

Call for tender: Consultant services – Vaccination from the perspective of the patient community

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1. EPF General Information

The **European Patients' Forum (hereafter referred to as "EPF")** was founded in 2003 to ensure that the patients' community drives policies and programmes that affect patients' lives to bring changes empowering them to be equal citizens in the EU.

EPF currently represents 72 members, which are national coalitions of patient organisations and disease-specific patient organisations working at European level. EPF reflects the voice of an estimated 150 million patients affected by various chronic diseases throughout Europe.

Our Vision is that all patients with chronic conditions in Europe have access to high-quality, patient-centred health and related care.

2. Purpose of the tender

The purpose of this tender is to select a professional consultant **to work with EPF to develop a "Patient Guide to Vaccination"**.

This activity arises from the EPF 2019 Work Programme, under a project which has received funding from Vaccines Europe.

3. Objectives, description and target audience

3.1. OBJECTIVES

The objective of the project is to:

- make a tangible difference in generating vaccines confidence, increase awareness and help increase uptake of vaccination among patients with chronic diseases, for whom specific vaccination recommendations exist in national immunisation programmes adherence to the recommendations is low, due to lack of awareness, hesitancy and/or other barriers;
- build on and reinforce the activities already undertaken in 2018, which included information materials for patient organisations and patients in various formats¹;
- the Patient Guide (hereafter "booklet") will be a significant contribution to the project's overall activities during 2019.

3.2. DESCRIPTION

Patient feedback in 2018 indicated that, although a lot of information is available, patients would welcome a lay-language booklet on vaccination written specifically for patients, which should cover "the basics" and also function as an attractive advocacy tool for patient advocates and organisations.

¹ Please refer to <http://www.eu-patient.eu/whatwedo/Policy/vaccination/> for EPF's previous work on vaccination.

The booklet should be written in clear, lay-friendly language using illustrations and graphics as appropriate. Original illustrations may be needed to clarify certain concepts, such as community immunity, if good illustrations are not freely accessible/usable. In that case, these will be created by EPF's designer. The eventual format will be that of an easily portable booklet. Visual design of the booklet will be done by EPF's designer and need not be covered by the Consultant.

The booklet should explain key concepts, including: how vaccines work, how immunity works, how community (herd) immunity works, how vaccines are authorised and their safety and quality assured in the EU. It could include a "frequently asked questions" section. The final structure and content will be subject to approval of EPF.

Content should be based on peer-reviewed, evidence-based, state-of-the art scientific publications, but conveyed in a lay-friendly, clear language and layout, following good health literacy and numeracy practices.

The content should be non-disease specific as far as possible (e.g. key concepts) while also referring to specific diseases or vaccinations where appropriate. It is likely not possible to give guidance on vaccination recommendations for specific chronic diseases, as these vary by country. It should be possible, however, to include signposts to where readers can find more information.

3.3. TARGET AUDIENCES

The target audience of the booklet is patient organisations, and it should be aimed at a lay audience with not necessarily any knowledge about vaccination. Readers may include individual patients or citizens, or policymakers; the booklet may be used by local patient organisations but also other community NGOs.

3.4. POINTS TO CONSIDER ON METHODOLOGY

- The Consultant should submit a work plan with timelines to outline the development process.
- An initial consultation on the concept, content and format of the booklet should be done with patients, with EPF's support
- The draft content should also be tested with an appropriate group of patients to ensure it is relevant to their needs, comprehensive and comprehensible.

It is important to note the following:

- The booklet will be reviewed by independent experts identified by EPF to ensure factual correctness. The consultant may also include proposals on how this could be approached.
- The booklet will be produced initially in English. It may be later translated into different European languages, so translatability should be taken into consideration.

4. Description of services

The following tasks should be integrated into the proposal, including a description and timelines.

The detailed process and timetable, including consultations with patients, expert and patient reviews, time for development of graphics if needed, etc., will be agreed between the Consultant and EPF.

Task	Description
1	Detailed work plan with timelines
2	Concept for the Patient Guide, including a proposal for a draft structure
3	Process for development of the booklet, including text content and visuals
4	User testing, including an initial needs assessment and testing of draft content to be incorporated into the detailed work plan
5	Independent scientific review

Publication of the Patient Guide is due in December 2019.

5. Participation in the tendering procedure

The maximum contract price is EUR 10,000 including fees, administrative overheads and VAT.

The duration of the assignment is from March 2019 until December 2019.

There is no travel and subsistence cost planned for this contract. If such costs arise they are to be covered by the tenderer.

6. Participation in the tendering procedure

6.1. TENDER SUBMISSION

Tenderers should submit the following documents:

- The completed submission form (see annex 1);
- CVs of people involved in implementing the tasks;
- A list of references and examples of work;
- The offer should be submitted to Kaisa Immonen, EPF Director of Policy (kaisa.immonen@eu-patient.eu).

