



## Invitation to Tender for the Design and Provision of a Training programme to support the implementation of Individual Placement and Support (IPS) across Mental Health and Employment services in Ireland.

### Introduction

The HSE is implementing reforms in Mental Health Services to migrate to a person-centred recovery model of services and supports, in line with the Government's stated policies. A specific fund, the Service Reform Fund (SRF), has been established by the Department of Health, the Atlantic Philanthropies, the HSE and Genio to support the implementation of these reforms in Ireland. Employment was identified through national stakeholder consultation strategies as a key priority area for reforming services in line with person centred and recovery focused models of care. While recovery is a unique and individual experience, research suggests there are some common themes. These can be grouped into the 'CHIME' concept. The CHIME concept has five main themes: **C**onnectedsness, **H**ope and optimism, **I**dentify, **M**eaning and Purpose and **E**mpowerment all of which are enhanced by the opportunity for mental health service users to have the option of open competitive employment presented as part of their service offering.

Unemployment rates are high among mental health service users and the rate for people with psychosis is nine times higher than that of the general population (Turner et al, 2009). A survey carried out by the Department of Employment Affairs and Social Protection on disability allowances in 2015 found that 50% of respondents stated that mental health difficulties were the most important health issue that affected them-Fig1 (Dept. of Social Protection, 2016). Research shows that the most effective method of supported employment for people with severe and enduring mental health problems is Individual Placement and Support-IPS (Bond et al, 2014). IPS was developed in the United States in the 1990s and has been replicated and successfully demonstrated in many other places including the UK, Norway, Denmark, Hong Kong, Canada, New Zealand and Australia. A 'Vision for Change' advocates IPS for all mental health service users (Dept. of Health and Children, 2006). A six-centre randomised control trial found that IPS was twice as effective at achieving paid work outcomes for mental health services users, allowing them to enter work more quickly and assisting them to remain in employment for longer (Burns et al, 2007). *Article 27* of the UN Convention on the Rights of Persons with Disabilities of which Ireland is a signatory confirms the right of people with disabilities to work, on an equal basis, with others.

"Research findings underpin the value of supported employment in assisting people, particularly those with greater challenges, to get and keep jobs. A successful supported employment programme requires a coherent national approach with structured methods of

support and maintaining links with employers.” (Purvis et al, 2013)<sup>1</sup> The Comprehensive Employment Strategy for people with Disabilities 2015-2024 (strategic action 4.2), specifically promotes Individual Placement and Support as part of the recovery model of rehabilitation for people with mental health difficulties (Government of Ireland, 2015).

## Invitation to Tender

The Service Reform Fund, through the auspices of Genio<sup>2</sup>, wishes to invite tenders from suitably qualified and experienced consultants/ organisations for the design and provision of **A national Individual Placement and Support (IPS) capacity building and training program** as part of the rollout of the IPS initiative undertaken in partnership between the Department of Employment Affairs and Social Protection, the Department of Health, the Health Service Executive, Genio, and individual EmployAbility (or other employment) companies nationally.

## Beneficiaries

The main beneficiaries of IPS are people who have been excluded from the labour market due to their experiences of significant mental health challenges. The range of people and organisations that the Service Reform Fund will seek to engage in training and capacity building include all current EmployAbility (or other employment service provider) job coaches and new IPS Employment specialists who will be employed under this initiative; HSE community mental health teams staff; Individuals with lived or carer experience of mental health and/or supported employment services; Family members and supporters; Employers and community leaders; National IPS Steering group members and other key facilitators.

## Tender Timetable

The timetable in relation to this tender process is outlined in Appendix 1.

## Duration

The contract will be for a period of 6 months. Genio reserves the right at its sole discretion to extend the contract, subject to satisfactory performance, budget availability and ongoing business needs.

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<sup>1</sup> Purvis, A., Foster, S., Lane, P., Aston, J. and Davies, M. (2013). 2011 Early Implementation and 2012 Steady State Waves of the research, DWP Research Report No. 846. London: Department of Work and Pensions.

<sup>2</sup> Genio is a public benefit entity which consists of, Genio limited, a company limited by guarantee, and Genio Trust, both of which operate in the not for profit sector. Further details available on [www.genio.ie](http://www.genio.ie) .

