

Open Call for Tender

for 3 project leaders for PRODSERV project, *pre-normative research report, new harmonized standard on the accessibility of non-digital information and a new harmonized standard on the accessibility of support services*¹

Starting date: 2024-07-05

Deadline for tenders: 2024-08-19
(= publication date + 35 calendar days)

I Introduction

I.1 General

The objective of this project, PRODSERV, is to support the development of two standards and revision of one standard to support the European Accessibility Act (Directive 2019/882) by means of executing the related Standardisation Request (M/587).

M/587 also includes three other standards under the responsibility of other technical bodies. To ensure the interoperability of all these standards with the objectives of the EAA a coordination group has been created. It works as a cooperation and exchange forum for important common issues affecting all the technical bodies. CEN/CLC JTC 12 secretariat and Chair and project leaders participate in this collaboration.

This project comprises the revision of one European Standard in the field of accessibility of mainstream products and services (EN 17161) and the development of two (new) harmonized European standards in the field of accessibility of support services and in the field of accessibility of non-digital information. As a start for the development of these two new harmonised European Standards, a Pre-Normative Research Report (PRR) is required.

The revision of EN 17161 has already started with the creation of WG 1 and its staffing is not part of this call for tender. Preliminary discussion in preparation for the two new standards has also started in an informal ad hoc group. The results of this group can be of use for the pre-normative work.

The harmonised standard setting up requirements on the accessibility of non-digital information related to products and services shall describe the technical solutions for accessibility to ensure following in the EAA; Annex I section I point 1 (a) and (b) and Annex I section II, also covering Annex I section III (a) and (b), also covering Section IV (c) and (d) transport, also covering Section IV (e) (ii) banking information,(excluding Section IV (f) e-books).

The harmonised standard for the accessibility of support services related to products and services (help desks, call centres, technical support, relay services and training services) shall describe the technical solutions for accessibility and interoperability as well as provide information about the accessibility of the respective products and services, their compatibility with assistive technologies, and how to ensure that the information is provided in accessible modes of communication and to ensure conformity with the following requirement set in Annex I of Directive 2019/882: Section I.3 for products and Section III (d) for services.

To prepare for and gather information to make the standardization work to produce the two new standards a pre-normative research report is proposed. This work is meant to precede the work with the two new standards.

This call for tender is to recruit three project leaders; one for each new standard, as well as one with the task to conduct pre-normative research. The outcome it will result in a pre-normative research report and two draft standards on Enquiry level.

The original deadline for adoption of the new hENs in the Standardization Request M/587 is 15 March 2026, but the project has been delayed and this call for tender covers the production up until the Enquiry draft of the standards. We foresee an extension and a continuance of the work.

The project leaders will work together with the CEN/CLC JTC 12, its secretariat and chair, working groups and nominated experts to produce the pre-normative report and the draft standards.

I.2 Context

The priority of the PRODSERV project is to produce quality standards for the support of the related EU legislation on accessibility.

The two standardisation deliverables under the responsibility of CEN/CLC JTC 12 Design for all and part of this call for tender are included and described in the standardisation request (M/587) to the European standardisation organisations as regards the accessibility requirements of products and services in support of the EAA.

The project is fully in line with the political frame set by the UN Convention on the Rights of Persons with Disabilities and the Strategy for the rights of persons with disabilities 2021-2030 of the European commission.

The development of the pre-normative research report and the draft standards will be under the responsibility of CEN/CLC JTC 12 Design for all with CEN lead. SIS holds the secretariat and Florent Orsoni chairs it. Working group 1 with the convener Hans von Axelson, was created for the revision of EN 17161. The new hEN on Support services is envisaged to be allocated to WG 1 Revision of EN 17161 and the new hEN on non-digital information is envisaged to be allocated to WG 2, yet to be created.

The project will follow the procedures for the management and the drafting rules of European Standards, and particularly those of CEN, as the lead ESO for each of the deliverables. The activities described in the project are under Regulation EU No 1025/1012 of the European Parliament and of the Council on European Standardisation.

