

Request for Proposal (RFP)*

On-site Foundation (Fundacja Na miejscu) is interested in receiving proposals to provide:

1. The guidelines and recommendations on Ethical, Privacy, Legal Considerations and Safety for the partners of the project *Toilet for me too*. First version.
2. The Final version of the guidelines and recommendations on Ethical, Privacy, Legal Considerations and Safety.
3. Organisational models and requirements for tertiary end-users for smart toilet solutions.

BACKGROUND

On-site Foundation is part of the consortium realising the project **Toilet for me too, supporting active living in (semi-) public environments by suitable toilets** (hereinafter referred to as the **T4ME2**) co-financed by The National Center for Research and Development within The Active Assisted Living Programme (AAL). *T4ME2* provides supportive autonomy by promoting smart toilet solutions for living-well. It addresses ageing people and persons of all ages with impairments/disabilities (as well as their (in)formal caregivers) and their needs when using a toilet outside home in public or semipublic environments (e.g. in community centres, town halls, shopping malls, museums, theatres, hotels, leisure and sports areas etc.). Current assistive sanitary components for the private home area do not meet the usability requirements of public high frequency multi-user environments, are not seamlessly integrated and lack required robustness and design.

T4ME2 partners together with a significant group of end users will refine the outcomes from preparation stage and make them concrete technological features, raise awareness of technical solutions as a means to overcome social barriers, and study the real-life performance and benefits of the innovative solutions developed. We want to prepare the transfer to an open innovation product for commercialisation by establishing demonstration sites at the user partners based on redesigned, integrated, accessible and flexible, certifiable, nonstigmatising and robust prototype solutions with ICT interfaces for personalisation and safety. *T4ME2* shall be suitable for upgrading existing toilets and for new buildings up to changing places compatibility.

Starting with activities to raise awareness (already at projectstart) the project will directly address stakeholders in the (semi-)public sector e.g. social care and recreational services for seniors, communes, town halls, museums, theatres, shopping malls, hotels etc., their clients and the public at large. Demonstration of prototype solutions at the user sites will repeatedly serve as means to reach out for a broader audience and prepare the contacts with potential buyers.

T4ME2 can draw on work done in exploratory phases of *Toilet4me*, where the wishes and needs of the end-users and the perspective of the stakeholders were already studied with almost 300 people. In *T4ME2* two user partners will recruit users for the *centre* area and *hotel&vacation* area following a standard informed consent and ethical approval process.

The Co-creation activities will initially make use of hands-on demonstrations of commercial solutions with groups of old and/or physically challenged users, secondary users and (tertiary) stakeholders at the test sites for raising more awareness on technological possibilities before moving to Co-design for the development phases.

The primary end users will be older adults or users with physical (mobility) challenges in general, e.g. wheelchair, obesity, sclerosis, arthritis and people in postoperative situations selected from the clients of the user partners for whom it currently is difficult or impossible to use a not adapted toilet without assistance.

*This request has the form of market research and does not constitute an inquiry within the meaning of the Public Procurement Law

Users with significant cognitive difficulties are excluded. Relatives or care and support staff will be included as secondary users, in an expected number of 10-15 per pilot site. 20 Tertiary users (10 per site) will be involved both from the test site organisations, their partner organisations and externally (communes and centres).

More information about the project is on the website: <https://www.toilet4me-project.eu/t4me2.html>

SCOPE OF SERVICES

On-site Foundation is interested in receiving proposals to provide:

TASK 1. The guidelines and recommendations on Ethical, Privacy, Legal Considerations and Safety that should be considered during the whole duration of the project by both the technical partners (while designing and developing the system) and the end-user partners (while collecting data and testing the T4ME2 system).

This task aims to create a document that defines the ethical, legal and data protection principles, most notably from the EU GDPR, European Charter and Member State legislation, that should be respected by the system developers throughout the entire project T4ME2. This will include accessibility, gender and safety aspects. Representatives of all end-user groups from different European countries will be involved in an Ethics Committee that will assess adequacy and easy understanding of all materials and support the supervision of all Ethical issues raised during the project.

More specifically, this task must ensure that the product to be developed and tested in all the stages of the iterative co-creation process (involving different groups of users) will encompass privacy concerns as well as strong ethical behaviour, legal considerations and also deontological attitude towards each and every element.

A supplementary aim will be to raise the associated ethical questions that the future implementation of such a system may bring to the semi-public spaces, namely to their organisations and structure, to the relationship between stakeholders and to the conciliation of the personal, family and caregivers perspectives, as well as its use in the different exploitation models to be developed.

