

KËRKESË
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**PËR SHPREHJE INTERESI PËR SHËRBIMIN E KONSULENCËS “SUPPLY
SUPPLY AND INSTALLATION OF REGIONAL HOSPITAL INFORMATION
SYSTEM (RHIS) INCLUDING TRAINING”**

Invitation for Bids (IFB)
Issued on 31st of July 2019

Albania
Health System Improvement Project
Loan No. 8466-AL
Identification No. P144688
**Supply and Installation of Regional Hospital Information System (RHIS) including
training HSIP/G/ICB/ 02-2017**

1. This Invitation for Bids (IFB) follows the General Procurement Notice (GPN) for this project that appeared in UNDB online on 22nd of October 2015.

2. The Government of Albania has received a loan from the International Bank for Reconstruction and Development toward the cost of the Health System Improvement project in Albania and it intends to apply part of the proceeds of this **loan** to payments under the agreement(s) resulting from this IFB: Supply and Installation of Regional Hospital Information System (RHIS) including training HSIP/G/ICB/ 05-2019.

3. The Ministry of Health and Social Protection Albania, serves as the implementing agency for the project and now invites sealed bids from eligible Bidders for Supply and Installation of Regional Hospital Information System (RHIS) including training HSIP/G/ICB/05-2019 .The computerization of regional hospitals has as its objective:

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- Increasing the quality and safety of patient service
- Good governance of public funds and investments
- Reduction of informality
- Improving the quality and efficiency of political, management and financial decisions
- Citizens' ability to access their medical records

With the introduction of an Integrated Information System (Hospital Information System - HIS) in all links of medical services in regional hospitals, it will be possible to: increase the quality of patient medical records, establish a database with medical records of patients create a much faster and more accurate access to patient health records, increase the efficiency of medical care professionals, and enable analyzes of morbidity, death, emergencies, geographic areas, age, gender etc. Also, the management of drugs and medical materials in every hospital branch from the moment of supply to the patient's consumption will increase the monitoring, control and traceability of the use of drugs and medical materials, the management of medical services with an integrated system such as HIS will bring a control and good management of the secondary income. The IT system will strengthen the implementation of orders and regulations set by the Hospital itself, the Ministry of Health and Social Protection, enabling transparency and control at all phases of providing the patient health service with the four-eye principle.

4. Bidding will be conducted using the International Competitive Bidding (ICB) procedures specified in the World Bank's Guidelines: Procurement under IBRD Loans and IDA Credits, edition of 2011 revised in July 2014, and is open to all Bidders eligible as defined in these Guidelines, that meet the following minimum qualification criteria:

- Bidder (an individual firm or joint venture - JV) must have been in operation in all the following fields: database application software, management information system, and proven capability to provide, design, installation, warranty and support of production system (system components) in accordance with this Contract for a period of minimum five (5) years (2014, 2015, 2016, 2017, and 2018). The leader of the JV should have been active in each of those fields.

- During the past five (5) years (2014, 2015, 2016, 2017, and 2018) the Bidder (an individual firm submitting the bid or jointly within the joint venture) must have completed at least two (2) successful contracts involving in each of those contracts all of the following activities: supply, development, installation and post-sales support for an integrated system for a client, which was a government entity. Those reference systems should be fully operational at the date of issuing these bidding documents. In case of a JV, the leader should have completed at least one of those contracts.

- Bidder shall demonstrate availability of liquid assets of at least **484,000 Euro (four hundred eighty four thousand Euro)** at the date of issuing these bidding documents.

- Bidder (an individual firm or jointly the joint venture) shall demonstrate average annual turnover of at least **1,937,000 Euro (one million nine hundred thirty seven thousand Euro)** in last three (3) calendar years (2016, 2017, and 2018).

- Bidder shall provide training in Purchaser's country/, associated with the operation and administration of the system, as well as for all developed and installed products. Language of trainings will be Albanian language. Details on training given in R12.2.

- Bidder shall have an office in the Purchaser's country or have a partner that is registered as a legal entity in the Purchaser's country having official status of a developer / provider partner, or having a consortium agreement associated with this Contract. This is necessary during the implementation, deployment, training, warranty period for smooth and reliable implementation of the Contract.

