



CALL FOR TENDERS

FOR THE PROVISION OF IT SERVICES FOR THE PRISON HEALTH CARE

IN ARMENIA

2021A072

Object of the procurement procedure ▶	Purchase of IT Services: development and setting up of the electronic medical system and purchase of IT equipment for the prison health care in Armenia
Project ▶	Enhancing health care and human rights protection in prisons in Armenia
Organisation and buying entity ▶	Council of Europe Directorate General of Human Rights and Rule of Law Information Society and Action against Crime Directorate Action against Crime Department Criminal Law Cooperation Unit
Type of contract ▶	One-off contract
Duration ▶	Until complete execution of the obligations of the parties (See Article 2 of the Contract)
Expected starting date ▶	20 January 2022
Tender Notice Issuance date ▶	17 November 2021
Deadline for tendering ▶	19 December 2021

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The TERMS OF REFERENCE describe what will be expected from the selected Providers.

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The TENDER RULES explain the procedure through which the tenders will be submitted by the tenderers and assessed by the Council of Europe.

APPENDIX I: Business and Technical requirements.

APPENDIX II: Draft Contract.

APPENDIX III: Model Act of Acceptance.

APPENDIX IV: Declaration of Agreement.

HOW DOES A ONE-OFF CONTRACT WORK?

SELECTION of one qualified Provider through a call for tenders and signature of a One-off contract with the selected Provider.

EXECUTION as from the date of signature of the contract, unless the contract provides otherwise.

HOW TO SUBMIT A TENDER?

STEP 1: Read the **TENDER FILE**

STEP 2: Complete the **CONTRACT** and collect the required **SUPPORTING DOCUMENTS**, as listed in section F of the terms of reference (below).

STEP 3: Send your **TENDER**, in accordance with the Tender Rules

PART I –TERMS OF REFERENCE

CALL FOR TENDERS

FOR THE PROVISION OF IT SERVICES: DEVELOPMENT AND SETTING UP OF THE ELECTRONIC MEDICAL SYSTEM FOR THE PENITENTIARY SYSTEM IN ARMENIA 2021A072

A. BACKGROUND

The Council of Europe is currently implementing and will implement **until 31 December 2022 a Project “Enhancing health care and human rights protection in prisons in Armenia”** (hereinafter referred to as “the Project”) funded under the Council of Europe Action Plan for Armenia 2019-2022.

One of the Project component aims at improvement of material conditions of healthcare services through the introduction of new technologies in prison healthcare, such as electronic database system of medical records and telemedicine. Following a needs assessment mission carried out in 2020 by the local staff of the Council of Europe and consultants recruited for this purpose, business and technical requirements of the electronic medical system and required IT equipment were agreed with the Ministry of Justice of Armenia.

In that context, the Council of Europe is looking for one Provider (provided at least one tender meets the criteria indicated below) in order to support the implementation of the Project with provision of IT Services – development and setting up of the electronic medical system and purchase of IT equipment for the prison health care in Armenia (see Appendix I (Business and Technical requirements)).

For information purposes only, the total budget of the project amounts to 750 000 EUR and **the total amount of budget for present tender for both Lots should in principle not exceed 90 000 EUR**. This information does not constitute any sort of contractual commitment or obligation on the part of the Council of Europe.

B. OBJECT AND SCOPE OF THE TENDERING PROCEDURE

This tendering procedure is an international call for tender. It aims at concluding a contract for the provision of IT services, and related services, with one provider for each Lot on a one-off basis. The contract shall be concluded with the bidder offering the best quality and value for money, provided at least one tenderer has submitted a compliant and satisfactory bid.

The services required are described in detail in the Business and Technical Requirements (Appendix I). All details, requirements and specifications included therein regarding, among other things, testing and delivery, technical support and warranties, training shall be considered part of services ordered under the present procurement procedure.

The present tendering procedure aims to select Provider(s) to support the implementation of the project and is divided into the following lots:

Lots	Maximum number of Providers to be selected
Lot 1: Development and setting up of the Electronic medical system (EMS)	1
Lot 2: IT equipment	1

The Council will select the abovementioned number of Provider(s) per lot, provided enough tenders meet the criteria indicated below. Tenderers could submit an offer for one or both lots and are invited to indicate which lot(s) they are tendering for in a quote (proforma invoice) (see Section C of Terms of Reference below).

