



Црвен крст на Република Северна Македонија
Red Cross of The Republic of North Macedonia



InCARE



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TERMS OF REFERENCE

SUBCONTRACTING FOR AN EXTERNAL EXPERTISE

FOR AN

EMERGENCY BUTTON MONITORING SOFTWARE

Availability of the software to RCNM and training within 90 days after contracting and establishing the technical structure in North Macedonia.

Deadline for submission of bids: 5 working days from the day of the announcement

Method of delivery: The bidder encloses the original copy in a sealed envelope containing the name of the bidder with full and correct address. It is addressed to RCNM -Archive, **DO NOT OPEN** on Blvd. Kocho Racin no. 13, 1000 Skopje, with an indication for archive number **0507-731/1**

- 1) OVERALL OBJECTIVE of the subcontracting for delivery of services:** Development of a software solution for monitoring the Emergency Button service

The following subcontracting with an external entity from the IT expertise 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.

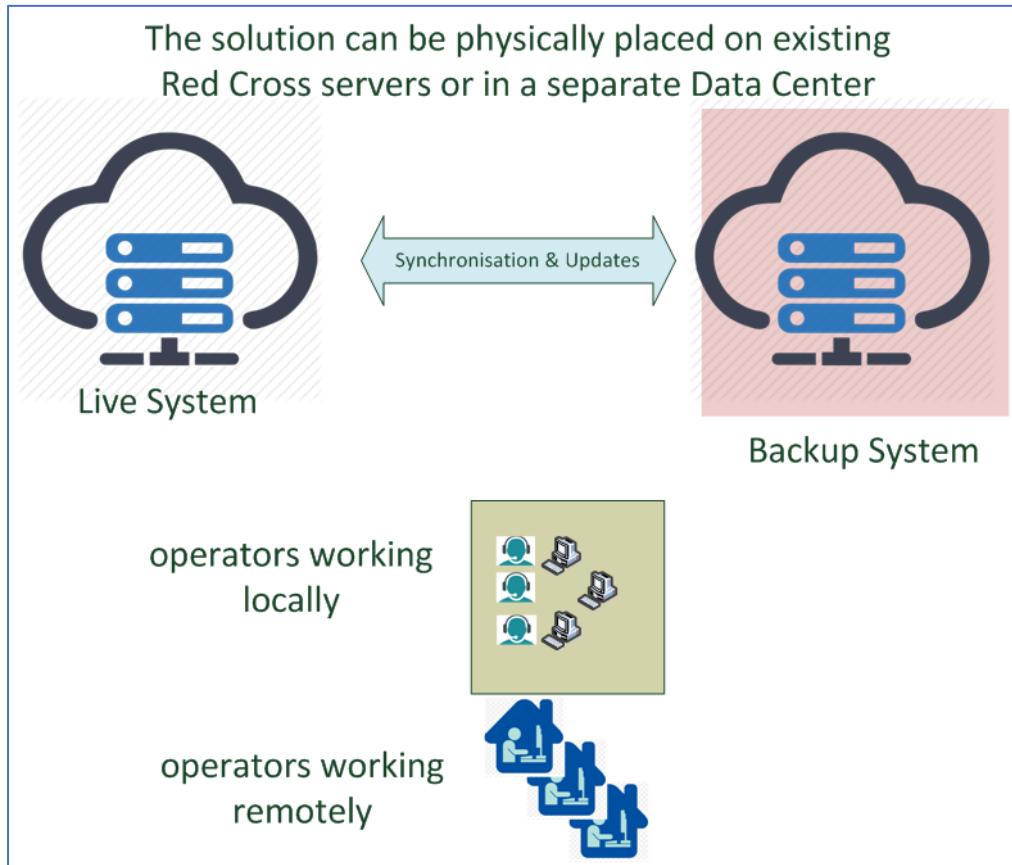
The Red Cross of the Republic of North Macedonia (RCNM) remains solely responsible for carrying out the action and for compliance with the Agreement. Therefore, the selected subcontracting entity waives all rights in respect of the European Commission under the Agreement. The selected entity will act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

The overall aim is to develop a system (Software solution for receiving alarms) that will be capable of managing alarms from alarm devices, the operator will be able to communicate verbally with the user, to organize assistance according to the predefined user profile, to document the whole procedure and properly accept the alarms.

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?

Expected cooperation with a local telephone service provider/operator in the part of establishment and full functioning of the software and its connection with the alarm devices

Remote access to the software via web access / application

Possibility for a hybrid server solution - providing cloud storage (EU or Northern Macedonia) and using an existing physical server in Skopje

Technical assistance with software problems on 24/7/365

Software installation and software usage training

Assignment of software rights to the Red Macedonia for the software solution

The software solution needs to be connected to a mobile application for First Responders, developed by RCNM

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

The software solution is completely in Macedonian language

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.



3) ELIGIBILITY entities 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.

4) How to APPLY:

The entities should submit the following documents:

- Technical offer including completely elaborated architecture and the properties of the solution by referring to the different themes mentioned in this document.
- Please also indicate the following:
 - "bandwidth requirement in Mbps in both directions" on Primary and Backup sites. This info is needed especially if RCNM chooses to continue with a solution that includes physical servers.
 - IP Network/Security requirements (Switches/Routers/Firewalls; IDS/IPS....)
 - Number of virtual servers on both Primary and Backup sites (if applicable).
 - Type of operating system on every single virtual server (Windows server2016, Linux.....)
 - Network requirements (number of NIC ports, speed, duplex....), if RCNM chooses to continue with a solution that includes physical servers...
- Detailed explanation of the structure/solution in the connection and functionality of the telephony
 - Financial offer including budget lines as following
 - software
 - costs for maintenance and support of the software solution and its upgrade until 10.2023
 - Completely defined all other costs
- 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:

In three branches:

- 20 % after signing the Subcontracting agreement
- 30 % after delivery of the initial functional version of the software solution
- 50 % after delivery of the final functional version of the solution, the maintenance with all included mentioned costs until 10.2023



ANNEX

FOR

Subcontracting of external expertise for a monitoring software of the Emergency button service

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 entity must take all necessary measures to prevent any situation of conflict of interests.

The selected entity 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 selected entity

The selected entity 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 entity 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 entity 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) the 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.



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(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 selected entity 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 selected entity 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 entity will be a subject of an audit performed by the EU Commission, therefore all necessary documents need to be accessible to the donor.