

European Patients' Forum

Call for Tenders: Moderation of the EPF roundtable on cross-border healthcare

13 October 2017

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2. EPF – General and Background Information

The **European Patients' Forum (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 74 members, which are national coalitions of patients' 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.

EPF's vision for the future is for all patients with chronic conditions in Europe have equal access to high quality, patient-centred health and related care

The present call for tenders refers to the EPF roundtable on cross-border healthcare, to be held in Brussels on 4 December 2017.

For more information, please visit our website: www.eu-patient.eu

3. Description of the event

3.1.1 OBJECTIVES

- To bring together patient representatives, policymakers and other stakeholders discuss the state of implementation of the Directive
- To provide feedback from the perspective of the patient community on their experiences across the EU
- To reflect on what needs to happen at policy and practice levels, EU and national level to realise patients' rights
- To develop a proposal for a tool to collect feedback from patients and the patient community for future monitoring of the Directive, in particular on the functioning of NCPs.

3.1.2 STRUCTURE AND PARTICIPANTS

The roundtable will be held on 4 December 2017, at 9:30 – 16:30 at the Thon EU Hotel in Brussels.

This is a one-day event with plenary sessions and one parallel break-out session. We expect to welcome a maximum of 100 participants, representing patient organisations, national/European policymakers, healthcare professionals and other stakeholders.

3.1.3 VENUE

THON EU Hotel, Rue de la Loi 75, 1040 Brussels

3.1.4 PRELIMINARY AGENDA

Please be aware agenda is a work in progress and changes might be effected.

DRAFT Agenda 4 December 2017

09:30-10:00	Registration and coffee
10:00-10:50	<p>Plenary session 1: Overview</p> <p>Welcome and introduction <i>Marco Greco, EPF President</i></p> <p>Opening remarks <i>European Commissioner for Health, Dr Vytenis P Andriukaitis (invited)</i></p> <p>View from the EU presidency <i>Presidency representative (invited)</i></p> <p>Keynote: the patient's experience <i>Speaker invited</i></p>
10:50-11:20	Coffee break
11:20-12:30	<p>Plenary session 2: Patients' rights – where are we across the EU?</p> <p>Presentation: Results of an EU mapping study of patients' rights focusing on rights relevant to the Directive <i>Willy Palm, European Observatory on Health Systems and Policy (invited)</i></p> <p>Presentation: impact of 'transnationalisation' of healthcare on patients <i>Speaker tbc</i></p> <p>Followed by either Panel discussion or Debate with audience</p>
12:30-13:30	Networking lunch
13:30-15:00	<p>Parallel break-out sessions</p> <p>Each session will have a facilitator who will lead the discussion and a rapporteur, who will present key points to the plenary.</p> <p>Session 1: Information for patients: challenges and opportunities</p> <ul style="list-style-type: none"> - Kick off presentation: case study of National Contact Point - Discussion: how to improve collaboration, how to improve information and support for patients; role of patient organisations <p>Session 3: Access and equity: challenges and opportunities</p> <ul style="list-style-type: none"> - What are the most important gaps for patients? - What solutions are available? What should be done at European level? Role of patient organisations <p>Session 3: How should feedback be collected from the patient community? Developing an assessment tool for future monitoring</p>

	- Workshop will discuss a draft concept and brainstorm on ideas, including a survey instrument + other channels for collecting feedback and experiences
15:00-15:30	Coffee break
15:30-16:25	<p>Closing plenary</p> <p>Quick feedback from the 3 parallel session <i>Rapporteurs</i></p> <p>Reaction and next steps – perspective of the European Commission <i>Commission representative (invited)</i></p> <p>Perspective of the European Parliament <i>Member of the European Parliament (invited)</i></p> <p>Wrap up and take-home messages <i>Conference moderator</i></p>
16:30	Closing of the conference

3.2 TASKS OF THE CONFERENCE MODERATOR

The purpose of this call for tender is to select a moderator who will provide the service of facilitation during the one day of this EPF event.

Generally speaking, the role of the moderator will include moderation/facilitation of the total number of sessions and participating in the development of the event agenda/structure together with the relevant/assigned EPF Staff members.

