



TERMS OF REFERENCE

REQUEST FOR SUBCONTRACTING OF AN EXTERNAL MEDICAL CONSULTANT

Project: „ Supporting INclusive development of community-based long-term CARE services through multistakeholder participatory approaches (InCARE), supported by European Commission

Overall aim: Subcontracting a medical consultant for the needs of the RCNM pilot within the InCARE project

Duration of the subcontracting: until 10.2023

Envisioned no. of days for the consultancy: 300-360 working days

1) Overview

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 to long-term care development policy and services. 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.

The piloting of the Emergency Button service through the InCare project by the Red Cross RNM, will target 50 frail elderly people who live independently in their homes and receive home support through the local care center, but whose care needs are insufficiently met by current service.

The Emergency Button System will be a 24/7 service, which the users of the elderly population will be able to use in their homes, by pressing the alarm device, intended to have it on them, whenever they find themselves in a non-life-threatening condition, but is serious enough and needs urgency, first aid and support.

They will be able to communicate with the Operators from the Contact Center through specialized devices, for which a software application was prepared and technical equipment was established for full functionality, through which the persons will receive fast and efficient access to appropriate support and assistance by professional persons and intervention teams of the RCNM EB. Within the pilot phase 60 caregivers will enhance their theoretical and practical skills for providing home help services, which service will be additionally merged with the EB.

2) Activities

The purpose of the engagement is to provide professional medical support during the implementation and piloting of the new services; the Emergency button and integration of home care services, as well as other activities within the project in order to improve service delivery and raise the quality of life for the older population in North Macedonia.

The following responsibilities are expected from the medical consultant:

- Sharing experiences and habits on key issues in integrated ways of medical services staff in the pilot of Emergency button
- Preparation of a guide for medical assessment and treatment of various health conditions, with focus on the elderly and people with disabilities, by telephone assessments and on the field.
- Preparation of a Protocol for action in various emergency situations



- Theoretical and practical support to staff Emergency button in telephone assessment and emergency response in 24/7 Contact center
- Preparation of mobile teams for the Emergency Button service in making appropriate field assessment and providing professional assistance
- Professional support in the development of a local network for cooperation with various stakeholders
- Support and overview from a medical perspective for caregivers for care and support of the elderly
- Other additional expertise documentation for the integrated care services as per needed within the project duration.

The external medical consultant is required to submit reports with additional completed documentation on a periodic basis to the RCNM, with described fulfilled obligations, and number of completed working days / hours in a timeframe/ timesheet.

APPROPRIATE ENTITIES SHOULD MEET THE FOLLOWING CONDITIONS:

- To be an individual, team of experts or a medical institution in the Republic of North Macedonia
- Individuals are required to have finished University and previous work experience in the health area.
- It is desirable to have previous experience in working with the development of health and / or emergency medical services, elderly population, programs for social health services.
- To be able to provide invoice without value added tax (VAT) according to national fiscal rules

3) How to apply:

Interested entities-applicants are required to submit the following documents:

- Financial offer (in MKD, if it is an individual, the given offer should include personal tax)
- Professional portfolio for the Individual, team of experts or the institution of a medical nature.
- References from previous professional engagements
- Certificate of registration from the central register (if it is a medical institution)

4) Method of payment:

The payment will be done by RCNM (in MKD):

- 30 % after signing the Agreement
- 70 % after finalization of Agreement



Annex no. 1

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) 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.

(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 supplier 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.