



Request for Proposals

External Evaluator Services for the Care4Elders project



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1. INTRODUCTION

1.1 Care4Elders project

The Care4Elders project seeks to create a sustainable and long-term impact on the quality of care for older people with dementia and to improve the living conditions of these people and their carers.

The Care4Elders project aims to:

- **Improve access to professional care:** Introduce innovative approaches and digital technologies to care for elderly people with dementia, increasing the quality of care and the availability of support tools for carers and family members.
- **Strengthen the competencies and education of carers:** Develop and implement training programmes aimed at developing the skills and knowledge of carers and professionals in the field of care for older people with dementia. This includes ensuring the availability of quality educational materials and improving competences in the use of digital tools.
- **Reduce the stigma of dementia:** Change public awareness of dementia and make society more sensitive to the needs of people with dementia. Through awareness-raising campaigns and media work, the project aims to reduce the stigmatization associated with this disease and promote the acceptance of older people into society.

The main activities of the project include **research and needs analysis** in the field of prevention, detection and treatment of dementia. The project also focuses on the **development and implementation of training programmes** for older care workers. Another activity is an **awareness campaign** that aims to raise awareness of dementia and reduce stigmatization. The project also plans to **develop digital tools and innovative methods** to improve care for people with dementia.

The Care4Elders project expects to **increase the qualifications of workers** in the field of care for older people. The quality of care for people with dementia should be improved through innovative and targeted practices. The project also expects to **reduce the stigma associated with dementia** and raise awareness of the problem. Finally, the project seeks to **ensure equal access to healthcare** for vulnerable groups.

The objectives of the Care4Elders project are summarized as follows:

- **Objective 1:** To define an integrated elderly care model prioritizing person-centred approaches in preventing, detecting, and treating dementia.
- **Objective 2:** To enhance the skills and knowledge of healthcare professionals and caregivers through reskilling and upskilling initiatives.
- **Objective 3:** To launch an awareness campaign aimed at reducing stigma and health inequalities surrounding dementia, encouraging earlier intervention.
- **Objective 4:** To facilitate systemic impact through digital tools that slow the progression of dementia among elderly patients.

In addition, the Specific Objectives (SO) are summarized as follows:



- **SO1:** To develop and implement a person-centred, integrated elderly care strategy that is adaptable across different EU healthcare contexts, focusing on the prevention, detection, and treatment of dementia.
- **SO2:** To design and standardize a comprehensive training curriculum tailored for elderly care professionals across the EU, focusing on enhancing skills and competencies in dementia care, thereby addressing disparities and ensuring a high level of care quality.
- **SO3:** To upskill and reskill the elderly care professionals, to be able to meet the growing needs of the ageing population with a main focus on dementia.
- **SO4:** To enhance public understanding and support for dementia, with a special emphasis on systematically reducing stigma and health inequalities, especially among vulnerable elderly groups, through targeted, evidence-based initiatives.

The **target groups** of the Care4Elders project include:

- **Older people with dementia:** The primary target group is older people with dementia who need specialized care and support.
- **Carers and family members:** People who care for people with dementia, including professional carers and family members, who often lack sufficient training and support.
- **Healthcare professionals:** Healthcare professionals, such as doctors, nurses, and social workers, who need additional training and resources to effectively care for patients with dementia.
- **Vulnerable groups:** Older people with physical disabilities or other chronic illnesses who are particularly vulnerable to dementia and need targeted care.

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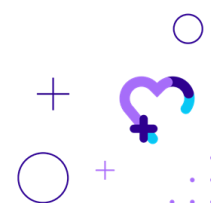
Additionally, the project serves multiple stakeholders:

- **Healthcare and Elderly Care Professionals:** Training to enhance dementia-related skills.
- **Patients and Families:** Support mechanisms for stigma reduction and earlier intervention.
- **Policymakers and Communities:** Awareness-raising initiatives to foster inclusive healthcare environments.

The consortium comprises seven partners from Greece, Luxembourg, the Czech Republic, Portugal, Germany, and Malta, including academic institutions, healthcare providers, and advocacy networks. Metropolitan College, Greece, leads the project, ensuring adherence to rigorous governance, ethical standards, and financial accountability. More specifically, the Care4Elders project employs a structured work package framework:

1. Defining integrated care models.
2. Developing competency-based training.
3. Running awareness campaigns.
4. Disseminating outcomes at local, national, and EU levels.

Care4Elders is focused on creating lasting systemic change by equipping caregivers with essential skills, enhancing public understanding of dementia, and fostering a supportive policy environment. These efforts aim to bridge gaps in healthcare access, empower professionals, and improve quality of life for individuals affected by dementia across Europe.