Lot 1: Development and setting up of the Electronic medical system (EMS) concerns the development and setting up of the Electronic medical system (EMS). The scope of the work is to develop and set up additional modules under the e-penitentiary system of the penitentiary service (PS) in order to ensure process management of the medical data of persons deprived of their liberty in all penitentiary institutions in Armenia. Main technical requirements, functional description and implementation schedule for the development and setting up of the EMS are described in Appendix I (Business and Technical requirements).

The supplier will deliver the deliverables listed at Part 1 and Annexes 2.1-2.30 of Appendix I (Business and Technical requirements) in accordance with the following three phases:

Deliverables ▼	Deadline for delivery
<p>1st Phase – Initial study</p> <ul style="list-style-type: none"> - Study and adjustment of data in line with part 1.1 of Appendix I to the Terms of Reference. <p>2nd Phase – Development and testing of each module in line with relevant parts and annexes of Appendix I to the Terms of Reference:</p> <ul style="list-style-type: none"> - Database management and catalogues management modules; - User management and user access modules; - Patient management and interoperability modules; - Outpatient and in-hospital modules; - Disability management, mental health, dispensary, drug addiction, medical books and registries modules; - Reporting module; - Notifications and internal communication module; - Administration module. <p>3rd Phase – Acceptance</p> <ul style="list-style-type: none"> - Installation of system on beneficiary environment (provided by EKENG); - Presentation of the system, acceptance testing, including initial configuration and commissioning of EMS hardware; - Trainings in line with relevant parts of Appendix I to the Terms of Reference; - Warranty service in line with relevant parts of Appendix I (Business and Technical requirements) and Appendix II (Contract) to the Terms of Reference. 	<p>1st Phase: 15 February 2022; 2nd Phase: 15 August 2022; 3rd Phase: 1 October 2022.</p>

Lot 2: IT equipment concerns purchase of IT equipment in order to set up the electronic medical system and to implement a pilot project on telemedicine in prison environment. It includes 24 PC or laptops, 12 Cameras, 12 Network routers, 12 Combined devices (printer/scanner), 2 NETAPP X357A SSD Disks, 21 Barcode Scanners. All technical requirements are indicated in relevant parts of Appendix I (Business and Technical requirements).

The supplier will deliver the deliverables listed at part 2 and Annexes 3.1-3.3 and 3.5 – 3.7 of Appendix I (Business and Technical requirements) in accordance with the following plan:

Deliverables ▼	Deadline																				
<p>➤ Hardware for the introduction of a pilot project on telemedicine</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4F81BD; color: white;"> <th style="width: 10%;">N/N</th> <th style="width: 40%;">Item</th> <th style="width: 30%;">Annex (see Appendix I to the Terms of Reference)</th> <th style="width: 20%;">Quantity</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>PC or laptop</td> <td style="text-align: center;">3.1</td> <td style="text-align: center;">24</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Camera</td> <td style="text-align: center;">3.2</td> <td style="text-align: center;">12</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Network router</td> <td style="text-align: center;">3.3</td> <td style="text-align: center;">12</td> </tr> </tbody> </table> <p>➤ Hardware for the electronic medical system (EMS)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4F81BD; color: white;"> <th style="width: 10%;">N/N</th> <th style="width: 40%;">Item</th> <th style="width: 30%;">Annex (see Appendix I to the Terms of Reference)</th> <th style="width: 20%;">Quantity</th> </tr> </thead> <tbody> </tbody> </table>	N/N	Item	Annex (see Appendix I to the Terms of Reference)	Quantity	1	PC or laptop	3.1	24	2	Camera	3.2	12	3	Network router	3.3	12	N/N	Item	Annex (see Appendix I to the Terms of Reference)	Quantity	<p>1 March 2022</p>
N/N	Item	Annex (see Appendix I to the Terms of Reference)	Quantity																		
1	PC or laptop	3.1	24																		
2	Camera	3.2	12																		
3	Network router	3.3	12																		
N/N	Item	Annex (see Appendix I to the Terms of Reference)	Quantity																		

4	NETAPP X357A SSD Disk with its cage	3.5	2
5	Combined device (printer/scanner)	3.6	12
6	Barcode Scanner	3.7	21

➤ Deliver and installation of EMS and telemedicine hardware within a single local area network (installation of LAN to connect network device set together and access to global network through network router) in every medical unit according to the following:

