



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 1 Provision of Personal Assistants

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 Personal Assistants (PAs)** 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 yrs.



Part 2: Specifications & Requirements

1.4 Specifications of Requirements - Lot 1 Provision of Personal Assistants

Synopsis of Requirements

The Contracting Authority intends to establish a framework agreement with five suitably-qualified and experienced organisation who can supply Personal Assistants(PA) / Education Support Workers (ESW)to assist UCD and TCD's student population 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

The following services will be required from the successful framework members:

1. The services will be provided for a number of students at any time during the academic year (Sept to May) Monday to Saturday from 8 am until 6 pm. However, support may be needed during the summer period as well for other occasions such as examinations, resits or fist year orientation week.
2. Exact service provision times required on site may be altered subject to discussion and prior agreement e.g. the service may require occasional out of hours support for example one off lectures.
3. Timetables may change on a six-weekly basis, and no penalty may be incurred for any changes that arise due to timetable rescheduling.
4. The number of students using this service will vary from year to year. Access and Lifelong Learning will endeavour to confirm the exact number of students who will need PA support in September however, as we register students throughout the academic year there may be some changes. On average, one to four PAs will be required on a week-to-week basis. They may have responsibility for multiple students in a given week, but this is subject to change based on student needs.
5. If it is not possible to place a PA or a PA is unable to attend a class and no replacement is available, the service provider will be responsible for the provision of notes made retrospectively from a recording provided by the student. The service provider will liaise with the student directly to arrange obtaining the recording and providing the notes. Flexibility around file sharing platforms may be required.



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Service Providers' Responsibilities

1. The successful service provider must work with each student to devise a care plan for the student for the academic year. All PAs who work with a student must be familiar with the specific care plan for each student that they may be assigned to.
2. A care plan can be reviewed at the request of the student, a Disability Support Team member or the PA.
3. The successful service provider will be required to liaise with the Student and a Disability Support Team member in relation to selecting and matching PAs to individual student needs.
4. The successful service provider must provide a reliable service and must adhere to the timetable provided to them by the Access Disability Support.
5. Personal Assistants must provide their own transport to and from the University for the delivery of the service at their own expense.
6. Parking costs at the Universities is at the expense of the PA.
7. PAs must have excellent interpersonal and communication skills and the ability to assist students with respect and sensitivity at all times.
8. PAs must respect confidentiality at all times and carry out their duties in a strictly professional manner.
9. The successful service provider will be responsible for the monitoring of hours provided and the submission of accurate timesheets attached to invoices.

Training Support provided to PAs

1. The successful service provider must provide PAs with all up to date relevant qualifications necessary to undertake the duties of a PA including adherence to Health and Safety standards.
2. All PAs will be required to complete free online Disability Equality training with the National Disability Authority as well as any other training that maybe identified as appropriate by Access and Lifelong Learning at the service provider's expense.
3. PAs must be adequately trained, for example to use hoists.
4. The successful service provider is expected to ensure that all PAs provided will be given specific instructions in relation to the review and use of these students' care plans.
5. No PAs shall be permitted to support a student if they are not familiar with the campus layout and its facilities or of the care plan for the student to whom they have been assigned.
6. The successful service provider is expected to ensure that all PAs provided will be informed as to appropriate boundaries and communication with the students they are supporting.



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Essential Requirements

1. Service providers are expected to have sufficient back up in place in the event of planned and unexpected leave.
2. Service providers should note there may be times when students need to call for additional assistance at short notice i.e. 24 hours and flexibility is required in that regard.
3. PAs must comply with the Disability Support Team and Education Support Worker (ESW) guidelines as set out by the DAWN (Disability Advisors Working Network) colleges https://www.ahead.ie/ra_appendix_educationalsupportworker
4. PAs must be garda vetted by the service provider and proof of same should be provided on request.
5. Identify an account manager that would be allocated to dealing with individual requirements, detailing their expertise and outlining how continuity would be maintained in the event of the original account manager be unavailable for whatever reason.
6. An escalation procedure should be provided in the tenderer's response detailing how complaints would be successfully handled and resolved for this account.

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 make 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 so that there is a point of contact at all times to ensure that any issues which may arise are resolved in a timely manner. The nominated contract manager/deputy contract manager will attend, free of charge, any meeting/s when required in order to review the performance of 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)