

# REQUEST FOR TECHNICAL SPECIFICATIONS

## MONITORING ALARM DEVICES FOR THE EMERGENCY BUTTON SERVICE

**Project:** Integrated care and support service business development in the RCNM, supported by the Austrian Development Agency, Austrian Red Cross, Red Cross of the Republic of North Macedonia, Swiss Red Cross

**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 **0507-734/1**.

### 1. Overview of objectives

With the increasing trend of the aging of the population in the Republic of North 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 (RCNM) 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 "Integrated care and support service business development" supports the Red Cross to continue to offer quality services for integrated care and support for older women and men by developing a comprehensive business model for sustainable service and delivery in within its organization. The business model consists of three pillars in order to help the vulnerable elderly, as well as to generate income to finance long-term health and social services. The project aims to lead to independence and lays the foundations for self-sustaining service delivery.

The second pillar within the project is the piloting of the Emergency Button service.

60 older men and women in Macedonia will be selected as users for the newly introduced model, with a monthly fee for using the Emergency Button service in the Republic of Northern Macedonia.

The emergency button 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 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 responders in case of emergency. RCNM will establish an efficient Emergency Button service, which is inspired by the Austrian and Swiss experiences for effective operation of services for care of the elderly population.

The project is designed as a Strategic Alliance with the Austrian Development Agency (ADA). The Austrian Red Cross (AutRC) manages the project, while the Red Cross of the Republic of North Macedonia (RCRNM) is the implementor of the project activities.

## 2. TECHNICAL SPECIFICATION OF THE OFFERED DEVICES

- The interested entities – applicants are required to submit a document with the detailed 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 North 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 RCRNM, no later than 14 days after complete delivery to the Red Cross of the Republic of Northern Macedonia.