

Date: Thursday 30th October, 2025

Ref: AS.PROC.25.07

Email: procurement.sapport@gov.mt

Deadline for Submission: Friday 14th November, 2025

Subject: Expression of Interest for the Provision of Medical Assessment Services for EU Disability Card, Blue Badge and Personalised Reserved Parking

1. Background Information

Aġenzija Sappport is the National Agency providing a myriad of services and schemes to persons with disabilities and their family members in Malta and Gozo, including the EU Disability Card and the Blue Badge.

Aġenzija Sappport became an autonomous agency in April 2016 through a Legal Notice (L.N. 104 of 2016) and has taken over the Blue Badge service in March 2022 and the EU Disability Card in November 2023.

The EU Disability Card recognises that its holder has a disability, whilst the Blue Badge is a legal document, as per Cap. 560 of the Laws of Malta, that allow holders to park the vehicle in which they are travelling in communal reserved parking bays for persons with disabilities. Both documents are issued by Aġenzija Sappport to eligible applicants. Whilst Aġenzija Sappport does not administer Personalised Reserved Parking, which is regulated by Legal Notice 113 of 2024, it may be requested to hold related medical assessments for Blue Badge holders.

2. Overall Objectives

Aġenzija Sappport is seeking the services of registered and licensed medical doctors to conduct medical/eligibility assessments for EU Disability Card applicants and/or Blue Badge applicants and/or Blue Badge holders, including reviews of applicants' medical certificates/reports/documentation and/or remote/in-person assessments.

3.Roles and Responsibilities

Medical assessors are required to perform and abide by the following roles and responsibilities. These include, but are not limited to:

- Conduct medical/eligibility assessments for EU Disability Card applicants and/or Blue Badge applicants and/or Blue Badge holders, including reviews of applicants' medical certificates/reports/documentation and/or in-person assessments;
- Undertake any other functions, activities, or duties connected to the role of medical assessors;
- The medical doctor is obliged to: (i) provide his/her/their availabilities on a strict basis of no less than 1 (one) month in advance, which shall be at a minimum of 6 (six) hours per week throughout the duration of the contract; and (ii) to abide by the finalised appointment schedule and complete all scheduled appointments;
- The medical doctor is expected to maintain professional and courteous conduct and adhere to professional attire standards at all times;
- Work as part of an assessment team of, and liaise with, medical and/or multi-disciplinary professionals when required, and with Aġenzija Sapport's staff members and management regularly;
- Be fluent in Maltese *and* in English, to the benefit of clients;
- Abide by Aġenzija Sapport's processes and procedures at all times, and any subsequent amendments, updates, revisions, and additions thereto, as may be issued by Aġenzija Sapport from time to time;
- Use platforms, databases, and other relevant systems available to medical assessors fully and responsibly;
- Be conversant with the relevant Aġenzija Sapport processes and procedures, national and EU regulations and legislation, and make recommendations in relation to the applicants' eligibility;
- Complete the necessary sections of assessment sheets and provide the completed documents to the Agency for processing. Client files are to be treated in line with GDPR regulations, and the contractor is responsible to ensure that they are not left unattended at any time. If and when applicable, files are to be collected from the Agency offices and returned following completion. Compliance with all established and agreed-upon timeframes is mandatory;

- Appear before boards, committees, tribunals, the courts, or other relevant bodies, to present information, clarifications, or justifications, as required;
- Provide feedback to Agenzija Sapport, and make formal responses and appearances to stakeholders, as required, including, but not limited to, addressing queries, complaints, clarifications, and other related matters;
- Attend and actively participate in meetings with Agenzija Sapport and stakeholders, as requested. Also, regularly and proactively provide feedback to Agenzija Sapport;
- Be willing to actively participate in a range of activities, including, but not limited to, evaluation efforts, service development processes, research, other related initiatives, etc.;
- Be willing to attend and/or provide information sessions as recommended and requested by Agenzija Sapport;
- Be willing to have their name, surname, qualifications, and registration number communicated to the clients assessed, and/or to national entities or authorities, if and when required;
- Ensure all duties and activities are performed in accordance with Agenzija Sapport's mission and vision, with a focus on enabling and empowering applicants to live independently in the community;
- The contractor may be required to sign a non-disclosure agreement and other relevant agreements;
- Doctors submitting for this Expression of Interest who are currently providing this service will be required to enter into a new contract with immediate effect, which contract shall replace the ongoing contract.

4. Time and location of Service Requirement, and Other Conditions

- Appointments shall be scheduled based on the need of the service and the availability of the doctor, yet doctors must provide an availability of a minimum of 6 hours a week.
- Assessments shall take place at the location(s) identified by the Agency.
- The Agency reserves the right to change the location of in-person assessments. Dates and times of assessment sessions may also change, with due notice.

- The Agency reserves the right to request doctors to conduct the necessary verification checks at their own premises. No cost shall be borne by the applicant. This clause also applies to pharmacy waiting room costs.
- Contracts will be for a period of one year which can be extended for further periods.
- Aġenzija Sapport reserves the right not to engage the services of selected applicants at any point in time, whether due to alignment with role requirements or operational considerations.

5. Remuneration

An hourly rate of €50 shall be paid to the doctors.

An additional remuneration of €75 per trip, shall apply over and above the €50 hourly rate, for visits to Gozo, for doctors based in Malta.

Payments shall be made on a monthly basis following presentation of timesheets and invoice.

Payments will be affected by means of Direct Transfer from the Agency, upon receipt and verification of timesheets and invoices.

6. Eligibility Criteria

In order to be eligible doctors shall be registered and licensed to practice medicine in Malta. A copy of valid licence is to be presented with this EOI.

Licences requested to be presented with this EOI shall be of the same doctor/s that will conduct assessments.

7. Selection Criteria

Doctors shall be selected upon confirmation of their availability in terms of this EOI.

Interested doctors will form part of a 'pool of professionals' who will be called upon to provide the required service.

8.Submission of Applications

Applications shall be received by not later than **Friday 14th November, 2025**. Applications shall be submitted at the following email address procurement.support@gov.mt together with the following documents:

- A letter of introduction and confirmation to agree to the terms of this EOI and indicating:
 - Name, surname, qualifications, and registration number;
 - Whether you are willing to provide service in Gozo;
 - Whether you are willing to conduct home visits;
 - Whether you are willing to provide service within private offices;
 - Whether you are willing to provide service within the locations as identified by the Agency;
 - Whether you are in a position to entirely abide by and accept the roles and responsibilities identified within this EOI;
- Europass Curriculum Vitae;
- Copy of relevant medical warrant/licence of the doctor/s that will conduct assessments.