## Detailed Requirements

1. The expert services of a suitably qualified organisation(s) or collaboration of organisations from the public, private, or community & voluntary sector are required to develop a suite of IPS capacity building and training programmes to ensure that the national rollout of the IPS model across Irish Mental Health and Employment services is delivered through best practice learning.
2. There will be a particular focus on facilitating and encouraging the involvement of people with lived experience of mental health difficulties in training and capacity building initiatives.
3. Design of the training proposal must take into consideration the equity and accessibility needs of trainees who have a disability or who may be otherwise disadvantaged e.g. ensuring accessible training venues, use of plain English language, ensuring timely access to training materials.
4. Design of the training proposal must take into consideration the need to ensure sustainability of a skilled IPS workforce in Ireland. This will be achieved by the inclusion of a 'train the trainer' component.

## Contract management

Genio requires tenderers to nominate a dedicated contract manager who will act as the main point of contact for the duration of the contract. This person shall have the authority to deal with all matters in relation to contracts and be responsible for the satisfactory delivery of the services required. The duties of the contract manager will include the following:

- Oversee all aspects of the implementation of the capacity building and training programme on behalf of the successful tenderer.
- Overall responsibility for a good working relationship and clear communication with Genio and trainee organisations.
- Deal with disputes, complaints or concerns that relate to the capacity building and training programme
- Provide regular reports on performance, outcomes and evaluation as agreed with Genio
- Meet with the Service Reform Team as required to review and examine performance, outcomes and evaluation.

## Management and facilitation of IPS training

As part of the management and facilitation role it will be essential that the delivery requirements of the IPS training programme are met, particularly with regard to procurement, communications and all governance matters. This will include ensuring all relevant support documentation for verification of programme costs (venue, speakers, marketing, refreshments, site visits, transport etc).

## Monitoring and evaluation

To ensure the targets, outcomes and contact time is met is essential. There will be a requirement for baseline indicators to be set and this will be part of the management and

facilitation role. This will include implementing the necessary baseline and monitoring systems to ensure that outcome based monitoring can take place against the targets and indicators.

### **Provision of Advice**

Provide advice and recommendations to Genio in relation to IPS training and capacity building issues that may arise. Within this context, the successful candidate(s) will be expected to:

- Report to Genio on areas of risk and make appropriate recommendations.
- Provide advice to Genio on improvements to the rollout of the capacity building and training initiative and generally advise on progress.
- Present a completion report of the IPS training program to the Service Reform Fund and IPS steering committee.

### **Scope of Work – Please also refer to Appendix 2**

The project will be conducted in two phases as follows:

#### **Phase 1      September – October 2018**

- A 2-3-day intensive IPS training programme will be delivered to existing EmployAbility staff and new Employment Specialists.
- A 1-day IPS programme will be developed and delivered to HSE Community Mental Health Team (CMHT) staff. (Training may be designed to include CMHT staff training as a component of the 2-3-day IPS training programme for Employment Specialists).
- Training will be offered at a number of regional locations (a minimum of 6), over a 6-8-week period to ensure that as many staff as possible from both organisations are enabled to attend.
- Each training session will facilitate between 20-25 participants.
- The course materials will be professionally developed and packaged. They will also be available either electronically on a CD and/or via internet access for download.

#### **Phase II      September - November 2018**

- An IPS train the trainer programme will be designed and delivered to at least two and up to ten nominated individuals. This training will run concurrently with Phase 1 training.
- Fidelity scale reviewer training will be delivered to teams of 1 x Employability Coordinators, 1 x CMHT staff member, 1 x person with lived or carer experience from each region.
- Leadership training will be delivered to the national IPS Steering group members and other identified IPS facilitators and champions.
- The course materials will be professionally developed and packaged. They will also be available either electronically on a CD and/or via internet access for download.