1.2.1 The partnership

The Care4Elders partnership is a consortium of 7 partners, namely:

1. MITROPOLITIKO COLLEGE ANONYMI EKPAIDEUTIKI ETAIRIA (MC); Greece – COO
2. IDRYMA PERITHALPSEOS CHRONIOS PASCHONTON (IPCP); Greece – BEN
3. RÉSEAU EUROÉEN DU VIEILLISSEMENT ASBL (EAN); Luxembourg – BEN
4. ASSOCIATION OF SOCIAL SERVICE PROVIDERS (APSS); Czech Republic – BEN
5. SANTA CASA DA MISERICORDIA DA AMADORA (SCMA); Portugal – BEN
6. HOCHSCHULE DER WIRTSCHAFT FÜR MANAGEMENT GGMBH (HdWM); Germany – BEN
7. DEMENTIA CARE DIRECTORATE (DCD); Malta – AP

1.2 The organizations

1.2.1 Metropolitan College

Metropolitan College is one of the first private colleges in Greece (since 1982), having the widest range of study fields while being the largest UK TNE (Transnational Education) provider in Greece, offering Curricula of EQF level 6-8. All courses meet students' demands and facilitate entry into the Greek and international job market. The College is accredited by the British Accreditation Council as an independent institution offering higher education, and NARIC recognizes all academic degrees, while it is recognized for its educational excellence, as it cooperates with distinguished state UK Universities.

Furthermore, it is the only College in Greece that is a member of the International University Network Compostela Group of Universities. Being a member of this network offers international academic recognition and networking with top universities around the world. Metropolitan College is also a member of the Hellenic Colleges Association. The Association's members are Greek private colleges that offer university courses in collaboration with European universities, provided that this collaboration results in the award of diplomas or degrees of foreign universities to Greek students, following a two-year to four-year study in Greece.

Metropolitan College has **campuses in 8 locations throughout Greece**: a privately-owned campus of 13,000 m² in Maroussi (northern suburb of Athens), a 3.500 m² branch in Piraeus, a 2.700 m² Downtown Athens branch, and one in the center of Thessaloniki in a building of 2.000 m², as well as state-of-the-art facilities in four more cities in Greece: Heraklion – Crete, Rhodes, Larissa and Patra. The university campuses throughout Greece feature auditoriums, laboratories with equipment of cutting-edge technology, libraries with thousands of titles, sport facilities and recreational areas, thus creating a unique educational environment of international standards.

MC has **more 12 Academic Faculties offering more than 70 Bachelors, Masters and PhDs**. In detail:

- Faculty of Education and Human Sciences
- Faculty of Business and Economics
- Faculty of Computing
- Faculty of Culture and Communication
- Faculty of Architecture Engineering and the Build Environment
- Faculty of Health Sciences
- Faculty of Hospitality and Tourism Management

- Faculty of Shipping and Maritime Studies
- Maritime and Superyacht Academy
- Faculty of Sport Sciences and Physical Education
- Faculty of Psychology
- Faculty of Law

In the Faculty of Health Sciences, Metropolitan College offers two modern training and certification programmes for caregivers of Alzheimer's and Dementia patients, developed according to the best practices worldwide, as put forward by the "Hellenic Initiative against Alzheimer's", under the guidance of associates from the Johns Hopkins University. Besides developing curricula, Metropolitan College contributes to shaping educational policies through collaborations with the Hellenic Initiative against Alzheimer's and other policy bodies. The college actively participates in national forums and advisory panels that influence tertiary education and healthcare standards in Greece.

Metropolitan College encourages and supports student participation in National and International scientific conferences and events, aiming at the expansion of their academic and professional knowledge, networking with renowned scientists and professionals from their field, as well as coming into direct contact with the market pulse and needs. Furthermore, they are an important opportunity for our students, as they enable them to broaden their horizons, participate in research groups, present papers and meet internationally renowned scientists from their field.

Finally, one of the College's assets, is its **strong links with the labour market** through the Career Office and the annual event "DevelopingU" held by the Metropolitan College. "DevelopingU" contains a series of specialised seminars for the development of students' professional skills as well as Career Days, with the participation of dozens of businesses and organisations offering work placements and permanent jobs.

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1.2.2 Association of Social Services Providers Czech Republic

The Association of Social Services Providers Czech Republic (APSS CR) was established in 1992 as an independent association that brings together social service providers across the Czech Republic. Its **main mission is to support and develop the quality** of these services, as well as **represent its members' interests at national and international levels**. The Association is dedicated to professional education, issues methodological materials, organizes conferences, and collaborates with professional institutions.