The project will follow the procedures for the management and the drafting rules of European Standards (ENs), and particularly those of CEN, as the lead ESO for each of the deliverables. For the development of each deliverable, the working groups of CEN/CLC JTC 12 will follow the CEN-CENELEC Internal Regulations – Part 3, which represents the CEN drafting rules. More generally, the common rules for standardization work will apply. These are outlined in the CEN-CENELEC Internal Regulations – Part 2, including the specific voting procedures and requirements for each type of deliverable.

II Objectives

The main objectives are to develop two Enquiry draft European standards (foreseen to be harmonized on their publication) to support the EAA and the long-term objective to support the full implementation of the UN Convention on the Rights of Persons with Disabilities and the EU Strategy for the rights of persons with disabilities 2021-2030.

The objectives of this project are:

- a) Publication of a Pre-normative Research Report (PRR) WP 3, providing a collection of existing literature on European Standardization following the Design for All approach in products' manufacturing and service provision and investigating the limitations of certain products, processes and sectors, referenced as a basis for the development of the two new hENs in order to make sure to give the standardization groups the best possible foundation for writing the new hEN standards. Other relevant international standards and other specification within the scope of the two draft hEn:s should be examined for useful specifications and solutions.
- b) Development of Enquiry draft of a European standard(s) (foreseen to be harmonized) setting up requirements on the accessibility of information related to products and services (WP4). The development of this standard is to ensure that the requirements in the directive are specified to the extent that the use of the standard ensures the compliance with the directive. The preparation and adoption of this European Standard is proposed to be done after the development of the PRR.
- c) Development of Enquiry draft of a Harmonised European standard for the accessibility of support services related to products and services (help desks, call centres, technical support, relay services and training services) (WP 5). The development of this standard is to ensure that the requirements in the directive are specified to the extent that the use of the standard ensures compliance with the directive. The preparation and adoption of this European Standard is proposed to be done after the development of the PRR.

The project has been delayed, as also explained in the first annual report of SR M/587 from September 2023. The delay is also the reason that the two hEN deliverables will be delivered as Enquiry draft standards at this time.

III Execution

III.1 General tasks of the 'project leaders'

The *project leader of pre-normative research report (PRR)* will be responsible for the execution of the project which involves the following tasks:

- Conduct a literature review on the subjects of the two new hEns (see b) and c) listed above: including relevant International, European and national standards (incl TSs, TRs and Guides), legislation (European and national), published papers, results of user testing, good practices and the requirements of European Accessibility Act.
- Consult with those persons with lived experience (Disability Persons Organisations) with respect to barriers they experience for the products and services listed in the European Accessibility Act and standards that will be developed (see b) and c) above.
- Investigate any gaps in technical knowledge regarding the deliverables b and c (above) that can inform progress of the work
- Investigate the limitations of the certain products, services and sectors of the EAA.
- Production of first draft of pre-normative research report and presenting it to CEN/CLC JTC 12 members and technical bodies
- Adaption and evaluation of technical and editorial comments
- Production of the final text of pre-normative research report
- Part-production/input of obligatory reports requested by external actors
- Collaboration with chair, convenors, project leaders, secretary, CEN/CLC JTC 12 and its working groups

The *project leader of the Support services item* will be responsible for the execution of the project which involves the following tasks:

- Attendance to the meetings of CEN/CLC JTC 12 technical bodies and to relevant coordination meetings.
- Leading and discussing the results of the work within CEN/CENELEC JTC 12/WG 1
- Active participation in Coordination group of the M587
- Production of a draft European standard according to CEN rules and set up time lines;
- Evaluation of technical and editorial comments given during meetings, comments rounds and during Enquiry stage of the draft standard;
- Active contribution to comment solving, including the production of proposals of answers to the comments received during comment rounds or ballots
- Amendment of the subsequent drafts according to the answers agreed by the technical bodies
- Drafting of the project standardisation documents at the different stages for comments of the technical bodies
- Collaboration with chair, convenors, other, project leaders, secretary, CEN/CLC JTC 12 and its working groups
- Part-production/input of obligatory reports requested by external actors

