



# REQUEST FOR TECHNICAL SPECIFICATIONS MONITORING ALARM DEVICES FOR THE EMERGENCY BUTTON SERVICE

**Project:** Supporting INclusive development of community-based long-term CARE services through multistakeholder participatory approaches (InCARE)

**Overall aim:** Procurement and delivery of 60 Emergency Button Devices, no later than two weeks after signing the contract

**Deadline of receiving bids** (international entities are suggested to use fast post service): 5 working days (30.07.2021)

**Method of delivery:** The applicant encloses the original copy in a sealed envelope containing the name of the entity with full and correct address. It is addressed to RCNM -Archive, on Blvd. Kocho Racin no. 13, 1000 Skopje, with an indication for archive number **0507-733/1**

## 1) Overview of objectives

With the increasing trend of the aging of the population in the Republic of Northern 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 (RCRNM) is a nationally recognized, professionally experienced provider of health and social aid to older men and women in need of assistance. However, RCRNM also relies on foreign assistance to continue delivering life support services to older women and men with health and dignity. This reliance on assistance is a challenge to providing quality services in the long run.

The project „Supporting INclusive development of community-based long-term CARE services through multistakeholder participatory approaches (InCARE)’, aims to promote participatory, innovative and integrated approaches for long-term development of services that are provided by RCNM.

The project is funded by the European Commission "EaSI PROGRESS AXIS - Call for proposals for social innovation and national reforms for long-term care - VP / 2019/003" Grant agreement for multi-beneficiary action - contract number VS / 2020/0258.

As national policy partners, the project includes the Ministry of Labor and Social Policy (MLSP) and the Ministry of Health of the Republic of North Macedonia, as key stakeholders in the national approach to policies and strategies for providing long-term care and integration of socially innovative services in the system.

The pilot of the Emergency button service, will target 50 frail older people living independently in their homes and receive support through the local care center, but whose care needs are insufficiently met by the current services.



The emergency button will be a 24/7 service, which the users of the older population will be able to use in their homes, by pressing the alarm device, intended to be worn, whenever they find themselves in a condition that is not life-threatening, but is serious enough and needs urgency, first aid and support (injury, broken limbs, accidental fall, wound bleeding, burn injuries, medical emergencies, allergic reactions, etc.). Through the devices, they will be able to communicate with the Operators from the Contact Center, which will provide them with fast and efficient access to appropriate support and assistance, by professionals and first aid responders in case of emergency. RCNM will establish an efficient Emergency Button service, which has been inspired by the Austrian and Swiss experiences for effective operation of long term care services for the older population.

## **2) TECHNICAL SPECIFICATION OF THE OFFERED DEVICES**

- The Interested entities - applicants, are required to submit a document with specified technical specifications of the offered devices.

## **3) CERTIFICATES REQUIRED FOR INTERNATIONAL ENTITIES**

- International entities - applicants are required to have a product developed in EU / EFTA countries and to provide a statement of origin of the devices by the applicant company
- For international applicant entities it is mandatory to provide EFTA / EUR. 1 certificate

## **4) APPROPRIATE ENTITIES SHOULD FULFILL THE FOLLOWING CONDITIONS:**

- To be a company in the Republic of North Macedonia or another country in Europe.
- To be able to provide invoice without value added tax (VAT) according to national fiscal rules.
- To be able to deliver the devices in the Republic of Northern Macedonia
- To be able to provide an EU certificate of origin for alarm devices, including a warranty for devices at least 1 year

## **5) HOW TO APPLY:**

Interested applicant entities are required to submit the following documents:

- Financial offer for 60 alarm devices with included costs for their delivery
- Document with technical specifications of alarm devices
- Manual / Instruction for operation and use of alarm devices
- Professional portfolio of the company
- Certificate of registration from the central register of companies
- International applicants are required to have a product developed in EU / EFTA countries and to provide a statement of origin of the goods / service by the company applicant
- For international applicants it is mandatory to provide EFTA / EUR. 1 certificate

## **6) PAYMENT METHOD:**

- The payment will be made by RCNM, no later than 14 days after complete delivery to the Red Cross of the Republic of North Macedonia.