6.2. TENDER PROCESS

EPF reserves the right to conduct the tender process and select the successful tender. EPF is not bound contractually or in any way to a bidder to this request for tender until EPF and the successful winner have entered into a written contract.

6.3. TENDER EVALUATION

Participation in this tendering procedure is open on equal terms to all natural and legal persons fulfilling the abovementioned eligibility criteria and language requirements. EPF may, in its discretion, extend the closing date and time of the tender.

The selection procedure will be based on the principles of equal treatment, fairness and transparency and on expertise (75%) and price (25%).

All applicants will receive acknowledgement of receipt of their tender and will be informed of the outcomes of the selection process within one week following the deadline date. EPF is not obliged to provide reasons for its decision to shortlist; accept or reject any particular tender.

Offers to the tender will be evaluated based on the following criteria:

Qualitative award criteria	Points
Qualitative criteria 1: A cost proposal - Most economically advantageous tender for a maximum budget of €10,000.	25
Qualitative criteria 2: A list of references and examples of work – Demonstrated quality of the technical and professional capacity proposed by the tenderer in terms of communicating scientific information in lay-friendly ways. The tenderer is requested to provide at least two examples of publications. Previous work on vaccination is considered a plus.	25
Qualitative criteria 3: Demonstrated knowledge of user testing. Experience of working with patient organisations a plus.	25
Qualitative criteria 4: Congruence of proposal with the timeline - Measures in place to ensure timely delivery of the services concerned.	25

Applicants must have excellent command of the English language and ideally an understanding of EU public health policy, patient advocacy and issues around vaccination.

6.4. EXCLUSION CRITERIA

Candidates or tenderers shall be excluded from participation in this procurement procedure if:

- a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- c) they have been guilty of grave professional misconduct proven by any means which the EPF can justify;
- d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the EPF or those of the country where the contract is to be performed;
- e) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Union's financial interests;

- f) following another procurement procedure or grant award procedure financed by the Union’s budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

6.5. SCHEDULE

The tender is open from 15 February to 3 March 2018.

Tender submission and tentative schedule of work are as follows:

Launch Tender	EPF	15 February 2019
Close of the Tender	Tenderer	3 March 2019
Selection of the tenderer	EPF	By 14 March 2019

If needed, virtual or face-to-face meetings will be organised with shortlisted tenderers between 4-14 March. Once the Consultant is selected, a signature of contract and briefing session with the EPF Director of Policy will be organised to agree on objectives, methodology, and process. End of the assignment will be on delivery of the final document, which is due in December 2019.

7. Terms of payment

Prices must be fixed amounts in Euro and will not be subject to revision. The amount of VAT should be shown separately on the price offer and invoice.

Costs incurred in preparing and submitting tenders are borne by the tenderers and cannot be reimbursed.

8. Quality issues

In delivering the service the tenderer shall ensure the highest quality standards of which EPF shall be the sole judge.

9. Confidentiality and conflict of interest

The Tenderer undertakes that they will not at any time, either before or after the termination of this service, use or disclose or communicate to any person confidential information relating to the affairs of EPF. This restriction shall continue to apply after the termination of the service without limit in point of time.

To ensure the independence of terms of their contract, the winning tenderer will sign a declaration certifying that they have no conflict of interests in relation to the tasks to be undertaken and undertake to inform EPF should this status change.

10. Terms and conditions

EPF reserve the right to reject any and all proposals, in whole or in part, to advertise for new proposals, to abandon the need for services, and to cancel or amend this call for tender at any time prior to the execution of the written contract. EPF reserves the right to waive any formalities in the call for tender process. EPF may respond to questions or provide information from tenderers, and is under no obligation to provide such responses or information to all other tenderers.

By submitting a proposal, the tenderer agrees that:

- EPF may copy the proposal for purposes of facilitating the evaluation of the proposal and agrees that such copying will not violate the rights of any third party.
- It will not bring any claim or have any cause of action against EPF based in any misunderstanding concerning the information provided or concerning EPF's failure, neglect or otherwise, to provide the bidder with pertinent information as intended by this call for tender.

The accomplishment of a tendering procedure imposes no obligation on the EPF to award the contract. Should the invitation to tender cover several items or lots, EPF reserves the right to award a contract for only some of them. EPF shall not be liable for any compensation with respect to tenderers whose tenders have not been accepted. Nor shall it be so liable if it decides not to award the contract.

11. Contact person

For more information, please contact:

Kaisa Immonen

Director of Policy

kaisa.immonen@eu-patient.eu

12. Contracting authority

European Patients' Forum (EPF)

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1040 Brussels

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