



Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin



University College Dublin
An Coláiste Ollscoile,
Baile Átha Cliath

Multi-Party Framework Agreement

for

THE PROVISION OF PERSONAL ASSISTANTS (PAs) and NOTETAKERS

TO

**TRINITY COLLEGE DUBLIN (TCD), THE UNIVERSITY OF DUBLIN and
UNIVERSITY COLLEGE DUBLIN (UCD)**

Scope of Service – Lot 2 Note Takers

Ref: TCD-26-C2493



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Part 1: Objectives & Requirements

1.1 The Contracting Authorities

Trinity College Dublin, the University of Dublin (“**Trinity**”) and University College Dublin (“**UCD**”) are Ireland’s leading university. Further information on Trinity and UCD can be found on the websites – www.tcd.ie and www.ucd.ie

1.2 About the Contracting Authorities

At **Trinity College Dublin**, the University of Dublin we provide a liberal environment where independence of thought is highly valued and all are encouraged to achieve their potential. We promote a diverse, interdisciplinary, inclusive environment which nurtures ground-breaking research, innovation, and creativity through engaging with issues of global significance.

Located in a beautiful campus in the heart of Dublin’s city centre, Trinity is Ireland’s highest ranked university. It is home to 18,000 undergraduate and postgraduate students across all the major disciplines in the arts and humanities, and in business, law, engineering, science, and health sciences. Trinity’s tradition of independent intellectual inquiry has produced some of the world’s finest, most original minds including the writers Oscar Wilde and Samuel Beckett (Nobel laureate), the scientists William Rowan Hamilton and Ernest Walton (Nobel laureate), the political thinker Edmund Burke, and the former President of Ireland and UNHCR Mary Robinson. This tradition finds expression today in a campus culture of scholarship, innovation, creativity, entrepreneurship and dedication to societal reform.

University College Dublin (UCD) is a dynamic, modern University and is the largest University in Ireland with six Colleges and thirty-seven Schools offering a comprehensive range of undergraduate and postgraduate programmes. Its student population is over 33,000, including almost 8,000 international students based in the Dublin campus and almost 5,000 students based in overseas facilities. Approximately 31% of the student body is engaged in postgraduate study and research. UCD is committed to maintaining a high level of research activity and to further developing its collaborative links with industry and commerce, and with educational and research institutions internationally. UCD is also a major employer with 3,700 personnel (full-time and part-time).

This is a joint tender between UCD, Support Services to Access and Lifelong Learning along with Trinity College Disability Service (and Disability to the associated College of Trinity – Marino Institute of Education). These services will be available to all enrolled students, staff and for any events that may take place on either campus.

In UCD Access and Lifelong Learning, we are committed to creating an inclusive, equitable learning experience for every student. From that first question of “Is University for me?” Right through to graduate employment opportunities, we are here for students on every step of their journey.

On our website you will find out about routes to studying in UCD, student supports such as disability support, scholarships, and financial assistance, and our University for All initiative – www.ucd.ie/all/

1.3 Contract Duration

The successful tenderer will be awarded the service contract for the **Provision of Note Takers** for an initial term of 12 months. The Contracting Authority reserves the right to extend the contract term for a 12-month period, with a maximum of three (3) such extensions. Not exceeding a period of 4 years



Part 2: Specifications & Requirements

1.4 Specifications of Requirements - Lot 2 Note Takers

Synopsis of Requirements

The Contracting Authority intends to establish a framework agreement with five suitably qualified and experienced organisation who can provide appropriately qualified and trained Note Takers to take notes for students with disabilities in lectures, tutorials and other teaching environments when required. The framework agreement will operate under the cascade method whereby the highest scoring successful framework member shall be approached for the initial requirement and if they cannot fulfil the requirement, the next highest ranked successful tenderer will be approached and so on until the requirement is fulfilled. The ability to provide resources will be strictly monitored and organisations who continually fail to provide the necessary resources in more than three instances will be excluded from the framework agreement.

Scope of Requirements

UCD and TCD each have their own Access and Lifelong Learning Departments to support students with a disability or significant ongoing illness. Each University in their own right will be the point of contact for this Framework Agreement. They are responsible for providing access to this service to the students.

Service Specification

Tenderers must be able to supply persons to work in the University as a Notetaker. A Notetaker may be required to carry out the following tasks:

- To record accurate and detailed notes on content delivered in lectures or other oral presentations for a student.
- Notetakers should be able to record notes quickly and accurately, have legible writing and/or proficient typing skills as well as good spelling and grammar.