The successful tenderer shall deliver the following deliverables based on these tasks:

General tasks include, but are not limited to:

- To facilitate the plenary sessions to ensure all participants' needs are met, to give structure to the exchanges and to help manage timekeeping;
- To encourage full participation of all attendees in the plenary and break-out sessions;
- To facilitate one of the parallel break-out sessions (to be decided with EPF team)
- To provide conclusions or wrap-up of the sessions as appropriate;
- To ensure interactions and exchanges during the roundtable are linked to the objectives of the event (and the relevant strategic objectives of EPF);
- To provide feedback via a brief meeting between the Facilitator/Moderator and the EPF Staff members after the event.

4. Description of services in detail

The successful tenderer will provide high-quality services in the field of moderation/facilitation of the above described event. In the addition to the general tasks, the following tasks need to be carried out:

Before the event:

- Meeting with EPF team members to go over the agenda and expected outcomes;
- Assisting in the preparation of plenary sessions and break-out sessions (agreeing a methodology with the EPF team);
- Preparatory work with the speakers and panellists via conference call(s) with the participation of a member of the EPF team;
- Preparing dynamic interactions with the audience and stimulating and inspiring Q&A sessions;
- Preparing innovative introductions of the speakers;

During the event:

- Chairing the plenary sessions;
- Introduction of the speakers;
- Facilitating the interaction with the audience and encouraging participants to give input;
- Facilitating the Q&A sessions;

After the event:

- As mentioned above, a brief feedback meeting between the Facilitator/Moderator and the EPF Staff members is envisioned.

5. Volume of contract

The maximum contract price is EUR 3,000.00 including fees, administrative overheads and VAT.

Any costs linked to the execution of the tasks/deliverables will have to be covered by the selected tenderer, for example such as travel costs to and from the venue/EPF premises. However, EPF will provide meals and refreshments on the day of the event.

6. Participation in the tendering procedure

6.1 TENDER SUBMISSION FORM

Tenderers should submit the following documents:

- Tender submission form (See template in Annex I);
- Curriculum Vitae (4 pages maximum);
- Tender applications must be sent to Ms. Anna Trzcinska, EPF Events Officer at anna.trzcinska@eu-patient.eu and in cc. to Mr Kostas Aligiannis, Junior Project Officer at kostas.aligiannis@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 AND SELECTION

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 first three quality criteria (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 maximum 10 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:

Qualitative award criteria and awarding points		
Qualitative criteria 1:	Understanding of the nature and purpose of this service by being familiar with EPF's work and also having experience with managing conferences discussing chronic conditions in the recent years.	25 points
Qualitative criteria 2:	A list of references – quality of the technical and professional capacity proposed by the tenderer in terms of moderating EU events. The tenderer is requested to provide at least 3 examples of events already moderated.	25 points
Qualitative criteria 3:	Innovation – the tenderer will demonstrate in the proposal innovative techniques for facilitation of events, including panel debates, question and answer sessions and moderation of workshops.	25 points
Qualitative criteria 4:	A cost proposal – most economically advantageous tender for a maximum budget of EUR 4000,00 VAT inclusive.	25 points

Applicants must have an excellent command of the English language.

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 TENDER AND ASSIGNMENT SCHEDULE

The assignment shall start as from the date of signature of both contracting parties and shall be completed by 31 December 2017.

Tender submission and schedule of the work are as follows:

Launch Tender	EPF	13.10.2017
Close of the Tender	Tenderer	12.11.2017
Selection of the Tenderer	EPF	14.11.2017
Teleconference discussion /EPF Project Manager to agree on the objectives, the methodology, and the process with the selected tenderer.	EPF – Tenderer	15.11.2017
Signature of the Contract /EPF's Director of Operations & Engagement to sign the agreement on one hand and the selected tenderer on the hand.	EPF - Tenderer	15.11.2017
Start of assignment	Tenderer	15.11.2017
End of assignment	Tenderer	31.12.2017

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 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 Camille Bullot, EPF's Director of Operations & Engagement 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. Contracting authority

European Patients' Forum (EPF)
Chaussée d'Etterbeek 180
1040 – Brussels
Belgium

12. Contact Person

Ms Anna Trzcinska, EPF Events Officer at anna.trzcinska@eu-patient.eu