

CALL FOR TENDER

CONSULTANT FOR TRANSLATING
the Vaccination Confidence –Patients
& Professionals Awareness,
Communication & Trust pilot project

June 2021



1. EPF – Background Information

The European Patients' Forum (EPF) is a European patient umbrella organisation. Our members are the backbone of our work: their perspective brings an irreplaceable added value to our policy and advocacy activities.

We currently represent 77 patient organisations, encompassing 19 countries and an estimated 150 million patients across Europe.

Our ambition is to become a reference point for the EU, European organisations and other stakeholders such as World Health Organisation (WHO) Europe, healthcare professionals and health minded organisations seeking to co-create better health policy with patients and patients organisations. With our updated Constitution, this aims to include work towards a Wider Europe as a geographical continent rather than as a purely political entity.

In Jan 2020, the EPF has been awarded a EU service contract under DG SANTE for the Vaccination Confidence – Patients' and Professionals' Awareness, Communication and Trust (VAC-PACT) pilot project, which aims to improve uptake and confidence in vaccines for patients with chronic diseases, families and supporting communities.

A key project output is an Advanced Toolkit which aims to support healthcare professionals, chronic disease patients and their supporting communities including: families and caregivers across the EU by empowering, on one hand, the patients themselves to make the best possible decisions on vaccination and raising, on the other hand, healthcare professionals' and supporting communities' awareness on the role they could play in this decision-making.

2. Rationale, Purpose and Nature of Services

Chronic diseases affect more than 80% of people aged over 65 in Europe and account for up to 80% of healthcare costs in terms of premature deaths, healthy life years lost, and lost productivity.

It is estimated that almost 50 million people live with multiple chronic diseases – the main challenge facing Europe's healthcare systems is to provide equitable access to high-quality care that is patient /person-centred and meets people's changing needs.

The Vaccination Confidence – Patients' and Professionals' Awareness, Communication and Trust project provides patients with chronic diseases, health professionals, and supporting communities (including patient associations, families, informal carers) with tailored information about the importance of vaccines in their specific contexts working towards improving vaccine uptake and confidence.

The project champions constructive dialogue enabling patients to exercise meaningful choice and engage in informed and share decision making.

A "tiered" dynamic approach to information is, thus, used to cater to varying health literacy levels.

The advanced Toolkit comprise the following elements:

- an on-line information website
- 4 Printed "Fact Sheets "
- 4 Portable "Quick Guides"
- 4 Videos
- 1 Quiz in electronic format
- and an e-learning resource

The material is mix of electronic and print formats.

3. Methodology and Functionality

The development of the detailed content has been done in consultation with the two advisory groups and 4 focus groups, to identify key messages needed by the different audiences as well as avoid duplicating already-existing tools as far as possible.

The material is intended for public health care professionals, patients and their support communities giving essential information in a both written and visual format.

The consultancy / medical translation services hired will work on translating project outputs by a set time frame.

4. Key Outcomes

Main Deliverable: Translate VAC-PACT website and related material into the 24 EU Languages by 25 August 2021 at the latest.

The Consultant who would win the tender is expected to:

- Translating the VAC-PACT website: <https://vac-pact.com/>
- Translating the VAC-PACT Advanced Toolkit : <https://vac-pact.com/toolkit/>

This consists of 4 short videos, 1 - 1.5 mins, 4 2-pagers "Fact Sheets", and 4-4pagers "Quick Guides", and on-line Quiz and an e-learning resource.

- Translation quality: professionally validated medical translation is a must.
- Delivering the completed the last translations by the 25 August 2021.
- Provide a time table for the delivery of the various translations: starting from 5 July - 25 August 2021.
- Work with and closely coordinate with the assigned project web developer by providing validated translations simultaneously on the go for upload on the website for maximum efficiency.

5. Participation in the Tendering Procedure

5.1 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.

5.2 DOCUMENTS TO BE SUBMITTED

The tender proposals should include:

- An outline of the approach that will be taken to establishing and delivering the project;
- Details of the individual(s) who will lead, manage and deliver the project and details of their experience;
- Detailed costs;
- Timetable for delivery of the various languages and quality gates for the project;
- Background material to demonstrate the previous experience and range of work of the consultant(s) and/or of the specific personnel proposed for the work. This can include descriptions and examples of previous relevant work;
- Contact details of two referees;
- A completed Declaration of Interest (DOI) to ensure lack of any conflict of interest. [Click here to access the declaration template.](#)
- **Applicants must have excellent knowledge of the English language.**

Document applications must be sent by **2nd July 2021, 12:00 CET** to Isabelle Manneh (isabelle.manneh@eu-patient.eu). Please contact that email address if there are any queries regarding the call.

5.3 TENDER EVALUATION

Participation in this tendering procedure is open on equal terms to all natural and legal persons fulfilling the above-mentioned eligibility criteria and language requirements. EPF may, at 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 (70%) and price (30%).

All applicants will receive acknowledgment of receipt of their tender and will be informed of the outcomes of the selection process within 7 days 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:

| Criteria | Weighting |
|---|-----------|
| Credibility and proven expertise in the medical translation | 30 |
| Efficiency in accomplishing tasks within the selected timeframe | 35 |
| Project Planning | 5 |
| Proposed Data Management | 5 |
| Price | 25 |

5.4 EXCLUSION CRITERIA

Candidates 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.

5.5 SCHEDULE

The assignment shall start as from the date of signature of both contracting parties and shall be completed by 25 August 2021.

Tender submission and schedule of the work are as follows:

| | | |
|---|--------------------------|--------------|
| Launch Tender | <i>EPF</i> | 25 June 2021 |
| Close of the Tender | <i>Applicant</i> | 2 July 2021 |
| Selection of the applicant | <i>EPF</i> | 2 July 2021 |
| Briefing Meeting and Contract Signature | <i>EPF and Applicant</i> | 5 July 2021 |

6. 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 invoice.

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

7. Quality issues

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

8. 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 applicant tenderers will sign a DOI certifying that they have no conflict of interests in relation to the tasks to be undertaken and undertake to inform EPF's Head of Governance, Membership and Capacity Building should this status change.

9. 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 applicants whose tenders have not been accepted. Nor shall it be so liable if it decides not to award the contract.

The estimated date for the signature of the contract will be on 5 July 2021.

10. Contacting Persons and Contracting Authority

For more information, please contact:

- **Isabelle Manneh**, Vaccination Initiative Coordinator
isabelle.manneh@eu-patient.eu

Answers to questions will be sent to the question originator and published on [this website](#).

Contracting Authority:

European Patients' Forum (EPF)

Chaussée d'Etterbeek, 180

1040 Brussels – Belgium

www.eu-patient.eu