



THE SEYCHELLES HOME CARE AGENCY
INVITATION TO TENDER

Procurement of a Home Care Information System

The Seychelles Home Care Agency (SHCA) with the assistance of the Department of Information Communications Technology (DICT) intends to tender for the Procurement of a Home Care Information System (HCIS) and is inviting tenders from Software Suppliers for the provision of the HCIS and this comprises of the following:

1. **Supply of the Home Care Information System (HCIS) online software product / license;**
2. **Provision of the server hardware (& related hardware) requirements (server sizing) for running the HCIS solution in a fully protected manner (i.e., if hardware of application-level failure at one site, service is maintained by the other);**
3. **Onsite customization, installation, testing and implementation of the online software.**
4. **Onsite training of SHCA staff in the use of the HCIS online system aligned to the operational business processes of the different user groups;**
5. **Interfacing of the HCIS to existing information systems or equipment;**
6. **Training of in-house onsite IT personnel to provide 1st and 2nd level support for the HCIS online system;**
7. **Provision of a 1-year Enterprise Level Support contract for HCIS online system AFTER commissioning of the system.**

Delivery Period: Within **six (6)** months from Award of the Contract

Eligibility Conditions:

The Bidder should be

- a. a locally registered entity (provide certified copy of business/company registration documents)
- b. should be registered for tax purposes (provide copy of TIN and/or *Tax Clearance Certificate*)
- c. The Bidder must provide evidence of experience in undertaking similar assignment (i.e. provision of custom made software)

The tender documents can be obtained from the SHCA's head office- Unity House Room 202, via e-mail jaugustin@gov.sc or keron.moustache@gov.sc as from Wednesday 29th January 2025 until Tuesday 4th February 2025.

TENDER SHOULD BE SUBMITTED IN ENGLISH TO THE **NATIONAL TENDER BOARD (NTB) SECRETARIAT** BY ACCESSING THE PORTAL <https://www.ntb.sc/2-stage-tender/consultancy-2-stage/home-care-agency-procurement-of-a-home-care-information-system> BEFORE **10:00 HRS SEYCHELLES TIME (ST)** ON **Monday 24th February 2025** **BIDDERS ARE REQUESTED TO CLEARLY STATE THE PROJECT TITLE “PROCUREMENT OF A HOME CARE INFORMATION SYSTEM” IN THE EMAIL SUBJECT.** TENDERS WILL BE OPENED IMMEDIATELY AFTER **10:00HRS** (ST). LATE BIDS WILL BE REJECTED. BIDDERS ARE WELCOME TO ATTEND.

IN ACCESSING THE WEBPAGE FROM THE LINK ABOVE, CONSULTANT SHALL SUBMIT BOTH THEIR TECHNICAL PROPOSAL AND FINANCIAL PROPOSAL IN WEBPAGE AS INDICATED ON THE PAGE. CONSULTANTS ARE INSTRUCTED TO LOCK THEIR FINANCIAL PROPOSAL WITH A PASSWORD. ONLY CONSULTANTS WHO HAVE PASSED THE TECHNICAL PROPOSALS WILL BE ASKED TO PROVIDE THEIR PASSWORDS FOR THE OPENING OF THE FINANCIAL PROPOSALS.

All enquiries should be addressed to the CHIEF EXECUTIVE OFFICER (SEYCHELLES HOME CARE AGENCY), ATTENTION Julianna Augustin (jaugustin@gov.sc). TEL: (+248) 4283950, E-MAIL: ceo.homecare@gov.sc

THE SEYCHELLES HOME CARE AGENCY RESERVES THE RIGHT NOT TO ACCEPT THE LOWEST OR ANY BID