

Call for tender: EPF Training Module on Transparency

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1. Purpose of the tender

The purpose of this tender is **to select professional consultants to deliver a training module on transparency and ethics** organised by the European Patients' Forum, hereafter referred to as the "EPF".

This training module is aimed for 10 to 15 patient organisations (EPF members).

2. 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 67 members, which are national coalitions of patients organisations and disease-specific patient organisations working at European level, and. EPF reflects the voice of an estimated 150 million patients affected by various chronic diseases throughout Europe.

EPF's vision for the future is that all patients with chronic and/or lifelong conditions in the EU have access to high quality, patient-centred equitable health and social care.

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

ABOUT EPF'S CAPACITY-BUILDING PROGRAMME

EPF launched a Capacity Building Programme (CBP) in 2012 with the overall objective of strengthening the capacity of its membership - both national and European level Patients' Organisations to enable them to be more effective in achieving their objectives and aspirations, also in feeding their experiences and expertise into the work of EPF and utilising the outcomes of our collective work in a national, and/ or disease specific context.

Transparency is an absolute priority for EPF. The fulfilment of our membership criteria (legitimacy, representation, democracy, accountability and consultation, and transparency) is a precondition for patients' organisations to be granted the status of members, and EPF has always paid a great attention to the respect of these criteria. It is also important to EPF that once they have become members, patients' organisations continue to fulfil these criteria.

In its work programme 2015-2015, EPF committed to look at developing guidelines on transparency and ethics, to monitor the respect of EPF membership criteria by its members and ensure the highest possible standards for our network.

OBJECTIVES OF THE TRAINING MODULE ON TRANSPARENCY & ETHICS

- To develop a common understanding of what constitutes an ethically sound patient organisation and the legitimacy criteria patient organisations should fulfil;
- To reflect on the accountability of patient organisations, and how to demonstrate it;
- To establish guidelines and principles for cooperating with other stakeholders, with a focus on donors.

3. Description of services

The successful tenderer will provide high-quality services in the field of training design and delivery. They will have expertise in transparency and ethics for non-governmental organisations.

The precise methodology will be proposed by the tenderers as part of their bid and will be further defined and agreed upon through discussions with EPF.

However, the following elements need to be part of the methodology proposed by tenderers:

- **A baseline assessment**, to understand where the participating organisations stand and adapt the face-to-face training accordingly. This will also serve as a reference point for the follow-up assessment and guidance.
- **A face-to-face training (2 days), to take place on September 19-21 in Brussels (B)**, and covering the following building blocks:
 - Enhancing the legitimacy and integrity of patient organisations;
 - Cooperating with the private and public sectors: putting ethics first;
 - Transparency: communicating who you are and how you work.

Participants will identify areas they intend to work on with a view to improving compliance with ethics and transparency.

- **Follow-up evaluation and guidance for each of the organisations involved**, to be conducted a few months after the face-to-face training.
The successful tenderer will follow up with the participating organisations, assess how they intend to apply the knowledge acquired during the face-to-face training within their organisation, and give them personalised guidance and advice on how to proceed.

For more details, please consult the concept note (see annexes).

4. Participation in the tendering procedure

4.1. 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.

4.2. 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 (80%) and price (20%). The maximum contract value is EUR 6400 EUR VAT included with a minimum number of working days of 16.

All applicants will receive acknowledgement of receipt of their tender and will be informed of the outcomes of the selection process **within 2 weeks 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
Qualitative criteria 1: Experience in transparency and ethics
Qualitative criteria 2: Experience in designing and delivering training to civil society groups
Qualitative criteria 3: Methodology proposed for the baseline assessment and evaluation report
Qualitative criteria 4: Experience with target group
Qualitative criteria 5: Innovation component of the proposal
Qualitative criteria 6: Quality of English
Qualitative criteria 7: A cost proposal - most economically advantageous tender. The maximum contract value is EUR 6400 EUR VAT included with a minimum number of working days of 16.
Bonus qualitative criteria: Tenderer is able to demonstrate commitment to ethical and transparent practices

Applicants must have excellent knowledge of the English language.

4.3. 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.