The resources provided to take notes must have at a minimum the following competencies:

- Excellent interpersonal and communication skills.
- Sensitivity, confidentiality and respect for the privacy of the student at all times.
- A good working knowledge of Microsoft Word, Excel, PowerPoint, Email and Internet.
- Ability to supply the notes within 24 hours of the assignment



Provider Responsibilities

The successful service provider(s) will be responsible for the full management of the service. The tender response should specifically outline how the service provider(s) will meet each of the following requirements/ responsibilities:

- The successful service provider(s) will be responsible for interviewing and recruiting Notetakers.
- The successful service provider(s) will be responsible for obtaining Garda Clearances for Notetakers.
- Notetakers will require to always have in their possession a form of identification showing clearly the organisation they represent in the event that a lecturer or student requests it,
- Suitable candidates must be available throughout the academic year. The successful service provider(s) will be responsible for ensuring that Notetakers are fully aware of their obligations under Data Protection legislation. The tender should specifically outline the measures in place to ensure compliance with Data Protection legislation.
- The successful service provider(s) is required to anticipate demand so that Notetakers are in place for the start of the academic year.
- The successful service provider(s) is required to outline in their tender submission their recruitment and selection process, including the level of education required, key skills/ competencies required to provide support, process for matching Notetakers to individual student needs, and performance management through the initial trial/ probationary period. For some courses, it may be necessary to have a background or expertise in the discipline.
- The successful service provider(s) will be responsible for providing appropriate training, managing the initial trial and induction period with the University, and reviewing, managing and reporting on performance of staff.
- The successful service provider(s) will be responsible for providing the materials/ equipment/ technology required for the role (i.e. a laptop for taking lecture notes).
- The successful service provider(s) will be responsible for confirming notetaking requirements with students and liaising directly with students in relation to notetaking arrangements.
- The successful service provider(s) will be responsible for providing cover in the event of absences/ cancellations. The tender response should include the arrangements that will be put in place if a Notetaker is unable to provide support on any particular day.
- The successful service provider(s) will be responsible for providing relevant data on the service in addition to monitoring, evaluating and reporting on the service. The tender response should specifically outline quality assurance procedures and how the service will be reported on.
- The successful service provider(s) will be responsible for monitoring working hours of Notetakers.



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- The successful service provider(s) will regularly review and amend the service provided depending on the students need.
- The successful service provider(s) will be required to investigate and report on any complaints in relation to the service provided.
- Compliance with all the standards as regards health and safety, welfare, quality assurance and analytical protocols is expected.
- It is acknowledged that each Tenderer's service proposal may differ from these specifications. Therefore, individual specifications may suggest variants where appropriate. It is required, however, that, whenever a variance from these specifications occurs, the proposed service must meet or exceed the specified characteristics or level of performance.

Account Management Support

To ensure the efficient delivery of the service and the prompt resolution of any issues arising in relation to the Framework, the Framework members shall

1. Nominate a Contract Manager who will be responsible for ensuring the delivery of a quality service throughout the duration of the framework and who will act as liaison person with each University. The contract manager must have the necessary authority to take decisions and deal directly with all matters relating to this framework agreement and any contract awarded pursuant to the establishment of the framework
2. Nominate a deputy contract manager to ensure that there is a point of contact at all times and that any issues which may arise are resolved in a timely manner. Attend, free of charge a meeting/s as and when required in order to review the performance the overall relationship.

Confidentiality

Each successful framework member will be required to uphold the highest standards of confidentiality with regard to all information retained on behalf of the Contracting Authority. Unless an explicit indication is received to the contrary, each successful framework member will assume that all information of which it is made aware over the duration of this framework agreement is strictly confidential. Each successful framework member will be required to take all steps necessary to ensure that its employees fully respect the confidentiality of all information to which they may become privy over the course of this framework agreement.



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General Data Protection Regulations

As an organisation engaged in providing professional services to the Contracting Authority, each successful framework member will be required to adhere to the following provisions in respect of the General Data Protection Regulations (hereinafter 'the GDPR').

- (i) To the extent that it may be deemed a data processor for the purposes of the GDPR, each successful framework member will make itself fully aware of all applicable obligations under the GDPR and will put in place sufficiently robust mechanisms to ensure adherence to the relevant provisions of the GDPR.
- (ii) To the extent that it may be deemed a data processor for the purposes of the GDPR, each successful framework member will implement appropriate technical and organisational measures in such a manner that any processing activities undertaken will meet the requirements of the GDPR and ensure the protection of the rights of the data subject.
- (iii) To the extent that it may be deemed a data processor for the purposes of the GDPR, each successful framework member will comply with the provisions of Article 28(3) (a) to 28(3) (h) of the GDPR.
- (iv) To the extent that it may be deemed a sub-processor for the purposes of the GDPR, each successful framework member will comply with the provisions of Article 28(4) of the GDPR.