



ANNEX D

INVITATION TO BID (ITB) FOR THE PROVISION OF ELECTRONIC MEDICAL RECORDS SOFTWARE TO THE OSCE

1. Background

The Organization for Security and Co-operation in Europe (OSCE) is the world's largest security-oriented intergovernmental organization. Its mandate includes issues such as arms control and the promotion of human rights, freedom of the press, and fair elections. It employs around 2,500 people, mostly in its Field Operations but also in its Secretariat in Vienna, Austria and its Institutions; please visit www.osce.org for more information about the OSCE and its work.

2. Scope of Works

Corporate Objectives

2.1. The objective of this Invitation to Bid (ITB) is to establish a Contract for the provision of an Electronic Medical Records System (EMRS) for use by the OSCE. The EMRS shall be a cloud/externally hosted commercial off-the-shelf Software-as-a-Service (SaaS) solution.

2.2. The EMRS acquisition and implementation will improve the tools and processes for the recording, storage, and management of patient data for OSCE personnel. The EMRS will replace the current practices for managing patient data.

2.3. The EMRS will be an OSCE-wide, centralized system that streamlines and organizes information sources, reducing delays in occupational health processes. This initiative shall improve the overall efficiency, accuracy, and accessibility of patient data, enabling a more seamless and comprehensive approach to healthcare information management.

Contractual Objectives

2.4. The new Contract envisages the provisioning and maintenance of an EMRS SaaS solution for the OSCE. The initial term of the planned Contract is two (2) years with the possibility of further extension on a monthly and/or yearly basis.

3. Contractor and Contractor's Personnel

3.1. The Contractor shall be a reputable company with vast proven experience (minimum 3 years) in providing electronic medical records systems hosting, maintenance, and support services on all aspects to diverse entities in governmental, corporate sectors, and international governmental organizations/multilateral bodies.

4. Technical and Functional Requirements

- 4.1. The technical and functional requirements, both mandatory and optional, are set out in the Annex E attached to these ToR and forming ToR's integral part.

5. Quality Management

- 5.1. All deliverables are subject to quality review and formal acceptance by the OSCE.

6. Requirements

- 6.1. Annex E: Bidders are requested to demonstrate compliance with the requirements set out in three (3) sheets in Annex E, and also add any further information in support of their Bid. Please refer to the relevant section of the Terms of Reference for further explanation of the requirements. The information on that table shall form an integral part of the technical evaluation. Bidders should avoid simply writing "comply" without providing further information or evidence to support the claim, as this will not generally reflect well in the evaluation. Reference can be made to Annexes or other material in the Bid.
- 6.2. Filled in Mandatory Requirements sheet in Annex E (Pass/Fail Criteria);
- 6.3. Filled in Optional Requirements sheet in Annex E (Score Criteria);
- 6.4. Filled in Checklist of Special Conditions sheet in Annex E;
- 6.5. A defined Service Level Agreement (SLA) covering all service management targets and metrics, including service availability, performance, backup and recovery RPO and RTO, and target response and resolution times for ticket handling;
- 6.6. Financial offer.

7. Evaluation process

The evaluation will be performed in the following manner:

- i) Technical evaluation of Mandatory Requirements;
- ii) Evaluation and scoring of the Optional Requirements;
- iii) Financial evaluation;
- iv) Combined evaluation.

More detailed information about the evaluation process is given below:

Technical Compliance Evaluation

Bidders shall be compliant with all the Mandatory Requirements specified in Annex E. Bidders shall provide an indication of compliance for each condition of the Special Conditions for the Procurement of Cloud/External Hosting Services presented on the respective sheet in Annex E. Should a Bidder be unable to fully comply with a condition, an assessment will be made by



the OSCE of any risk presented to the OSCE of this exception. The Mandatory Requirements will be evaluated on the Pass/Fail system. Bidders who fail to meet one or more Mandatory Requirements, will not be considered for further scoring. Bidders are encouraged to fill in the Optional Requirements specified on the respective sheet in Annex E. The Optional Requirements will be evaluated on a scoring system with a maximum score of 80.

Financial Evaluation

Financial evaluation of technically acceptable proposals shall be completed based on the financial proposals.

The final evaluation stage will be a Combined evaluation of both Technical and Financial evaluations, based on the *Best Value for Money selection method* with the following weight ratio: Optional Requirements – 40% and Financial Offer – 60%. The following scoring criteria weight ratio would apply for the final award:

Evaluation	Max Weight	%
Mandatory Requirements	PASS	
Optional Requirements	40%	
Financial Offer	60%	
Total Evaluation Score	100%	

Final Evaluation

The final evaluation will be based on the combined scoring of the Mandatory Requirements, the Optional Requirements as well as Financial Evaluation. The award will be given to the bidder with the highest score.