Location	Device set	LAN
Head office of PMC (Yerevan)	1. PC or laptop - x2 2. Network router - x1 3. Camera - x1 4. Combined device - x1 5. Barcode Scanner - x10 6. NETAPP X357A SSD disk - x2	yes
<ul style="list-style-type: none"> • "Yerevan-Center" medical unit (Yerevan) • "Nubarashen" medical unit (Yerevan) • "Vardashen" medical unit (Yerevan) • "Armavir" medical unit (Armavir) • "Abovyan" medical unit (Kotayk) • "Hrazdan" medical unit (Kotayk) • "Kosh" medical unit (Aragatsotn) • "Sevan" medical unit (Gegharkunik) • "Artik" medical unit (Shirak) • "Vanadzor" medical unit (Lori) • "Goris" medical unit (Syunik) 	A set for every medical unit 1. PC or laptop - x2 2. Network router - x1 3. Camera - x1 4. Combined device - x1 5. Barcode Scanner - x1	yes

The Council will select the abovementioned number of Provider(s) per lot, provided enough tenders meet the criteria indicated below.

C. FEES

In accordance with Section F., tenderers are invited to submit a **quote (proforma invoice)** indicating which lot(s) they are tendering for and their fees. These fees are final and not subject to review.

Such a quote shall include:

- the Service Provider's name and address;
- its VAT number;
- the full list of services;
- the fee per type of deliverables (in **Euros**, tax exclusive);
- the total amount per type of deliverables (in **Euros**, tax exclusive);
- the total amount (in **Euros**), tax exclusive, the applicable VAT rate, the amount of VAT and the amount VAT inclusive.

Should the Provider be willing to further break down its financial offer, it is invited to do so on a separate sheet, attached to the other supporting documents.

Payment of the Provider's fees will be divided in accordance with the following:

Lot 1:

- **20%**: advance payment to be paid by the Council within 60 calendar days from the date of signature of the Contract by the three parties and upon the submission of an invoice in Euros;
- **80%**: within 60 calendar days upon acceptance of the final deliverables by the Council and the Recipient and on presentation of an invoice in Euros.

Lot 2:

- **100%** within 60 calendar days upon acceptance of the final deliverables by the Council and the Recipient and on presentation of an invoice in Euros.

D. HOW WILL THIS ONE-OFF CONTRACT WORK?

Once this consultation and the subsequent selection are completed, you will be informed accordingly. Deliverables will then be carried out in compliance with the description of deliverables as provided in Section B (above) and in the Business and Technical Requirements (Appendix I). The Provider will be responsible for providing any deliverable before the deadline(s) fixed in Section B.

E. ASSESSMENT

Exclusion criteria (by signing the Declaration of Agreement, you declare on your honour not being in any of the below situations)¹

Tenderers shall be excluded from participating in the tender procedure if they:

- have been sentenced by final judgment on one or more of the following charges: participation in a criminal organisation, corruption, fraud, money laundering, terrorist financing, terrorist offences or offences linked to terrorist activities, child labour or trafficking in human beings;
- are in a situation of bankruptcy, liquidation, termination of activity, insolvency or arrangement with creditors or any like situation arising from a procedure of the same kind, or are subject to a procedure of the same kind;
- have received a judgment with res judicata force, finding an offence that affects their professional integrity or serious professional misconduct;
- do not comply with their obligations as regards payment of social security contributions, taxes and dues, according to the statutory provisions of their country of incorporation, establishment or residence;
- are an entity created to circumvent tax, social or other legal obligations (empty shell company), have ever created or are in the process of creation of such an entity;
- have been involved in mismanagement of the Council of Europe funds or public funds;
- are or appear to be in a situation of conflict of interest.

Eligibility criteria

Tenderers shall demonstrate that they fulfil the following criteria (to be assessed based on supporting documents listed in Section G):

LOT 1

- At least three years of experience in software development
- Having at least 2 references for successful implementation of relevant projects in 2017-2021;
- Having a technical support service in line with Appendix I to the the Terms or Reference.

LOT 2

- Being a registered company specialised in IT equipment retail.
- Proven ability to provide new, non-refurbished IT equipment;
- Having at least 2 references for successful implementation of relevant contracts related to delivery, installation of IT equipment in 2017-2021;
- Being a authorised warranty service center to provide hardware warranty services in line with Appendix I and II to the the Terms or Reference.