The *'project leader of the non-digital information item* will be responsible for the execution of the project which involves the following tasks:

- Attendance to the meetings of CEN/CLC JTC 12 technical bodies and to relevant coordination meetings.
- Leading and discussing the results of the work within CEN/CENELEC JTC 12/WG 1
- Active participation in Coordination group of the M587
- Production of a draft European standard according to CEN rules and set up time lines;
- Evaluation of technical and editorial comments given during meetings, comments rounds and during Enquiry stage of the draft standard;
- Active contribution to comment solving, including the production of proposals of answers to the comments received during comment rounds or ballots
- Amendment of the subsequent drafts according to the answers agreed by the technical bodies
- Drafting of the project standardisation documents at the different stages for comments of the technical bodies
- Collaboration with chair, convenors, project leaders and secretary och CEN/CLC JTC 12 and its working groups
- Part-production/input of obligatory reports requested by external actors

III.2 Timeframe

As described below, EISMEA and the EC have decided to provide financial support to this project and the agreement was signed 29 April 2024. The timeframe is developed in relation to this date and the start of this call for tender (T0).

Milestones Pre-normative research report	Dates	Months
Call for Project Leader	July 2024	T0 + 1 months
Selection process	August	T0 + 2 months
Development of first draft of preliminary PRR	Mid August to October	T0 + 2,5-4 months
Circulation first draft in CEN/CLC JTC 12 and WGs for comments	October	T0 + 4 months
Presentation of first draft and discussion of comments	Mid October	T0 + 4,5 months
Finalization of PRR	Mid October – Mid December	T0 + 4,5-6 months
Approval of the final text and publication	Mid-end December 2024	T0 + 6 months

Meetings and days of work for PRR:

Monthly digital meetings with chair, secretary, convenor and project leaders (app 2 hour meetings)
 Minimum 1 face-to-face meeting with CEN/CLC JTC 12
 Approximated time for PRR project 40 days

Milestones hEN support services	Dates	Months
Call for Project Leader	July	T0 + 1 months
Selection process	August	T0 + 2 months
Start of work, Work on first working draft Virtual and hybrid meetings with WG	Mid August 2024 – July 2025	T0 + 2,5-12 months
Circulation first CEN working draft and first assessment of HAS consultant / EU commission	July 2025	T0 + 12 months
Handling of comments from assessment and continued work with draft Virtual and/or hybrid meetings with WG	July – December 2025	T0 + 12 -18 months
Dispatch draft for Enquiry	December 2025	T0 + 18 months
Second assessment of HAS consultant / EU commission	January 2026	T0 + 19 months
Submission to Enquiry Enquiry ballot start	February 2026	T0 + 21 months
Closure of Enquiry ballot	August 2026	T0 + 27 months

Note: The milestones from month 19 is part of the project but outside of the WG and project leaders responsibility.

Milestones hEN non-digital information		
Call for Project Leader	July	T0 + 1 months

Selection process	August	T0 + 2 months
Start of work, Work on first working draft Virtual and hybrid meetings with WG	Mid August 2024 – July 2025	T0 + 2,5-12 months
Circulation first CEN working draft and first assessment of HAS consultant / EU commission	July 2025	T0 + 12 months
Handling of comments from assessment and continued work with draft Virtual and/or hybrid meetings with WG	July – December 2025	T0 + 12 -18 months
Dispatch draft for Enquiry	December 2025	T0 + 18 months
Second assessment of HAS consultant / EU commission	January 2026	T0 + 19 months
Submission to Enquiry Enquiry ballot start	February 2026	T0 + 21 months
Closure of Enquiry ballot	August 2026	T0 + 27 months

Note: The milestones from month 19 is part of the project but outside of the WG and project leaders responsibility.

