



## **CALL FOR EXPRESSIONS OF INTEREST KSV/014•12 292**

### **Service provision for the Health Information System (HIS) software in Kosovo**

The Luxembourg Agency for Development Cooperation (Lux-Development) and the Kosovo Ministry of Health launch a Call for expressions of interest for the acquisition of services to develop a Health Information System (HIS) on behalf of Project KSV/014 receiving financial support from the Governments of the Republic of Kosovo and the Grand Duchy of Luxembourg.

The objective of this assignment is to develop a health information software platform, as part of the nationwide integrated Health Information System (HIS), an interoperable system of clinical, public health and health information technology which will implement a nationwide electronic health record system together with other important HIS building components, such as clinical registries, medical decision support, admission-discharge-transfer, billing and public health statistics.

Kosovo is an emerging country with the youngest population in Europe. It has set a unique trend towards informatisation of its health care using innovative solutions and technology advancements. The health information system in Kosovo is aimed at seamless nationwide operation without the need for an extensive integration platform. It is based on zero-clients, cloud computing and centralized data storage that allows for quality nationwide reporting straight from a modern data centre.

Service providers that are invited to express their interest to offer the services mentioned above are any legally established company or firm governed by private law, or grouping of such, with proven experience and knowledge in the development of health information system software.

Indicatively, service providers will have to demonstrate their technical capacity and experience and proven track record in similar projects for health institutions.

The start of the contract is foreseen for October 2012 for an approximate duration of 36 months (including 24 months of guarantee and maintenance obligation). Interested services providers must be available for the entire period foreseen and willing to provide services in Kosovo. The maximum budget available for this contract is estimated at 1 100 000 EUR (VAT excluded) for Phase I. The budget for all phases (I, II, III and IV) is estimated at 3 202 500 EUR (conditional).

Interested services providers are invited to submit sufficient documentation to respond to the selection criteria. The latter are available on request at the postal and email addresses given below. The application dossier including further information, the selection criteria and the application form can be collected at the same addresses.

Expressions of interest, exclusively drawn up in English and using the above mentioned application form, must reach the following address by electronic mail no later than **13.06.2012 at 13h00 (local time)**.

Attn: Afërdita Ademi-Osmani  
Ministry of Health, Office 227  
Rruga e Zagrebit - 10 000 Prishtina, Kosovo  
Email: ksv014@luxdev.lu

Requests for clarifications can be sent to the Email address given above. Only short-listed companies will be invited to submit a full offer. Services providers interested by this Call for expressions of interest are also invited to consult LuxDev's website: **[www.luxdev.lu](http://www.luxdev.lu)**