- Bidder must demonstrate technical competencies with at least IT staff members/consultant certified in the following fields, combined to fulfill the following requirements. (One staff member could play the role of more than one specialist, but no more than 2 positions, when holding the required certificates as below):

- At least one (1) Business Analyst and Software Architect with a minimum of 5 years of experience in IT projects in e-health and experience in at least one similar project;

- At least one (1) Project Manager with at least 5 years of proven experience in the relevant field, holding a valid certification in Project management such as PMP (Project Management Professional) or equivalent. The Project Manager shall be available in Albania during the whole project timeline;

- At least two (2) Specialists certified in ITIL framework;

- At least two (2) specialists certified for managing and administering the relational database technology;

- At least two (2) specialists certified with professional level for service oriented architecture non vendor related;

- At least one (1) specialist (Information Technology) with at least 3 years of experience

- with: HL7, CDA (R2), IHE standards;

- At least five (5) developer specialists certified in the developing technology used in the project proposal (for example MCSO if the solution is in Microsoft);

- At least one (1) certified User Interface Designer, with at least 3 years' experience;

- At least two (2) Testing Specialists with at least 3 years of experience and certified in software testing;

- At least three (3) Experts on Training with at least 3 years of proven experience in education or certified in IT training;
- At least two (2) specialists with medical and/or pharmaceutic and/or nursery with at least 3 years' experience in healthcare sector;
- At least two (2) specialists with proven skills in interoperability technologies;
- At least two (2) specialists with proven skills in Business Intelligence and Reporting solutions;
- At least two (2) specialists with proven skills in Middleware technologies;
- The Bidder must have in the working team, at least 2(two) consultants with experience in the healthcare field with documented experience in the implementation of a nationwide for health systems, in at least 1(one) EU country. The bidder should provide the CV-es of the consultants and signed agreement confirming the availability of these consultants throughout the implementation phase.
- The Bidder shall provide all software licenses for all components and products offered, demonstrating the software owner's permission to use the offered products for the contract.
- Plan - schedule of services shall be authorized by the Purchaser and signed by the Purchaser within twenty (20) business days after signing the contract. Supplier shall promptly provide services by approved schedule.
- In the case of foreign companies participation, consortium is the most likely appropriate form of participation in the tender (although not mandatory), because some of the requirements involve knowledge and skills that international suppliers may not have – experience of work in the country. The bidder must declare its local support during implementation, installation, training and warranty.
- Vendors shall have at least on certificate out of the following list: ISO 9000 series, ISO 9001:2015 or equivalent for quality management and ISO 27001:2013 or equivalent for managing information security (Bidder shall submit notarized copies of Certificate on compliance issued by the authorized body).
- The Bidder shall provide service and technical support and warranty, including new versions of the products in accordance with the R12.3 and R12.4.
- The Bidder shall prepare appropriate guidance for all components of the System in Albanian language.
- The Bidder shall have proven track record of working with the standards used in this document: HL7 (V2 or V3 or FHIR), CDA (R2), IHE
- The Bidder shall have proven capabilities, specialization or competency in Application Integrations, Application Development, Data Platforms.

5. Interested eligible Bidders may obtain further information from can be obtained at the address below during office hours 08:00 to 16:30 (Monday to Thursday) and 08:00 to 14:00 on Friday:

Mrs. Blerina Dudushi – PCU Project Manager

Address: Rr. **“Aleksandër Moisiu”**, Kati 2 (Pranë Inspektoriatit Shtetëror Shëndetësor)

City: **Tirana**

ZIP Code: **1000**

Country: **Albania**

Electronic mail address: hsip.dudushi@gmail.com

6. A complete set of bidding documents in English are available free of charge. Interested Bidders are requested to send to the project coordination Unit (PCU) an email or letter to register their interest to participate in this bidding procedure. A complete set of the bidding documents will be sent upon receipt of that written or email application.

The request for Bidding documents must be submitted in the following address:

In attention to: Mrs. Blerina Dudushi – PCU Project Manager
Ministry of Health and Social Protection Albania
Address: **Rr. Kavajës, Nr. 53**, City: **Tirana**, ZIP Code: **1000**
Country: **Albania**
Electronic mail address: hsip.dudushi@gmail.com

7. Bids must be delivered to the address below⁷ at or before **9th of October 2019 local time 12:00**. The amount of Bid Security required is **96,000 (Ninety six thousand) Euro**. Late bids will be rejected. Bids will be opened in the presence of Bidders' representatives who choose to attend at the address below:

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Ministry of Health and Social Protection Albania
Address: **Rr. Kavajës, Nr. 53**, City: **Tirana**, ZIP Code: **1000**
Country: **Albania**
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8. The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which can result in ineligibility to be awarded World Bank-financed contracts.

Blerina Dudushi – PCU Project Manager
Ministry of Health and Social Protection Albania
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