



With funding from

Austrian  
Development  
Cooperation

**Caritas**  
Austria



## **TERMS OF REFERENCE**

IT services for development information system MEDICAL HELP

### **I. GENERAL PROVISIONS.**

Currently, A.O. Positive Initiative, within the framework of the cooperation agreement no. 2209131: NiN Ukrainian Refugee Support and Winterization Program in the Republic of Moldova, financed by Caritas Austria in partnership with the Austrian Development Agency (ADA) and the Nachbar in Not (NiN) foundation., intends to allocate part of the funds to the involvement of an expert in the project. (legal entity or individual) to IT services.

### **II. PURPOSE OF THE SERVICE**

The main purpose of the requested services is to conclude an agreement for consulting services in the field of IT and the development of the MEDICAL HELP information system.

### **III. DESCRIPTION OF ACTIVITIES AND RESPONSIBILITIES**

1. Development of an information system to automate the processes of a medical institution;
2. Setting up the server to meet the needs of the information system;
3. Connecting medical equipment to the information system;
4. Setting up the information system;
5. Creation of user accounts;
6. Personnel training;
7. Maintenance of the information system.

### **IV. EXPECTED RESULTS**

Development and implementation of the information system "MEDICAL CARE" in accordance with the requirements of Annex A.

### **V. QUALIFICATION REQUIREMENTS (evaluation criteria)**

#### **(i) General Qualifications (30 points)**

- Consultant with specialists in the team with at least 10 years of experience in IT (max 15 points);
- Consultant with specialists in a team specializing in the provision of consulting services for the development of IT-solutions of complex/innovative systems for national and/or regional use in the medical field (confirmed by documents signed by the beneficiaries, for example, an extract from the contract) (max 15points).

**(ii) Experience and specialized skills (60 points)**

- Experience gained as a result of participation in projects of national and/or regional use in the field of medicine with complex IT activities in relation to the hardware and software infrastructure within IT systems (confirmed by documents signed by the beneficiaries, for example, recommendations), at least 5 completed projects (max 20 points);
- Experience in developing patient portals integrated with medical solutions, mobile applications with medical software (max 20 points);
- Experience in developing and implementing at least one similar tool for business intelligence and medical statistics (max 20 points).

**(iii) Language skills (10 points)**

- Consultant with specialists in a team with fluent knowledge of Russian and English. (max. 10 points).

<b>EVALUATION CRITERIA</b>	<b>MAXIMUM points possible</b>
<b>General Qualifications</b>	30
<b>Experience and specialized skills</b>	60
<b>Language skills</b>	10
Total:	100

Consultants whose resumes will meet the criteria specified in the "TOR", having scored more than 85 points, will compete on the basis of technical and financial proposals.

**VI. DURATION OF SERVICE/CONTRACT**

The selected consultant will take on all necessary responsibilities. Consultations begin from the date of signing the contract.

Each potential candidate must submit an updated resume to the organization indicating the required education and experience related to the assigned responsibilities.