4.4. SCHEDULE

The assignment shall start **as from the date of signature of both contracting parties** and shall be completed **by 24 February 2017.**

Tender submission and schedule of the work related to the training module:

Launch Tender	EPF	18 April 2016
Close of the Tender	Tenderer	18 May 2016
Selection of the tenderer	EPF	30 May 2016
Briefing meeting	EPF - Tenderer	1 June 2016
Baseline assessment	Tenderer	15 June – 15 September 2016
Face-to-face training	Tenderer	19-21 September 2016
Follow-up and evaluation	Tenderer	22 September 2016 – 24 February 2017

5. 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.

6. Quality issues

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

7. 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's Membership & Stakeholder Relations Manager Camille Bulot (camille.bulot@eu-patient.eu) should this status change.

8. 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.

The estimated date for the signature of the contract will be **1 June 2016**.

9. Contracting authority

European Patients' Forum (EPF)

Rue du Commerce 31

1000 Brussels

www.eu-patient.eu

Contact person

Camille Bullot

EPF Membership & Stakeholder Relations Manager

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Annex 1 – Concept Note

1. Background

Because of the intrinsic nature of patient organisations, the complex external environment with potential and/or perceived conflict of interests demanding a high degree of integrity and accountability, ethics and transparency are therefore an absolute priority for them.

This need for transparency applies across all of the organisation's activities, from membership criteria and governance rules, to their cooperation agreements, through their financial resources. But what are the formal rules you need to fulfil, and what are the processes to implement and monitor them in your organisation? All patient organisations can benefit from a code of ethics and conduct that systematically identifies ethical practices and acceptable standards. The adoption and internal enforcement of a suitable code not only provides an ethical check for an organisation; it also serves as a statement to beneficiaries, donors and the public that the organisation takes seriously the importance of maintaining high standards.

This training module aims at reviewing transparency and ethics guidelines for patient organisations, through the exchange and building of good practices. It will also be the opportunity to initiate a collective reflection within EPF on the ways for patient organisations to increase their credibility and strengthen their position on the public health scene.

2. Objectives of the module

- To develop a common understanding of what constitutes an ethically sound patient organisation and the legitimacy criteria patient organisations should fulfil;
- To reflect on the accountability of patient organisations, and how to demonstrate it;
- To establish guidelines and principles for cooperating with other stakeholders, with a focus on donors

3. Training outputs

- Definition of legitimacy criteria for patient organisations;
- Development of a code of conduct and/or transparency guidelines model to be adapted to each participating organisation;

4. Training outcomes

- Improved understanding of what constitutes good governance and accountability for patient organisations;
- Awareness and knowledge of ethical principles and how these can be applied in the organisations;
- On the longer-term, improved reputation for patient organisations.

5. Methodology

A. BASELINE ASSESSMENT

A baseline assessment will be conducted by the trainers to understand where the participating organisations stand and adapt the face-to-face training accordingly. This will also serve as a reference point for the follow-up assessment and guidance.

B. FACE-TO-FACE TRAINING

The training will be structure around 3 main building blocks:

- Module 1 - Enhancing the legitimacy and integrity of patient organisations;
- Module 2 - Cooperating with the private and public sector: putting ethics first;
- Module 3 - transparency: communicating who you are and how you work;

During the face-to-face training, participants will identify specific areas they intend to work on during the follow-up phase, with a view to improving compliance with ethics and transparency.

MODULE 1 - ENHANCING THE LEGITIMACY AND INTEGRITY OF PATIENT ORGANISATIONS

Format: Short presentations, guided discussion, interactive workshop

- Integrity: the importance of having clear guiding principles, mission and vision; ensuring integrity and independence in pursuing the mission
- Governance structure: clear roles and responsibilities, transparent and democratic decision-making processes, identification and management of conflicts of interest, confidentiality;
- Truthfulness and Transparency:
 - Consistency of activities and expenditures with the mission
 - Effectiveness and efficiency
- Membership-based organisations: monitoring and encouraging compliance with membership criteria, fostering openness and inclusiveness,
- Importance and benefits of internal and external evaluation: being able to demonstrate impact and added value of the organisation