Award criteria

Tenderers shall demonstrate that they fulfil the following criteria (to be assessed based on supporting documents listed in Section G):

LOT 1

60% - Financial offer;

40% - Quality of the offer - Capacity to fulfil the requirements stipulated in the Terms or Reference and in Appendix I (the Business and Technical Requirements, in particular its Part I and Annexes 2.1-2.30), including the following:

- Quality of the technical approach: proposed methodology, quality of documentation and proposed knowledge transfer activity.

¹ The Council of Europe reserves the right to ask tenderers, at a later stage, to supply the following supporting documents:

- An extract from the record of convictions or failing that an equivalent document issued by the competent judicial or administrative authority of the country of incorporation, indicating that the first three and sixth requirements listed above under "exclusion criteria" are met;
- A certificate issued by the competent authority of the country of incorporation indicating that the fourth requirement is met.

- Approach to Project, effectiveness of service management, quality assurance, risk management, customer support and customer participation;
- Description of activities and planning of deliverables execution;
- Quality of Project management plan with its Risk register and Resource management plan and capacity to escalate in order to meet prescribed deadlines;
- Relevance of previous professional experience.

LOT 2

60% - the financial offer;

40%- Quality of the offer - Capacity to fulfil the requirements stipulated in the Terms of Reference and in Appendix I (the Business and Technical Requirements, in particular its Part 2 and Annexes 3.1-3.8) including the following:

- Technical specification of the IT equipment.
- Capacity to meet prescribed deadlines, deliver and install equipment.
- Relevance of previous professional experience.

Multiple tendering is not authorised.

F. DOCUMENTS TO BE PROVIDED

- A completed and signed copy of the Contract (Appendix II)²
- Registration documents;
- A quote, indicating the Lot/s for which the tenderer is submitting an offer for and describing the financial offer, in line with the requirements of section C of the Terms of Reference (see above);
- 1 (one) completed and signed copy of the Declaration of Agreement (See Appendix IV).

IN ADDITION FOR LOT 1:

- Detailed technical proposal in line with the Terms of Reference and Appendix I (the Business and Technical Requirements) with
 - Project organization and management plan;
 - Task, time, and resource schedules;
 - Approach and methodology;
 - Operational Acceptance and Testing Plan;
 - Training Plan;
 - Warranty Service Plan;
 - Technical Support Plan.
- Two references to previously delivered successfully implemented projects (in 2017-2021) with similar nature specifying the purchaser, contract price and supplied goods.
- CVs of employed staff/experts that will be assigned to the contract.

IN ADDITION FOR LOT 2:

- Technical proposal in line with the Terms of Reference and Appendix I (the Business and Technical Requirements) with:
 - Detailed technical specifications of proposed hardware;
 - Delivery and Installation Plan;
 - Operational Acceptance and Testing Plan;

² The Contract must be completed, signed and scanned in its entirety (i.e. including all the pages). The scanned Contract may be sent page by page (attached to a single email) or as a compiled document, although a compiled document would be preferred. For all scanned documents, .pdf files are preferred.

- Commissioning Plan;
 - Warranty Service Plan;
 - Technical Support Plan.
- A statement from the manufacturer that the offered IT equipment is new and non-refurbished, if available;
- Two references from previously delivered satisfactory services within the set deadlines (in 2017-2021).

All documents shall be submitted in English, failure to do so will result in the exclusion of the tender. If any of the documents listed above are missing, the Council of Europe reserves the right to reject the tender.

The Council reserves the right to reject a tender if the scanned documents are of such a quality that the documents cannot be read once printed.

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PART II – TENDER RULES

CALL FOR TENDERS

FOR THE PROVISION OF IT SERVICES FOR THE PRISON HEALTH CARE

IN ARMENIA

2021AO72

ARTICLE 1 – IDENTIFICATION OF THE CONTRACTING AUTHORITY

1.1 Name and address

COUNCIL OF EUROPE

Directorate General of Human Rights and Rule of Law
Information Society and Action against Crime Directorate
Action against Crime Department
Criminal Law Cooperation Unit

1.2 Background

The activities of the Organisation are governed by its Statute. These activities concern the promotion of human rights, democracy and the rule of law. The Organisation has its seat in Strasbourg and has set up external offices in about 20 member and non-member states (in Ankara, Baku, Belgrade, Brussels, Bucharest, Chisinau, Erevan, Geneva, Kyiv, Lisbon, Moscow, Paris, Podgorica, Pristina, Rabat, Sarajevo, Skopje, Tbilisi, Tirana, Tunis, Warsaw, Venice and Vienna).