The organization has a broad membership base including thousands of entities – from nursing homes to specialized health and social institutions. The association's structure consists of professional sections focused on different types of services and topics, as well as regional sections that ensure direct contact with members.

APSS CR plays an active role in European professional organizations, for example, being a member of the European Association of Services providers for Persons with Disabilities (EASPD). In addition to EASPD membership, the Association is also a member of the European Ageing Network (EAN), European Social Network (ESN), Federation of European Social Employers, and European Federation of National Organisations working with the Homeless (FEANTSA).

An important part of APSS CR's activities is the **Education Institute, which focuses on professional development for social service workers**. The Education Institute was founded in 2010 and is the largest educational institution in the Czech Republic providing further education for social service sector workers. This institute offers a wide range of educational activities, focused on topics such as client communication,



crisis intervention, legal aspects of social services, modern care technologies, and older adult care and dementia. The Institute seeks to respond to current provider needs and ensures that workers in this area have access to the latest knowledge and practices.

Project activities are also a significant part of the association's work. These activities focus on **developing quality and innovations in social services**. The association participates in national and international projects that often involve collaboration with European partners. These projects target employee training, supporting new care technologies, developing inclusive services, and improving care standards for clients, including older adults and people with disabilities. The projects contribute to professionalizing the sector and increasing its prestige both in the Czech Republic and abroad.

APSS CR pays considerable attention to publication activities and initiatives aimed at improving quality in social services. It regularly publishes **professional publications, methodological manuals, and the Social Services magazine**, which addresses current care issues, legislative updates, and experience exchanges between providers. These materials serve as an important source of information and inspiration for sector professionals.

The association also focuses on service quality through developing quality standards and implementing modern approaches in practice. It **organizes educational seminars, professional workshops, and training** that help providers meet demanding professionalism and efficiency requirements. An important tool in this area is the quality audit, which helps organizations identify improvement opportunities and ensure appropriate care levels. Related to social service quality, the Association also presents the **Social Services Innovation Award**, which recognizes new and effective approaches to improving care quality. This award supports creativity and motivates organizations and individuals to implement innovative solutions in social services.

One of the main initiatives is organizing prestigious awards, such as the **National Social Services Award – Caregiver of the Year**, which motivates individuals and organizations towards excellence in care. These activities support not only professional employee growth but also increase the entire social services sector's prestige and societal perception. Another significant event is **Social Services Week**, which emphasizes social services' importance and allows professionals and the general public to gain insight into their functioning through open days, conferences, and accompanying events.

The Association has received **numerous awards for its activities**, both at national and international levels. Specifically, these awards include:

- **Best Social Services Association Central Europe** – an award for the best association in the social services sector in Central Europe
- **Best Project by a National Association** – an award for the Support and Distribution Centre project for social service providers during COVID-19
- **Czech Quality Program** – the Brand of Quality in Social Services certification system has been part of the government's Czech Quality program since 2011, which supports the sale of quality products and provision of quality services

The Association contributes not only to improving social services' position in the Czech Republic but also to strengthening international cooperation in this area. Its long-term experience, professional reputation, and extensive member network make APSS CR a key factor in the social services field.



2. The assignment

The goal of this assignment is to establish all necessary actions, procedures, measures, indicators, and systems that will ensure the quality of project outputs and processes. This will allow for close and continuous monitoring and review throughout the Care4Elders project lifecycle. The Evaluation mechanism will improve internal communication procedures within the consortium, guaranteeing the quality of project outputs and deliverables.

The evaluation process is connected to all Work Packages (WPs) of the Care4Elders project. It serves as a complementary resource for Project Management during the entire project duration, while also creating a collaborative environment among project partners. Specifically, external evaluation will ensure project quality across all project stages, from initial planning through implementation to final evaluation.

2.1 The tasks

The assignment includes the following tasks:

Task 1: Establishment of the evaluation methodology

The external evaluator will focus on:

- Assessing the project's predefined expectations
- Evaluating the project's ongoing implementation
- Analysing the cooperation process within the partnership

The sub-contractor will develop the Care4Elders project evaluation methodology, which includes evaluation criteria for quality assessment:

1. **Relevance:** Understanding how project objectives align with the intended goals and identifying the best strategy for project delivery.
2. **Coherence:** Examining what the project aims to achieve and what it actually provides.
3. **Effectiveness:** Measuring the quality of task completion and the team's capacity to meet project objectives over time.
4. **Performance:** Evaluating the appropriate use of resources in relation to objectives, results, and outputs.
5. **Sustainability:** Assessing the potential continuity of project results after the project ends.
6. **Usefulness:** Evaluating the project's overall impact.