It will also create and deliver the guidelines and supporting documents that the pilot sites will need to create, as well as the protocol they will have to present to the regional and/or national authorities that will grant ethical clearance to the T4Me2 study and validation.

In order to establish guidelines, the subcontractor will create a first document that will include:

1. Legal and deontological framework for research and development, and application to more fragile target groups,
2. Ethical and professional conduct principles in design and implementation of ICT tools in the socio-sanitary context, and
3. Legal considerations and recommendations on ethical compliance, data collection, monitoring, storage and security of personal data. It will be assured that ethical clearance/approvals for the requirements collection and pilots, when necessary, to all national authorities is done in due time.

TASK 2. The Final version of the guidelines and recommendations on Ethical, Privacy, Legal Considerations and Safety.

An updated version will be prepared after the implementation phase. It should take into account the effects of the project and address identified problems. This part should be carried out in close agreement and cooperation with project partners from different countries.

TASK 3. Organisational models and requirements for tertiary end-users.

A study containing business and / or public sector requirements for the product - terms of its purchase and use should be delivered. Diverse national environments should be covered (from some of the project partners countries and some additional if needed). This task will collect information and elaborate on user

contributions, in order to provide a clear picture of how to include the T4ME2 system in tertiary users organisations, as a major market opportunity.

The task will assess the organisational framework in different semi-public environments services in cooperation with group of minimum 20 professionals and managers, policy makers and other relevant stakeholders (from countries chosen together with project partners and subcontractor). Tertiary users as primary customers will directly contribute in collecting information on behaviour and attitude of their clients, their usual purchasing and funding processes, product maintenance and service requirements, regulatory and other decision-making aspects.

This task will need to count with inputs of organisations with the previous knowledge and expertise on the functioning framework and models of the potential buyer organisations.

Not only must the system be built taking their needs into account as it may also contribute in return to provide guidelines and recommendations on how to improve practices related to the project's theme.

The leader of this task will engage a whole ecosystem of organisations that may be buyers of the T4ME2 system to assess the organisational framework in different semi-public environments services in cooperation with professionals and managers, policy makers and other relevant stakeholders, providing valuable information for the business models to develop.

This task is to be done with local / national support of project partners (also in organising groups of respondents) so cooperation with project partners from different countries is essential.

English is the official working language of the project. All materials should be delivered in English.

TIMELINE

Deadline for Proposals: April 30th 2020

Selection of subcontractor: May 8th 2020

Signing the contract: Till May 22nd 2020

Deadline for tasks:

TASK1: August 31st 2020

TASK 2: February 17th 2023

TASK 3: November 30th 2020

PROPOSAL SUBMISSION

Entities of all types wishing to submit proposal should do so by no later than 4 PM (CET), April 30th, 2020 by sending it to: magda.kubecka@namiejscu.org

Questions concerning this RFP may be directed to Magdalena Kubecka by email magda.kubecka@namiejscu.org

In justified cases, On-site Foundation may modify the contents of this RFP before the expiry of the time limit for the proposal submission. If, as a result of a change in this RFP, additional time will be required to modify proposals, On-site Foundation shall extend the time limit for the proposals. On-site Foundation will inform about all changes on the web-site and by e-mail.

Proposals should be submitted for all three tasks described above.

The bidder is bound by the offer for 45 days from the day of sending the proposal.

Proposal should include:

- a. Bidder's full name, registered office address, contact details, power of attorney to act on behalf of bidder (if applicable)
- b. Description of planned activities to meet the expectations (2-3 standardized pages)
- c. Description and confirmation (reference letter, certificate, links to the website) of experience and capacity of the entity to deliver effects (1-2 standardized pages) including bios of team involved (without names just profiles of team members)
- d. Total costs for the delivery of tasks in PLN (exchange rate: 1 EUR = 4,2816 PLN)

Note: the price cannot exceed the amount 120.000 PLN NET

EVALUATION CRITERIA

On-site Foundation expects a subcontractor to have:

- A strong background on Ethical Studies including ageing and technologies,
- Experience and know-how on the end-user perspective,
- A solid background on co-creation and user engagement, and research methodologies for the development of studies,
- A capacity and experience in cooperation in international research projects.

On-site Foundation expects a subcontractor to define actions that are:

logically planned,
effective,
possible to implement,

The selection of the best bid will be based on both quality and price criteria considered together, according to the following principles (in %):

Description of the process and planned activities	40
The experience and capacity of the bidder and the team engaged (number of projects thematically related, international experience, years of experience, results of the projects)	40
Price	20

On-site Foundation shall carry-out this procedure in a manner ensuring fair competition and equal treatment of all bidders.

In matters not covered by this RFP, the provisions of Polish law, in particular the Civil Code, shall apply.