Council of Europe procurements are governed by the Financial Regulations of the Organisation and by Rule 1395 of 20 June 2019 on the procurement procedures of the Council of Europe.

The Organisation enjoys privileges and immunities provided for in the General Agreement on Privileges and Immunities of the Council of Europe, and its Protocols, and the Special Agreement relating to the Seat of the Council of Europe.³

Further details on the project are provided in the Terms of Reference.

ARTICLE 2 – VALIDITY OF THE TENDERS

Tenders are valid for 120 calendar days as from the closing date for their submission.

ARTICLE 3 – DURATION OF THE CONTRACT

The duration of the contract is set out in Article 2 of the Contract.

ARTICLE 4 – CHANGE, ALTERATION AND MODIFICATION OF THE TENDER FILE

Any change in the format, or any alteration or modification of the original tender will cause the immediate rejection of the tender concerned.

ARTICLE 5 – CONTENT OF THE TENDER FILE

The tender file is composed of:

- Technical specifications/Terms of reference;
- Tender rules;

- The Business and Technical Requirements;
- The Contract;
- The Model Act of Acceptance;
- The Declaration of Agreement.

ARTICLE 6 – LEGAL FORM OF TENDERERS

The tenderer must be a legal person or consortia of legal persons.

ARTICLE 7 – SUPPLEMENTARY INFORMATION

General information can be found on the website of the Council of Europe: <http://www.coe.int>

Other questions regarding this specific tendering procedure shall be sent at the latest by **10 days before the deadline for submissions of tenders**, in English and shall be exclusively sent to the following address: policeprisons.projects@coe.int.

This address is to be used for questions only; for modalities of tendering, please refer to the below Article.

ARTICLE 8 – MODALITIES OF THE TENDERING

Tenders must be sent to the Council of Europe electronically.

Electronic copies shall be sent only to **cdm@coe.int**. Tenders submitted to another e-mail account will be excluded from the procedure.

ARTICLE 9 – DEADLINE FOR SUBMISSION OF TENDERS

The deadline for the submission of tenders is **19 December 2021**.

ARTICLE 10 – ASSESSMENT OF TENDERS

Tenders shall be assessed in accordance with Rule 1395 of 20 June 2019 on the procurement procedures of the Council of Europe. Assessment shall be based upon the criteria as detailed in the Terms of Reference.

ARTICLE 11 – NEGOTIATIONS

The Council reserves the right to hold negotiations with the bidders in accordance with Article 20 of Rule 1395.

* * *

³ Available on the website of the Council of Europe Treaty Office: www.conventions.coe.int

FINAL CHECK LIST

1) BEFORE SENDING YOUR TENDER, CHECK THAT IT INCLUDES:

- A completed and signed copy of the Contract (Appendix II);
- Registration documents;
- A quote, describing financial offer, in line with the requirements of section C of the Terms of Reference (see above);
- 1 (one) completed and signed copy of the Declaration of Agreement (See Appendix IV).

IN ADDITION IN RESPECT OF LOT 1:

- Detailed technical proposal in line with the Terms of Reference and Appendix I (the Business and Technical Requirements);
- Two references to previously delivered successfully implemented projects (in 2017-2021) with similar nature specifying the purchaser, contract price and supplied goods;
- CVs of employed staff/experts that will be assigned to the contract.

IN ADDITION IN RESPECT OF LOT 2:

- Technical proposal in line with the Terms of Reference and Appendix I (the Business and Technical Requirements);
- A statement from the manufacturer that the offered IT equipment is new and non-refurbished, if available;
- Two references from previously delivered satisfactory services within the set deadlines (in 2017-2021).

2) HOW TO SEND TENDERS?

Tenders must be sent to the Council of Europe **both electronically**.

Electronic copies shall be sent only to **cdm@coe.int**. Tenders submitted to another e-mail account will be excluded from the procedure;

The deadline for the submission of tenders is **19 December 2021**.