Meetings and days of work for hEN Project leaders

3 face-to-face meetings minimum

Monthly half-day virtual meetings with WG

Monthly virtual prepmeetings with secretary, chair

Approximated time 150 working days per hEN project

IV Financial support

The European Commission and EFTA have decided to provide financial support to the *standardization work of M/587*. The financial support from the European Commission and EFTA is based on the SMP 'Single Market Programme Regulation' (including its Financing Decision) and the MGA (Multi or mono beneficiary(ies) Grant Agreement). Unless specified otherwise, costs of external subcontractors are generally funded at 100%, with approx. 95% being borne by EC and 5% by EFTA. Costs have to qualify as eligible as defined in GA N° 101164731 and also in compliance with [EC Financial Regulation](#), and be justified. The payment is usually divided into several instalments after completion of defined milestones and approval of the interim/final reports and the justification of costs. The subcontractors shall fulfil the conditions of the GA N° 101164731, including those relating to liability, ownership of results, confidentiality, conflict of interests, publicity, evaluation, assignment, checks and audits.

The subcontractors' costs shall be justified with copies of the relevant invoices. All relevant evidence shall be kept in view of future payments (reports, work, drafts and deliverables, contracts & invoices, time sheets, tickets, boarding cards, hotel invoices, attendance lists with signatures, meeting agendas & reports, invoices for any consumables, purchase orders, etc...).

Costs incurred before the Grant Agreement is signed (unless, exceptionally differently agreed with the EC) and before the selection procedure is finalized, will not be considered as eligible for EU financial support.

V Selection criteria

V.1 Selection criteria for the project leader of Pre-normative research report

The applicant shall comply with the following requirements:

- Ability to supply deliverables at specified target dates.
- Communication skills and proficiency in English
- Deep knowledge of the European Standardization system and processes, with a focus on CEN
- Knowledge of research methodology and experience of the use of a range of research methods (qualitative, quantitative), and evaluation methodology

- Knowledge of ethical considerations in disability research
- Knowledge of accessibility, usability design for all/universal design, and human centred design.
- Knowledge of European policies and legislation on products and services in the accessibility domain
- Knowledge of the content of European standards and guidance documents (including EN 301 549, EN 17161, EN 17478, CEN/CENELEC Guide 6
- Knowledge of European and international accessibility requirements applicable for products and services
- Knowledge of the impact of disabilities on the use of assistive elements to overcome them.
- Support of an organisation of representatives of persons with disabilities
- Understanding of the importance of user involvement and active involvement of organisations representing persons with disabilities.
- Understanding of the processes of conformity assessment

V.2 Selection criteria for the project leaders of deliverables

The applicants shall comply with the following requirements:

- Ability to work in a team environment and on their own initiative
- Ability to ensure the integration and consolidation of all contents provided by the experts/members of CEN/CLC JTC 12 and its working groups
- Communication skills and proficiency in English.
- Skills such as coordinating, promoting consensus, convening meetings, ensuring the circulation of relevant documents, early recognition and solution of problems (e.g. concerning time and content of the deliverables).
- Ability to timely produce reports when requested and relevant.
- Ability to supply deliverables at specified target dates.
- Ability to contribute as content provider for the requested deliverable
- Deep knowledge of the European Standardization system and processes, with a focus on CEN
- Knowledge of accessibility, usability design for all/universal design, and human centred design.
- Knowledge of cognition and language in relation to accessibility
- Knowledge of the content of European standards and guidance documents (including EN 301 549, EN 17161, EN 17478, CEN/CENELEC Guide 6
- Knowledge of European policies and legislation on products and services in the accessibility domain.
- Knowledge of European and international accessibility requirements applicable for products and services
- Knowledge of EU legislation including harmonized standards
- Knowledge of the impact of disabilities on the use of assistive elements to overcome them.
- Support of an organisation of representatives of persons with disabilities
- Understanding of the importance of user involvement and active involvement of organisations representing persons with disabilities.
- Knowledge of conformity schemes establishment processes and of evaluation methods

VI Award criteria

The selection of the most suitable candidate will be made on the basis of the following criteria:

a) Documented experience (maximum 90 points)

- Experience cooperating with other professionals in project teams/ task groups/ working groups
- Experience leading groups of professionals.
- Experience of working on own initiative and independently.
- Experience in the participation in projects on the accessibility and universal design/design for all at National, European and/or International level (number of years and number of projects).
- Experience in the drafting of standards on accessibility and design for all/universal design at National, European and/or International level (number of years and number of standardisation projects).
- Experience with comparable projects (number of years and number of projects)
- Professional and academic background.
- General project management, leadership and communication skills;

- Support of an organisation of representatives of persons with disabilities.
- English proficiency.

b) Price (30 points) (min. 10% of the overall total points)

The candidate who will reach the highest score will be considered as the best value for money offer and hence should be the candidate selected to perform the expected activities (unless force majeure).

