



## **TERMS OF REFERENCE (ToRs)**

### **Development of a telephone system for Patos Health Center**

#### **Background**

Health for All Project (HAP) is a project of the 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 is supporting primary healthcare centers (HCs) in Fier and Diber regions to fulfill the requirements of quality standards for their accreditation. On this regard, HAP is supporting HCs to set up the appointment system for the consultations with Family medicine team as of crucial importance for the implementation of the family medicine concept in primary healthcare centers. The functional appointment system is required by optimal standard for HC accreditation (A 4.1), Order of MoHSP nr.630. date 20.12.2017. A functional appointment system would overall improve the service offered at the health center as it would make possible:

- A better organization of work within the health center
- Better distribution of workload during the day
- More rational referrals to the specialist physicians
- A wider range of services to the community
- Higher satisfaction among patients and health professionals

To implement the appointment system, a suitable telephone network is required for the communication between patients and family medicine teams on one side, and among the members of the team on the other side, aiming the setting of appointments and provision of distant consultations.

#### **Objective**

HAP is seeking the services of an experienced consultant company to propose a telephone system, provide the setup package and maintenance for the Patos health center (Fier region).

Users of the telephone system should be able to communicate internally and externally, using different communication channels (like VOIP, ISDN or analog). The basic features should be as follows:

- External calls: both incoming and outgoing calls at the health center
- Internal/External call transfer (within the premises of the health center and to two remote locations (outside the health center)
- Direct Inward Dialing: internal calls within the health center
- Call queues

#### **Tasks and timeline for the consultant company:**

1. Field visit to Patos HC in order to finalize the proposed model of telephone network
2. Present the proposal of suitable telephone network solutions with HAP and Patos HC management and staff
3. Reflect the comments and insights that came up from the discussion with HAP and Patos HC to the selected model of telephone network



4. Implement the selected telephone system at Patos health center
5. For the selected telephone system, produce training and instructional material and provide training/instructions session to the team of Patos health center
6. Carry out maintenance of the telephone system for 6 consecutive months after the day the telephone system is operational at Patos health center.

**The training and instructional materials and any other documents elaborated in the frame of this consultancy are property of HAP and are submitted to SDC rules on intellectual property.**

**Timelines of the activities** expected to be provided under this contract, are given at *Annex 1*.

### **Logistical aspects of the consultancy**

During the time of implementation of this consultancy, the Consultant will closely collaborate with HAP staff in charge of Communication and Quality of Health Care and Patos HC management.

HAP will arrange the visit to Patos HC and meetings with Patos HC management and staff for presentation of the selected proposal of telephone network solutions.

The contractor will keep HAP informed about any difficulties or any hindrances that may affect or delay the implementation of this consultancy.

### **Deliverables and timeline**

All the below deliverables should be in English language:

- The consolidated proposal of suitable telephone solution with the narrative description of its functionalities within 2<sup>nd</sup> week following the signature of the contract
- The performance report once the telephone network solution agreed by HAP and the Patos HC is installed, *within 7<sup>th</sup> week*, following the signature of the contract.
- Monthly reports on the maintenance and functioning of the phone system for 6 consecutive months after the day the telephone system is operational at Patos health center.

The interested Companies should express their interest in participating in this tender by **sending an email to [info@hap.org.al](mailto:info@hap.org.al) until 10<sup>th</sup> of July 2020.**

The interested Companies **must participate** in the site visit in Patos to take place within **third week of July 2020. The site visit will give a clear picture of the health center premises and provide information for the usage of the telephone system.** The details **of place and time of the visit will be given to the interested Companies within 13<sup>th</sup> of July 2020.**

### **Instructions to bidders:**

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

1. One to Two proposals of suitable telephone network solution including a short narrative description of the functionalities



2. CV of the company demonstrating previous experience in telephone systems, not less than 5 years including References from previous similar works.
3. CV of the team members that will be engaged in the provision of the service, showing diplomas, and other qualifications and proving previous experience in telephone systems or internal networks, not less than 5 years.
4. Registration documents of the company
5. A Document certifying that (your subject):
  - o has met its fiscal obligations.
  - o has paid all social insurance obligations, issued by the Tax Administration.
  - o certification by the Tax Administration which indicates the annual turnover for the last 3 years
6. Financial offer for each proposal (if more than one proposal is submitted), in a separate envelope, in ALL, VAT and tax included, filling out the budget lines as in *Annex 2*

The proposals should be sent in closed envelopes. The deadline for submitting the proposals is no later than **23<sup>rd</sup> of July 2020, 4pm at the below address:**

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





## Annex 2- Budget lines

No.	Activity	Cost in ALL
1	Development of the proposal of suitable telephone network solution (consultancy fee)	
2	Purchase cost of hardware	
3	Installment	
4	Producing educational and instructional materials and provision of training/instructions sessions to the team of the Patos health center	
5	Maintenance of the telephone system for 6 consecutive months after the day the telephone system is operational at Patos health center.	
6	<b>Total without VAT</b>	
7	<b>VAT</b>	
8	<b>TOTAL included VAT</b>	

**Note: In the case that one company submit more than 1 proposal, the financial offer (Annex 2 – Budget Lines) must be filled separately for each proposal submitted.**