voice recording)
- easy access to documented interventions and data

It is important to describe the voice recording system, how it is made and where the recorded files are stored.

The system must be compatible with SCAIP (Social Care Alarm Internet Protocol) which is currently the standard used by most alarm device manufacturers.

The system must be open for implementation of other communication protocols if required (e.g. protocols for mobile devices with location).

2.5 Language
Support must be provided in either Macedonian or English, both orally and in written form.
The user interfaces for technicians and technical analysis must be in Macedonian and English. A translation to Macedonian will be provided.

2.6 Reporting and Statistics
the system must provide possibilities for:
- Monitor the devices (by using the periodic alarm function)
- Generate reports and statistics at the subscriber, devices and events level
- Generate automatic reports and send them via e-mail.

2.7 Interventions
The partner intervention organisations (internal or external) must be able to connect to the system for:
- retrieving the history of interventions of a specific client.
- entering the intervention report online.

2.8 Other requirements
- Remote access to the software via web-access/app
- Possibility of a hybrid server solution – providing cloud storage (EU or North Macedonia) and using existing physical server in Skopje
- English or Macedonian speaking service hotline for technical assistance during software problems on a 24/7/365 basis

2.9 Other objectives
- Remote installation of the software
- Remote training on the use of the software for 10 persons

- Software rights assignment to Red Cross of the Republic of North Macedonia in case of company discontinuance

3) **ELIGIBILITY APPLICANTS** must fulfil the following requirements**:**

- Be a company in North Macedonia or another country in Europe
- Be able to provide a tax-free invoice according to national fiscal rules
- Have a bank account whose holder name must be the same as the applicant.
- Fluent communication in English and excellent writing skills
- Minimum 5 years experience with providing and running an Emergency Button Monitoring Software with minimum 1500 clients attached to it.

4) **How to APPLY:**

Candidates should submit the following documents:

- Technical offer including the architecture and the properties of the solution by referring to the different themes mentioned in this document.
- Financial offer including budget lines as following
  - software
  - monthly costs for server and service hotline (e.g. per device)
  - language adoption of software in Macedonian
  - installation of software on all devices (remote)
  - training on software (remote)
- Professional portfolio and 2 project references (maximum 2 pages)
- Registration certificate from the central company registry
- For international applicants it is required to have a product developed in EU/EFTA countries and provide a statement for origin of the good/service by the company applicant
- For international applicants it is obligatory to provide an EFTA/EUR. 1 Certificate

5) **PAYMENT:**

The total sum of will be transferred after installation and delivering of the training

ANNEX

FOR

PURCHASING AN EMERGENCY BUTTON MONITORING SOFTWARE

1. LIABILITY FOR DAMAGES

The EU Commission may not be held liable for any damage caused or sustained by any of the beneficiaries, including any damage caused to third parties as a consequence of or during the implementation of the action.

2. CONFLICT OF INTERESTS

The selected supplier must take all necessary measures to prevent any situation of conflict of interests.

The selected supplier must inform the RCNM without delay of any situation constituting or likely to lead to a conflict of interests. They must take immediately all the necessary steps to rectify this situation. The Commission may verify that the measures taken are appropriate and may require additional measures to be taken by a specified deadline.

3. CONFIDENTIALITY

During implementation of the action and for five years after the payment of the balance, the parties must treat with confidentiality any confidential information and documents.

The confidentiality obligations do not apply if:

(a) the disclosing party agrees to release the other party from those obligations;

(b) the confidential information or documents become public through other means than a breach of the confidentiality obligations;

(c) the disclosure of the confidential information or documents is required by law.

4. Processing of personal data by the supplier

 The selected supplier must process personal data under the Agreement in compliance with applicable EU and North Macedonia National law on data protection (including authorisations or notification requirements).

The selected supplier may grant their personnel access only to data that is strictly necessary for implementing, managing and monitoring the Agreement. The selected supplier must ensure that the personnel authorised to process personal data has committed itself to confidentiality or is under appropriate statutory obligation of confidentiality.

The selected supplier must adopt appropriate technical and organisational security measures having regard to the risks inherent in the processing and to the nature, scope, context and purposes of processing of the personal data concerned. This is in order to ensure, as appropriate:

 (a) the pseudonymisation and encryption of personal data;

(b) die ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;

(c) the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident;

(d) a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing; Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC.

(e) measures to protect personal data from   accidental or unlawful destruction, loss, alteration, unauthorised disclosure of or access to personal data transmitted, stored or otherwise processed.

5. Any communication or publication made by the supplier jointly or individually that relates to the action, any information or promotional materials (such as brochures, leaflets, posters, presentations, in electronic form, etc.), must in correlation with the Red Cross of the Republic of North Macedonia:

(a) indicate that the action has received funding from the Union;

and (b) display the European Union emblem.

When displayed in association with another logo, the European Union emblem must have appropriate prominence.

6. Disclaimers excluding EU Commission responsibility

Any communication or publication that relates to the action, made by the suplier in accordance with the Red Cross of the Republic of North Macedonia jointly or individually in any form and using any means, must indicate:

(a) that it reflects only the author's view;

and (b) that the Commission is not responsible for any use that may be made of the information it contains.

7. The contract between the RCNM and the selected supplier will be a subject of an audit performed by the EU Commission, therefore all necessary documents need to be accessible to the donor.