



TECHNICAL SPECIFICATIONS

Procurement of tablets for 24/7 Health Centers (HCs) to support the implementation of digital recording of Emergency Medical Services (EMS) at Primary Health Care (PHC) level

PROJECT: SOLIDAR – TOGETHER IN HEALTH EMERGENCIES	
Corresponding to Outcome:	Outcome 2: Strengthen Emergency Medical Services
Support for Activities:	Activity 2.3.1 Improve and modernize the actual medical emergency activity information system at the level of 24/7 HCs and MHs, with special reference to digital reporting of medical emergency activity data at PHC level. Activity 2.3.2 Develop training manuals for operating and using the newly established digital reporting tool to be used by doctors and nurses of 24/7 HCs and MHs that are responsible for registering medical emergency activity data. Activity 2.3.3 Conduct training and capacity building activities for the personnel (doctors and nurses) of 24/7 HCs and MHs that is responsible for registering medical emergency activity data

1. CONTRACT OBJECTIVE

The objective of this tender is to conclude a supply contract for the purchase and delivery of up to 36 new portable touchscreen personal computers (hereafter referred as simply “tablet”) with accessories, pre-configuration and documentation, to enable the 24/7 HCs to record EMS activity data in the Health Insurance Fund’s web module, over Wi-Fi.

2. TECHNICAL SPECIFICATIONS AND QUANTITY



No.	Quantity	Description
1.	36 pcs	<p>Tablet (new, not refurbished) Display 9.7"–11" (10" preferred). RAM: ≥ 4 GB. Storage: ≥ 64 GB user-accessible (microSD expandability preferred where available). Processor: Multi-core processor suitable for modern web applications and multitasking. Wi-Fi: 802.11 a/b/g/n/ac (2.4 & 5 GHz). Wi-Fi 6 (802.11ax) optional. Bluetooth: ≥ 5.0. Charging/data port: USB-C with EU 220V charger and cable included. Battery capacity ≥ 6,000 mAh or ≥ 8 hours typical mixed-use runtime. Resolution ≥ 1920×1200 (FHD) preferred; multi-touch capacitive. Built-in speakers and microphone. Front camera ≥ 5 MP (for potential teleconsultation/remote support). Rear camera optional. Mobile OS: Android 12 or later, or an equivalent mobile OS with vendor security updates available for ≥ 12 months from delivery. Support for modern web standards (HTML5/JavaScript) and TLS 1.2+. Latest OS/security updates preinstalled at delivery. Default modern browser set (Chromium/WebKit based), bookmarks to HIF EMS/e-Visit portal (URL to be provided by SOLIDAR). Language: Albanian; Time zone: Europe/Tirana. Screen lock/PIN enabled, device encryption on by default. Bloatware removed/disabled where feasible. CE marking; RoHS compliance; EU-conform chargers.</p>
2.	36 pcs	<p>Protective case Durable build; protective case per device.</p>
3.	36 pcs	<p>Screen protector Tempered glass screen protector per device.</p>



3. GUARANTEE AND WARRANTY CONDITIONS

- Guarantee: Minimum 12 months from delivery; any faulty equipment during this period shall be immediately replaced with a new item.
- Warranty: Additional 12 months (beyond the guarantee) during which faulty equipment will be repaired or replaced free of charge within a maximum of two weeks.
- The contractor shall provide a written guarantee and warranty on its own responsibility.

4. DELIVERY AND INSTALLATION

- Delivery to the SOLIDAR Project designated reception point (Tirana) within two (2) weeks after contract signature, unless otherwise agreed in writing, no additional delivery charges.
- Pre-delivery basic check (100%): Power-on test; OS/security updates; AL language & Europe/Tirana time zone; default browser set; HIF portal bookmarked and reachable over Wi-Fi; charging verified; case & tempered glass installed; accessories present. Supplier provides a signed per-device or consolidated checklist mapping serial/IMEI to results.
- Delivery accompanied by item list; warranty certificate(s); any license/serial documents as applicable.
- Installation, configuration, testing and commissioning performed by the contractor without additional servicing charges (includes any required cabling at handover point).

5. SERVICING CONDITIONS

- The contractor shall provide on-the-spot servicing for installation/configuration issues for 12 months free of additional charges and maintain local service capacity or a formal local partner.

6. PRICE

- Prices must be presented as all-in, total and fixed amounts, including all costs for delivery, pre-configuration, and servicing, in the Financial Offer Form.

7. APPLICATION

- Interested bidders shall submit technical and financial offers within the deadline and according to the bid submission form and templates provided.

8. ELIGIBILITY CRITERIA

- Bidders must be registered companies with the National Commercial Registry with at least three years of experience. The products must be certified according to European standards (certificate of product & quality).

9. AWARD CRITERIA

- The contract will be awarded to the technically compliant offer with the lowest price.



10. CONDITIONS OF PAYMENT

- Payment of 100% of the price after full delivery, installation and acceptance of the goods on site, against invoice, delivery & acceptance documentation. The supplied goods will be subject to inspection upon delivery to confirm compliance with the technical specifications

11. CONDITIONS FOR PARTICIPATION IN THE TENDER PROCESS

The Call/Tender will be published on the project website <https://solidar.org.al/>.

The conditions for participation, documents to be filled in and award criteria will be provided to the interested bidders after their Expression of Interest (EoI).

Bids must be submitted in the English language.

Bids must be submitted physically to the project address:

GFA Consulting Group GmbH - Dega Shqiptare

Rruga Janos Hunyadi

P. 34, Kati 2, Zyra Nr.2

Njesia Administrative Nr.5

1019 Tirana, Albania

All bidders are requested to submit two (2) separate sealed envelopes as follows:

i. Technical Proposal

A physical and electronic copy of the proposal (on a USB stick) placed in a sealed envelope clearly marked: **“Procurement of tablets for 24/7 Health Centres (HCs) to support the implementation of digital recording of Emergency Medical Services (EMS) at Primary Health Care (PHC) level” – “Technical Proposal”**.

The envelope shall contain the technical proposal and all its scanned accompanying documents.

The Technical Proposal shall include the bidder’s compliance with the technical specifications, detailed description of the goods offered including any related product brochures, warranty conditions, and delivery schedule.

ii. Financial Proposal

A physical and electronic copy of the financial proposal (on a USB stick) placed in a sealed envelope clearly marked: **“Procurement of tablets for 24/7 Health Centers (HCs) to support the implementation of digital recording of Emergency Medical Services (EMS) at Primary Health Care (PHC) level” – “Financial Proposal”**.

The envelope shall contain the financial proposal and its scanned version.

The Financial Proposal shall include unit and total prices, all applicable taxes as a separate line, and delivery terms.

Public officials are not considered eligible under policies of the Donor, the Swiss Agency for Development and Cooperation (SDC).



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Bids submitted after the deadline specified in the Call published on the project website <https://solidar.org.al/> will not be considered.

Any commercial, technical, or procedural queries shall be submitted **electronically** to solidar.office@gfa-group.de within the deadline indicated in the Call.

Enquiries by telephone or any other form of direct contact are **not admissible** and may lead to **disqualification**.

No costs incurred by the bidder in the preparation and submission of the tender will be reimbursed. All such costs shall be borne solely by the bidder.

By submitting a tender, the bidder accepts to receive notification of the outcome of the procedure by electronic means. Should you decide not to submit a tender after expressing your interest, we would be grateful if you could inform us in writing, indicating the reasons for your decision.