MODULE 2 - COOPERATING WITH THE PRIVATE AND PUBLIC SECTOR: PUTTING ETHICS FIRST

Format: Workshop and roundtable with external stakeholders

- Building sustainable partnerships with external stakeholders: it's not all about money (the value of cooperation, acceptable practices...)
- Fundraising principles
- Guaranteeing independence: good practices and safeguard mechanisms (diversification of funding sources and cooperation);
- The importance of feedback with sponsors
- Establishing guidelines for cooperating with other stakeholders: codes of conduct

MODULE 3 - TRANSPARENCY: COMMUNICATING WHO YOU ARE AND HOW YOU WORK

Format: Presentations, workshop

- The importance of accurate reporting (annual reports, website...)
- Public trust, disclosure of bias, accuracy and in context information
- Dealing with the media: curating your image, responding to questions and allegations
- Promotion/Proactive communication of your organisation's values

C. FOLLOW-UP PHASE: IMPLEMENTATION OF KEY LEARNINGS AND ASSESSMENT

Each of the participating organisations will, in consultation with and with personalised guidance from the trainers, implement actions to improve compliance with ethics and transparency.

Participants will produce a short and concise report on how they intend to implement key learnings in their own organisation.

6. Evaluation

The Capacity Building Programme module on Transparency will be subject to a two phase evaluation. Evaluation will be performed at the end of the training to capture short-term outcomes in terms of satisfaction, learning, and willingness/ability to apply the learning in the organisation.

A second evaluation round will take place six months after the training to assess the extent to which have the participants and the organisations they are affiliated with applied the learning in terms of strengthening their legitimacy and transparency. The baseline assessment will be used as a reference.

7. Timeline

- March 2016: finalisation of concept note, first communication to members
- March – May 2016: call for tender and selection of consultants
- April-June 2016: recruitment of participants (Target: 12)
- July-August 2016: Baseline assessment
- September 2016: Face-to-face training (Provisional dates: 19-21 September)
- December 2016: Report from each participating organisation on how they intend to implement key learnings in their own organisation

8. ELIGIBILITY CRITERIA

Organisation:

- EPF membership: the organisation should be a member of EPF;
- Commitment: The organisation must commit to complying with the highest standards of transparency and accountability. The organisation shall ensure that learning, outputs, and outcomes of this training programme are effectively upheld by the governing body of the organisation.

Participant:

- Endorsement by the organisation: the participant must be nominated by an organisation member of EPF;
- Profile: the participant must have responsibilities related to either: governance of their organisation or fundraising;
- Availability: the organisation's representative must be available for the proposed training date (19-21 September, to be confirmed);
- Active participation: the participant must commit to fulfilling all requirements arising from the participation in this training programme which shall include:
 - A) providing information to contribute to the baseline assessment as requested by the trainers,
 - B) attending the full face to face training,
 - C) applying learning acquired during the module within the organisation

9. How to apply?

To apply, please send the following documents to Camille Bullo, Membership & Stakeholder Relations Manager (camille.bullo@eu-patient.eu) by **17 June 2016 COB**.

Incomplete applications will not be considered.

- Application form duly completed;
- CV of the nominated participant;
- Motivation letter (included in the application form) indicating:
 - Your organisation's motivation to participate in this module;
 - Your expectations from the training;
 - How you intend to apply the learning within your organisation and cascade it down to your members;
- Commitment form filled in: Endorsement by the Board and political commitment to undertake work on ethics and transparency.

10. Selection Criteria

The selection of participants will be carried out by EPF according to an assessment of the following criteria:

- **Compliance with eligibility criteria.** In case the number of applications is higher than the available places for this training, preference will be given to organisations which comply with the Full membership criteria.
- **Profile of the nominated participant:** The organisations' representative has responsibilities related to either: governance of their organisation or fundraising (as per job description or Terms of Reference if applicable).
- **Availability and commitment:** the organisation's representative must be available for the proposed training date and committed to pursue and further develop the communication activity initiated during the training. The candidate will need to demonstrate how he/she intends to apply learning after the training.
- **The quality of the motivation letter**
- **Language requirement:** the organisation's representative has a good knowledge of English (written and spoken).

11. Contact

If you are interested in participating in this training module or if you wish to have more information, please send an email to Camille Bulot, EPF Membership & Stakeholder Relations Manager (camille.bulot@eu-patient.eu).