



Call FOR TENDER

Research on quality regulation and certification of social services in Europe

EPR is a network of service providers to people with disabilities committed to high quality service delivery. EPR's mission is to build the capacity of its members to provide sustainable, high quality services through mutual learning and training.

1. Tender specification

EPR is looking for a Researcher/Research team to support research on quality regulation and certification in Europe in cooperation with the EPR Secretariat.

2. Main elements of work

Support the gathering of information on regulations and quality requirements for provision of a selection of social services from 12 countries, provide desk research into quality requirements and initiatives across Europe and produce a comparative analysis.

3. Task description

- a)** Using a template questionnaire developed by EPR secretariat (see annex), support the secretariat in gathering information from EPR members and stakeholders through email and phone interviews on the above topic.
- b)** Conduct desk research into quality requirements and initiatives across Europe
- c)** Provide a short synthetic overview and analysis of the results
- d)** Work with the Secretariat to develop conclusions and recommendations

4. Deadlines

4.1 Deadline for application: 08/10/19

4.2 Selected applicants are expected to take on the assignment as soon as possible

4.3 Completion of tasks: All final deliverables should be submitted no later than 31/12/2019

5. Expertise required

The researcher(s) will be expected to demonstrate:

- Proven experience in coordinating international research projects and collaborative work;
- Solid academic and/or professional background with regards to the social service sectors;-
- Experience in data collection, analysis and presentation;-
- Experience of writing accessible reports for an NGO and/or EU/national organisation readership;-
- Excellent command of English (written and oral);-
- An operational approach to the integration of good management principles, including correct personal data management in line with the requirements of the GDPR

6. Selection and award criteria

The applicant(s) should submit the following documents by the 08/10/2019; 23:59 CET:

- A text describing his/her expertise and explaining why they are the right candidate(-s) for the assignment (not more than 2 pages).
- A proposal for how the work would be carried out
- CV(s), including the list of published articles, reports, studies if relevant.

7. Content of the bids

The tenderer will ensure that their bid clearly identifies how they meet the selection criteria.

8. Payments and standard contract

Payment will be made in 2 instalments: 40% of the total will be paid upon signature of the contract and the remaining 60% will be paid upon reception of the deliverables.

All deliverables are subject to revision and approval by EPR.

Only validated deliverables will be accepted and fully compensated.

The Contract will be drawn up between EPR and the contractor.

8. Price

The estimated price is max. EUR 4200, all taxes included. The contract will be awarded to the tenderer whose offer represents the best value for money, taking into account the quality of the submitted documents and individual expertise. The contract will only be awarded to a tenderer who clearly proves to have knowledge, experience and expertise which matches at least 70% of the selection criteria.

9. Contact Details

Please send your bids to Laura Jones, Secretary General, EPR, ljones@epr.eu

Annex

Questions for market research about trends in quality certification and regulation

- a) Is quality of services and or quality of management an important issue for your organisation? If so, is there a more specific dimension of these areas that is most important?
- b) What have been the developments in certification requirements, quality regulation or expectations from public authorities or clients/service users in social and vocational educational services in the past few years, and from which authority? Insights into any sector are welcome.
Suggested services: vocational rehabilitation, VET, employment integration support (including supported employment), residential care, medical rehabilitation, home care, child care.
 In your country, if you have different classifications, please explain.
- c) What quality certifications could you provide information about in the following fields of services? in social and vocational educational services are there in your country (please list by sector)? What kind of certification is obligatory in your country and sector/s? What quality certifications do you have and in which sectors of services? Is holding a certification obligatory for responding to public tenders?

Type of service	Type of certification in use	If/when required	Which certifications do you have?	Are the certifications you have typical for service providers like you?	Added value of the certification
E.g. vocational rehabilitation	Government certificate called X	To be able to provide VR	X	Yes/NO	<ul style="list-style-type: none"> • X • Y
	ISO 9001	Optional			
	EFQM	Optional	X		
	EQUASS	Optional			

- a) Why did you choose the certifications that weren't obligatory?

- b) Do you believe that the regulations and requirements for quality standards or certificates in your country truly support quality service provision in any sectors above? If yes, why? If no, why?

- c) Why do you consider other systems better or more suitable in any sector? Would you have any insight or reflections on growth in the quality certification market in your country?

- d) What do you expect to be the trends in certification requirements or expectations from public authorities or clients/service users in the coming few years?

- e) Do you believe there is a market for certification in the coming years in any sectors? If yes/no, for which sectors? (e.g. vocational rehabilitation, residential care, child care)

- f) Could you recommend a few other stakeholders who could complement the information given here, including government representatives? Please provide name, responsibility, area of expertise, contact information.