VII Eligibility criteria

The following candidates will be excluded:

- Candidates who were the subject of a non-likely judgment of recourse for a professional infringement
- Candidates who are in an irregular tax situation or in an irregular special taxation situation
- Candidates who provide incomplete or erroneous information.
- Candidates who submit their application after the submission deadline.
- Candidates with any conflict of interest.

VIII Tenders

Tenders shall be sent to alexandra.antoni@sis.se as soon as possible, to be received at the latest by 2024-08-19. The tender shall be in English and contain:

- Curriculum Vitae of each relevant person participating in the project, demonstrating the necessary expertise for the 'Advertised position';
- Any required accreditation certificates;
- A schedule and a description of the execution of the tasks which will be carried out in the project as such;
- A table in the format given in Annex A with detailed information on the costs;
- Appropriate documentation to prove the economic and financial capacities;
- Any further documents to prove the qualification required in the above Clauses on Selection and Award criteria;
- A signed declaration, by which the candidate(s) certifies not to be subject to one of the exclusion criteria as described in Clause "Eligibility criteria" and the veracity of the adjoining documents.

Please note that, to ensure equal treatment of all tenders, it is not possible to modify offers after their submission in relation to the technical and financial proposals. Therefore, incompleteness in this section can only result in negative impact for the evaluation of award criteria. Please note also that proposals deviating from the technical specifications may be rejected for non-conformity.

Candidates may apply for more than one role. In case of multiple applications candidates shall state their priorities.

Tenders should be sent by legal representative, i.e. to be considered, any possible association has to be formalized according to the local legislation before submitting the tender. Working teams, partnerships and other groups of people, particularly under the aegis of an institute qualify as contractors for the service contracts awarded in the course of this CfT (Call for Tender). Partnerships or joint ventures and other legally binding co-operations regardless of their organizational form qualify as well, provided they are recognized entities under the applicable national laws. Potential candidates may come from the public sector as well as from the private industry. It is essential however that the qualifications and experience of the individual fulfilling the tasks are properly described.

It is possible to apply for a work package as a consortium. If a consortium is formed, one institute needs to be identified as the leader of the consortium and the division of labour between the consortium members should be clearly described and justified. In this case, only the leader of the consortium would sign the contract with the contractor and ensure that all tasks are fulfilled and is responsible for the justifications and expenses of the consortium members. It is essential however that all members of the consortium are properly identified within the offer.

Regarding question concerning the information provided in this call for tender or in case of need for clarification or additional information please contact

Alexandra Antoni
Secretary of CEN/CLC JTC 12
alexandra.antoni@sis.se

*Svenska institutet för standarder/Swedish institute for standards
Box 45443, 104 31 Stockholm, Sweden*

If due to queries or other reasons supplementary information to this call for tender is required, this will be published on the website of the **Swedish Institute of Standards, SIS**

Please send your application to

Alexandra Antoni
Secretary of CEN/CLC JTC 12
alexandra.antoni@sis.se

*Svenska institutet för standarder/Swedish institute for standards
Box 45443, 104 31 Stockholm, Sweden*

Annex A
Information on costs regarding the work of the Project leaders

The following table shall be used in the tender to give detailed information on the costs regarding the work of 'Project leaders.

Organisation / Staff level	Daily rate	Number of man-days	Total	Travel budget	Others (Supplies, Reference documents Consumables)	Total cost
Project leader PRR	0,00	0	0,00	included	included	0,00
Project leader Non-digital information	0,00	0	0,00	included	included	0,00
Project leader Support services	0,00	0	0,00	included	included	0,00