

Call for tender: Agency to conduct a Survey

EFA DIG-IT Project 2021
(deadline for applications: 06/04/2021)

Purpose of the tender

The purpose of this tender is to select an external agency to conduct a survey among 1000 patients in 5 Countries (Belgium, Norway, Czech Republic, Spain, Ireland), to understand from a patient perspective the needs, perceptions and use patterns of digital tools by asthma and Chronic Obstructive Pulmonary Disease (COPD) patients. This survey falls under the “DIG-IT” project, led by (EFA).

EFA - General Information

EFA is a vibrant alliance of 39 European allergy, asthma and chronic obstructive pulmonary patient associations from 24 countries. EFA works for equal access to good quality care, safe, healthy environment and patient participation.

EFA's vision is for all people with allergy, asthma and chronic obstructive pulmonary disease (COPD) in Europe to live uncompromised lives, have the right and access to high quality care, participate in their care, and to have a safe environment. EFA's Mission is to be the voice of allergy, asthma and COPD patients at the European level and to be actively involved in the decisions impacting their health.

For more information about EFA, please visit our website <https://www.efanet.org/>

Context and Background of the Project

The world is undergoing a digital transition that is changing our societies and economies at an unprecedented speed, accelerated by the COVID-19 pandemic. The health sector is going through a rush to implement digital services, including eHealth, telemedicine consultations, contact-tracing apps, to overcome barriers in the standard healthcare systems, through digital solutions. In this rush, patients' needs or preferences may not be central.

Digitalisation has an enormous potential to improve health services for people with asthma and COPD in a way that patients are better embraced and to enable guided self-management. It can sharply shift the paradigm from a disease-centred to a patient-centred healthcare. In a moment of digital transformation, EFA wishes to put asthma and COPD patients' views at the centre of the digitalisation process. EFA wishes to represent patients' views with updated data on the need for a robust governance that ensures meaningful patient involvement at all stages. Crucially, the project aims to improve the understanding and confident pathway for people with asthma and COPD in the digital health space so that they become aware of their rights and possibilities.

Description of the survey

Targeted sample

In each country 100 asthma and 100 COPD adult patients will be interviewed, for a total of 1000 patients. The sample will consider a balanced participation among different age groups, gender and socio-economic status. It is one of our aims to identify the existing gaps in accessing digital solutions and the factors that may create or enlarge the bias (age, socio-economic status, level of education, level of digital literacy).

Patients recruitment

Where possible, patients should be recruited via physicians.

Validation: Validation of the questionnaire is not required.

Description of Services and Deliverables

EFA is seeking an external, neutral agency with solid experience in survey design and administration in Europe, especially in the healthcare sector. The successful tenderer will provide high-quality services in the field of market research, survey design, organisation and results' analysis. The following tasks will need to be carried out:

- Questionnaire design, with the support of EFA staff and external advisers
- Translation of questionnaires from English into local languages
- Fieldwork in 5 countries: identification and interview of participants
- Analysis of results
- Presentation of results
- Delivery of data file and tables (excel and PPT)

Tentative Timeline

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|----------------------------------|-----------------------------|
| Launch of Tender | March 2021 |
| Closure of Tender: | 10 th April 2021 |
| Selection of Tenderer: | 15 th April 2021 |
| Questionnaire Design: | April - May 2021 |
| Translation of the Questionnaire | May 2021 |
| Fieldwork | June 2021 |
| Analysis and Report | July 2021 |

Confidentiality and conflict of interest

The successful applicant 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 EFA. 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 applicant will sign a declaration certifying that they have no conflict of interests in relation to the tasks to be undertaken and will inform EFA should this status change.

All data submitted to EFA will be treated in accordance with Belgian law.

Terms and conditions

EFA reserve the right to reject all offers, in whole or in part, to advertise for new offers, 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. EFA reserves the right to waive any formalities in the call for tender process. EFA may respond to questions or provide information from applicants and is under no obligation to provide such responses or information to all other applicants.

By submitting an offer, the applicant agrees that:

- EFA may copy the offer for purposes of facilitating the evaluation of the offer 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 EFA based in any misunderstanding concerning the information provided or concerning EFA'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 EFA to award the contract. Should the invitation to tender cover several items or lots, EFA reserves the right to award a contract for only some of them. EFA 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 in April 2021.

Applications

Interested applicants should submit a detailed offer, including CV, examples of work and short motivation, to valeria.ramiconi@efanet.org by 6th April 2021.