



Organization for Security and
Co-operation in Europe

Reference: ITB/SEC/692264/2024

Date: 03.04.2024

INVITATION TO BID

For the provision of an Electronic Medical Records System (EMRS) for use by the OSCE

1. The Organization for Security and Co-operation in Europe (OSCE) seeks bids from qualified and interested Bidders to establish a **Corporate Window Contract** for the provision of an Electronic Medical Records System (EMRS) for an aggregate duration of two (2) years with the possibility of further extension of monthly and/or yearly basis, subject to agreement between the parties and in accordance with the requirements, terms and conditions stipulated herein.

2. This Invitation to Bid (ITB) consists of this document and the following Annexes:

Annex A: Instruction to Bidders (web)
Annex B: OSCE General Conditions of Contract for Services (web)
Annex C: Vendor Registration Form (to be filled-in)
Annex D: Terms of Reference
Annex E: Technical & Functional Requirements (to be filled-in)
Annex F: Bidder's Qualification Information Form (to be filled-in)
Annex G: Financial Offer form (to be filled-in)
Annex H: Acknowledgement Letter
Annex I: Draft Contract Template

Note: Annexes A and B are available for download on the OSCE website at <https://procurement.osce.org/key-procurement-documents>

3. In submitting a Bid, the Bidder accepts in full and without restrictions the requirements of this ITB and the OSCE General Conditions of Contract (Services), as the sole basis of this tender process, and waives their own conditions of sale, whatever they may be. The Bidder business practices shall be in accordance with the principles set out in the OSCE Supplier's Code of Conduct available on www.osce.org/procurement

INSTRUCTIONS FOR SUBMISSION OF BIDS

General

4. Participation to this ITB and submission of bids will only be available electronically, through upload to a FTP server, in a designated location, which will be shared with each interested Bidder.
5. Bids must be received no later than **30.04.2024 at 12:00 HRS (CET)**. After this date and time, the provided access to the OSCE FTP server will be automatically terminated.
6. Each Bidder, which will express interest to submit a bid, will be provided login details of the OSCE FTP server and their own designated location (folder) where the bid should be uploaded. In the designated location, there will be two sub-folders, one for the technical part and the other for the financial part of the bid. **Bids uploaded on the FTP server MUST BE password protected.**
7. Bidders are instructed to place all documents forming the technical bid in one compressed zip/rar file and to protect that compressed file with a password of their choice. All documents forming the financial bid should be placed in a separate compressed file and protected with a password of choice, different

to the one of the technical bid. Bidders failing to comply with these instructions will be faced with disqualification from the Bidding process.

8. Bidders should not share their Bid passwords with anyone from OSCE until the tender deadline; failing to comply with this instruction will result in disqualification from the Bidding process. Upon the Bid expiration date and time, OSCE officials identifying themselves as the Chairperson of the Bid Opening Board will contact by email those Bidders, which submitted their bids and ask them to share their passwords. This request will be addressed to the same email address where the Bidder received the FTP server login credentials. Only then, Bidders are advised to disclose their two passwords needed for opening the technical and financial bid and only to that one person.
9. The uploaded bids must indicate the date, Bidder's name, address, and must be electronically signed by an authorized representative of the Bidder.
10. Bids have to include detailed information demonstrating compliance with the requirements, terms and conditions of this ITB. It is the responsibility of the Bidder to verify all aspects of the offered goods and /or services, prior to submitting a bid.

Bids delivered on any other way other than the one specified in this ITB will be rejected.

Bid Format

The Bid has to be submitted in two separate parts, a **TECHNICAL AND FINANCIAL PART**.

11. The **Technical Bid** shall address all aspects of the Terms of Reference (*Annex D*) and the Technical & Functional Requirements Form (*Annex E*). The technical bid must respond to the technical specifications and provide, as a minimum, all the information needed for the purpose of awarding a Contract. **The Technical bid MUST NOT contain any price or cost information.**
12. The **Financial Bid** shall contain clear, concise price information presenting all costs associated with the requirement to be inserted on the Financial Offer form (*Annex G*). Prices shall be quoted in EUR. The OSCE is exempt from value-added tax (VAT); the organization does not have a VAT number, therefore, please provide the pricing information without the Value Added Tax. The financial bids will be compared based on a VAT-free pricing.

THE FOLLOWING DOCUMENTATION SHALL BE INCLUDED IN YOUR TECHNICAL & FINANCIAL BID RESPECTIVELY:

13. TECHNICAL BID (MANDATORY TO BE PROVIDED BY ALL COMPANIES)

- Completed and duly signed Vendor Registration Form (*Annex C*);
- Company's Financial Statements for the last two years (**2022 / 2023**);
- Completed and duly signed Technical & Functional Requirements Form (*Annex E*) including all required documentary evidence on Partnerships, Certifications etc.
- Completed and duly signed Bidder's Qualification Information Form (*Annex F*)
- Any additional documents in support of the response to the Technical Compliance Form (*Annex E*).

Note: The Technical Bid MUST NOT contain any price or cost information.

14. FINANCIAL BID:

- Completed and duly signed Financial Offer form in EUR (*Annex G*)

Evaluation of Bids

15. Mandatory Technical Requirements (Pass / Fail Criteria)

The technical bids will be first evaluated on the basis of responsiveness to the Terms of Reference against the Mandatory Technical and Functional Requirements listed under **Annex E** the Technical & Functional Requirements Form (**Annex E**) using a Pass/Fail criteria. Bidders who fail to meet one or more Mandatory Requirement, will not be considered for further evaluation.

16. From among all technically acceptable Bids, the award will be made to the lowest cost Bidder.

Language of Bid

17. Bids must be submitted in the English language and must respond in detail to all technical and financial requirements stipulated in Annexes.

Currency of Bid

18. All prices shall be expressed in EUR without VAT, since the OSCE is exempt from taxes and duties.

Bid Validity

19. Bids and all price offers shall remain valid and open for acceptance for at least one hundred and twenty (120 days) from the date of closing.

Award of Contract

20. Please note that the terms set forth in this ITB, including the contents of the annexes will form part of any contract awarded by the OSCE. Any such contract will require compliance with all factual statements and representations made in the Bid. Any contract will be subject to the OSCE Conditions of Contract (Services).

21. This ITB does not commit the OSCE to consider any Bid or to award a contract or to pay any costs incurred in the preparation or submission of Bid, or to procure any item from any Bidder.

22. This ITB contains no contractual offer of any kind. Any bid submitted will be regarded as an offer by the Bidder and not as an acceptance by the Bidder of any offer by the OSCE. No contractual relationship exists, except pursuant to purchase order or a contract document signed by the authorized representatives of both parties.

23. The OSCE reserves the right to reject any or all Bids received in response to this ITB, to split the award, and to negotiate with any of the Bidders or other firms in any manner deemed to be in the best interest of the OSCE.

Acknowledgement of Receipt of this ITB

24. Upon receipt of this ITB, you are kindly requested to return the attached Acknowledgement Letter (**Annex H**) as soon as possible by email to igor.teodosievski@osce.org advising whether your company intends to submit a Bid or not.

Questions

25. Any questions pertaining to this ITB shall be addressed in writing, by email to the attention of Mr Igor Teodosievski at igor.teodosievski@osce.org, **no later than 15.04.2024 at 17:00 HRS CET**. The OSCE will notify all the invitees in writing of the questions raised and the corresponding responses.

Julie Geoffrey
Chief Procurement and Contracting Unit