



## TERMS OF REFERENCE (TORs)

### ICT services and support for HAP Activities

---

#### Background

Health for All Project (HAP) is a project of Swiss Agency for Development and Cooperation (SDC). Its overall goal is that the Albanian population, benefit from better health due to improved primary health care services. As of 1 April 2019, HAP entered the second phase implemented by Swiss Tropical and Public Health Institute (Swiss TPH) through HAP Centre.

During Phase 2, HAP has planned a series of activities focused on ICT solutions and support for its stakeholders, namely the Healthcare Services Operator, Faculty of Technical Medical Sciences, Faculty of Economics. On this regard, HAP plans the purchase of several IT equipment's aimed at developing information and communication technology infrastructure. Moreover, the ICT technology used at the HAP Center needs periodic support and maintenance (back-up of information, installation of new software, configuration of PCs, solution of technical problems with ICT technologies etc.)

#### Objective

HAP is seeking the services of an experienced consultant company to provide information and communication technology services and support to carrying out activities where ICT knowledge and expertise is needed. English language knowledge mandatory

#### Tasks for the consultant company (consultant):

- Support HAP Center with ICT-related activities by providing insights on technical specifications and technical evaluation of the activities as forecasted in the HAP annual plan of activities and eventually if any other request may occur from the donor;
- ICT support for administrative needs of HAP Center

#### Deliverables

All the below deliverables should be in English language.

- Provide written insights and comments on ToRs for the purchase of ICT equipment for HAP activities as requested.
- Submit a detailed technical evaluation report(s) for the offered ICT equipment for HAP activities as requested.
- Submit a verification report once the IT Equipment are delivered in the respective Institutions, HC-s upon HAP's request
- Submit a monthly report, time sheet and fiscal invoice for the support provided to HAP Center for its activities and maintenance of its ICT infrastructure.
- Propose written technical solutions/notes as might be required for development of ICT networks and equipment required in the framework of HAP activities.



### **Data confidentiality**

Prior to commencing work, the consultant will sign a data confidentiality agreement, committing not to misuse the data obtained from HAP Center database.

### **Timing**

The engagement of the consultant will be from July 2020 – March 2022.

For the working days, the consultant will charge the Client with the same daily fee after approval from the Client of the Report and timesheets. The consultant will appoint one person for HAP's needs.

### **Instruction to bidders:**

**The interested companies** in submitting offers must address and provide the following:

1. CV of the company demonstrating previous experience in ICT services, not less than 5 years
2. CV of the team members, diplomas and other qualifications (background education in the field of IT: informatic engineering, computer sciences etc)
3. Work experience of the team members not less than 7 years in the field of management and maintenance of the informatic systems in public or private institutions
4. Registration documents of the company
5. ISO certificates of the company (ISO 9001 and ISO 27001)
6. A Document certifying that (your company):
  - has met its fiscal obligations.
  - has paid all social insurance obligations, issued by the Tax Administration.
  - certification by the Tax Administration which indicates the annual turnover for the last 3 years
7. Financial offer with daily fee in All, VAT included (if applicable)

The proposals must be delivered within **10<sup>th</sup> of July 2020**, 4pm, in sealed envelopes, with clearly marked "**ICT Services**" to the address below:

Procurement Team  
HAP Centre  
Rruga "Themistokli Gërmenji", Pallati Helios, Kati II, Ap.1, Tirana, Albania