Task 2: Conducting Ongoing and Final Evaluation

During the Care4Elders project, two evaluations will be conducted. The mid-term comprehensive evaluation report is crucial for identifying potential areas for improvement. Its goal is to enhance project implementation's effectiveness and efficiency. We will create a clear set of SMART indicators to measure the achievement of planned expectations. Additionally, a satisfaction survey will be conducted for training courses, using both qualitative and quantitative tools.

The External Evaluator will be responsible for mid-term and final evaluations. This includes:

- Producing **mid-term and final comprehensive evaluation reports** for the entire project.



- Conducting **peer reviews and inter-project coaching** with relevant Erasmus+ projects through videoconferencing or in-person meetings.

2.2 Deliverables

The following deliverables are going to be developed and submitted within this assignment:

1. Evaluation methodology (Dev 1)
2. Mid-term comprehensive evaluation report (Dev 2)
3. Final comprehensive evaluation report (Dev 3)

2.3 Timeline

The duration of this assignment is 36 months starting on the 1st of September 2024. The timeline for submission of deliverables is the following:

| | | |
|--------------|--|---------------------|
| Dev 1 | Evaluation methodology | 31st July 2025 |
| Dev 2 | Mid-term comprehensive evaluation report | 31st March 2026 |
| Dev 3 | Final comprehensive evaluation report | 30th September 2027 |

In case the Care4Elders project needs extension due to the decision of the partnership and/or the European Commission, this assignment will be extended for the same duration without any increase of its budget, while some deliverable will be submitted at a new deadline being agreed at a partnership level and being announced at least 1 month before the final day of the Care4Elders project implementation to the sub-contractor.

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3. Value of External Evaluation Assignment and Payments

The estimated price is 8,000 €, VAT and all taxes included.

Payment of the assignment will be made three instalments, listed below:

| | | |
|-----------------------|--|---|
| 1st instalment | 30 % of the contract amount | The amount will be transferred when the service agreement is signed. |
| 2nd instalment | Percentage will depend on project implementation and actual cost declared in Mid-term Report and the 1st transfer. | The amount will be transferred when APSS CR receives the 2nd prefinancing payment from the Project Coordinator. |
| 3rd instalment | Percentage will depend on the Final report and evaluation of the project and the previous amounts transferred. | The amount will be transferred when APSS CR receives the balance payment from the Project Coordinator. |

Payments will be done by bank transfers to a bank account which the sub-contractor will communicate the full details of.



4. Requirements

Any individual or legal entity interested in this tender should cover the following requirements:

| Requirement | Type of requirement |
|--|---------------------|
| Experience in independent evaluation services and/or quality assurance services, including evaluation methodologies and data collection | Essential |
| Experience of multi-stakeholder EU-funded projects | Essential |
| Knowledge of the social services sector in Europe with accent to dementia | Essential |
| Strong writing skills in English | Essential |
| Additional knowledge of European languages is welcome | Preferable |
| Experience in doing desk and field research, drafting and conducting of questionnaire surveys, and interviews with a variety of stakeholders | Preferable |

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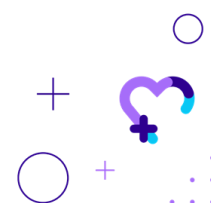
5. Selection and award criteria

The applicants should submit following documents:

1. **Motivation letter** - describing your expertise and explaining why you are the right candidate(s) for the assignment (not more than 1 page).
2. **A technical proposal** – including a detailed description of the methodology and tools applied (not more than 3-5 pages).
3. **A CV / record of previous experience** – presenting the activities and profile of the tender; including list of references described in the Chapter of 4 Requirements, and the list of published articles, reports, studies, if relevant. (not more than 3-5 pages).
4. **Financial proposal** – indicating that all costs are being included in the price indicated in the proposal (not more than 1 page).

The contract will be awarded to the tenderer whose offer represents the best value for money, considering the quality of submitted documents and individual expertise. The contract will be awarded to a tenderer who clearly proves that they have knowledge, experience and expertise which match at least 70% of the selection criteria.

Only selected candidates will be contacted.



6. Content of the bits

The tenderer will ensure that their bid clearly identifies how they meet the selection criteria, ideally by indicating their knowledge and expertise under each of the relevant headings. Examples of previous work that demonstrates their ability to write and present would also be useful.

7. Deadline

Deadline for the submission of tender is the 31st of May 2025. All tenders must be sent via email to Ms. Simona Matějková. Signed pages should be scanned.

Email: projekty@apsscr.cz

Subject: Care4Elders tender – External evaluator

Selected applicants are expected to take on the assignment as soon as possible after the signature of the contract.

