

Based on the Law on Ratification of the Loan Agreement (IBRD loan number 9127-HR) between the Republic of Croatia and the International Bank for Reconstruction and Development for the Earthquake Recovery and Public Health Preparedness Project (NN MU No.: 4/2020), the Ministry of Health announces:

**Republic of Croatia
Ministry of Health
Earthquake Recovery and Public Health Preparedness Project
Loan No. HR-9127**

REQUEST FOR EXPRESSIONS OF INTEREST
Consulting services for supporting users in the pilot project
“Introduction of the remote monitoring system in emergency medical service”
Proc.ref.no.: HR-MOH-425872-CS-QCBS

1. The Republic of Croatia has received financing from the World Bank toward the cost of the Earthquake Recovery and Public Health Preparedness Project (Project) and intends to apply part of the proceeds for consulting services for supporting users in the pilot project ***“Introduction of the remote monitoring system in emergency medical service”***.
2. The objective of this consultancy services is to support the Croatian Institute of Emergency Medicine (CIEM), Ministry of Health (MoH) and other stakeholders in planning supervision and monitoring the implementation of the pilot project ***“Introduction of the remote monitoring system in emergency medical service”***.
3. Expected overall duration of the assignment is twenty-four (24) months. The Commencement of Services is expected in July 2024.
4. The detailed Terms of Reference (TOR) for Provision of Consultancy Services can be found at the following website: <https://zdravlje.gov.hr/programi-i-projekti/fondovi-europske-unije-i-medjunarodni-projekti/svjetska-banka/nabava/5928>
5. Ministry of Health invites eligible Consultants to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications, technical and organizational capability and relevant experience to perform the Services.
6. **The shortlisting criteria are:** The Consultant shall be a firm or association of firms in the form of a joint venture or sub consultancy with following qualifications (each qualification requirement listed below is considered separately):
 - The consultant must demonstrate its registration in the court/trade/professional register or other relevant register in the country of its establishment for minimum 10 years

- The Consultant must demonstrate that in 2024 and the preceding five years (2019, 2020, 2021, 2022 and 2023) has implemented at least two contracts of similar scope and nature to the subject matter of the assignment at aggregated value of **minimum 700.000 EUR with VAT**. Such services are technical support services for structural reforms and/or support for structural reforms that are related to the setting up of telehealth services or at least related with digital health more broadly (e.g. implementation of electronic health record systems, video-conferencing networks in healthcare, etc..).
- To confirm the availability of the Key experts with qualifications and experience as indicated in section VII. Team composition, minimum qualification and experience of the Terms of Reference.

The credibility of mentioned experience shall be presented in a list of project references within last five (5) years with description of services provided (including information on contract value, contracting entity/client, project location/country, period of providing the services, value of investment, percentage carried out by consultant in case of association of firms or subcontracting and main activities) and accompanied by certificates of orderly fulfilment of the contracts verified by other party from such contracts.

The Consultant shall have the organizational capacity to perform this service as well as available appropriate skills among staff. It is expected that the Consultant submits relevant information on their organizational capacity in their Expression of Interest.

Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected. If the formation of an association is proposed, the rationale for, and benefits to the assignment of, the arrangement should be explained (outline proposed management coordination of the arrangement, including the role of each firm). Joint venture qualification parameters will be considered as a sum of individual qualifications of joint venture members. In case of joint venture only the experience of lead Consultant firm and joint venture members is considered for evaluation of Expressions of Interest.

It is expected that the team shall comprise of following key experts: 1. Project manager; 2. Telemedicine specialist; 3. Health care and eHealth specialist; 4. Business analyst and 5. IT specialist.

At this point of time only a confirmation of availability of such experts with the relevant qualifications is required. CVs are not required as Key Experts will not be evaluated at the shortlisting stage.

7. The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "World Bank Procurement Regulations for IPF Borrowers", dated July 2016, revised November 2017 and August 2018 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.
8. The Consultant will be selected in accordance with the Consultants Quality and Cost-based Selection method (QCBS) method set out in the Procurement Regulations.

9. Further information can be obtained at the address below during office hours from 8:30 a.m. to 3:30 p.m. (local time)
10. Expressions of interest must be delivered in a written form to the address below (in person, by mail or by e-mail) by **June 17 2024, until 4 p.m.**

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