## Submission of Tenders

Tenderers are required to submit either hard copy or electronic tenders and must include all the following:

1. A detailed demonstration of familiarity/experience with the implementation and delivery of an IPS initiative across multiple sites.
2. Details of the background and expertise of all staff who would be tasked with conducting the training.
3. Details of your approach, including proposed methodology and clear rationale for pricing structure (i.e. number of days required and at what level).
4. Pricing – clearly shown as follows:

A full breakdown of the proposed fee. Specific details of the individual and the daily fee for each designated individual/expert at each grade should be provided. **This rate must be inclusive of:**

- Travel and subsistence; and
  - All other incidentals that may be incurred (e.g. photocopying/postage).
  - All costs must be quoted in EURO (€). VAT, where applicable, should be shown separately.
5. A statement of:
    - Demonstrated ability to deliver a quality and responsive service.
    - Flexibility in terms of an increase/decrease in days required and in attending meetings.
    - Availability during the timeframe for the provision of this service, including availability to commence the contract.
    - Proof of the appropriate level of insurance cover with respect to Public & Employer's Liability and Professional Indemnity.
    - Contingency Plan for staff turnover and transfer of expertise.
    - Any potential conflict of interest and how this conflict will be addressed.

## Evaluation of Tenders

Proposals must include sufficient information to permit Genio to evaluate the competency of the individuals that the tendering body is putting forward. Respondents may be requested to attend an interview or meeting, which if required is scheduled to take place in early July 2018.

Tenders will be evaluated on the basis of:

- overall quality of written and oral presentations;
- the proven competency and experience of the Tenderer;
- the proposed individuals who would be tasked with carrying out the audit;
- the proposed methodology;
- sustainability and
- value for money.

Tenders will be evaluated against the following criteria:

<b>Consultants' Experience</b>	30%
<b>Methodology</b>	30%
<b>Cost</b>	30%
<b>Sustainability</b>	10%

## Terms and Conditions

An initial contract will be awarded for six months. Genio wishes the service provision to commence no later than 1st day of September 2018.

### Compliance with Terms and Conditions

Award of contract will be subject to the successful tenderer and Genio agreeing to the Contract Terms and Conditions.

### Modification of the request for tenders / supplemental information

Genio reserves the right to update, delete, vary, extend or alter this Request for Tenders and the information and documents contained herein at any time by notice in writing to Tenderers. Any advice of a modification to the Request for Tenders shall be issued at least five days (5) before the Tender Deadline and shall be issued as an addendum to, and shall be deemed to constitute part of, the Request for Tenders. If necessary, Genio shall revise the Tender Deadline in order to comply with this requirement.

### Preparation costs

Each Tenderer's costs will be the sole liability of that Tenderer. Genio has no obligation to reimburse the Tenderer in respect of costs incurred by it in the preparation of its Tender or otherwise as a result of its participation in the tender process, whatsoever or howsoever arising.

### Discretion

Genio does not undertake to accept the lowest tender, or part or all of any tender and the acknowledgement of receipt of any tender shall not constitute any actual or implied agreement between Genio and the tenderer. Genio reserves the right to accept any part, or all, of any tender or tenders at its sole discretion.

### Query Procedure

Genio will endeavour to respond to all reasonable queries received on or before the clarification of queries deadline but does not undertake to respond to all queries received. Each query and Genio's response will, where appropriate, be communicated to all Tenderers, without disclosing the name of the Tenderer who initiated the query. If a Tenderer believes a query and/or its response relates to a confidential or commercially sensitive aspect of its Tender, it must mark the query as "Confidential" and state the reason(s) why. If Genio, at its absolute discretion, is satisfied that the query and/or its response should be properly regarded as confidential or commercially sensitive, the nature of the query and its response shall be kept confidential, subject to any obligations under law.

If a Tenderer has designated the query as Confidential or commercially sensitive and Genio decides that the response should be sent to all Tenderers, Genio will so notify the Tenderer concerned, who will have the option of withdrawing the query. Genio may still issue any information it considers appropriate to all Tenderers following withdrawal of the query.

### **Award to runner up**

If for any reason, it is not possible to award the contract to the designated successful tenderer emerging from this competitive process, or if having awarded a contract, the successful tenderer fails to deliver the contract in accordance with the terms and conditions, the Contracting Authority reserves the right to award the contract to the next highest scoring tenderer based on the terms advertised at any time during the tender validity period. This shall be without prejudice to the right of the Contracting Authority to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion.

### **Termination of Contract**

Genio reserves the right at its sole discretion to terminate any contract where, due to matters outside its control which render the commercial arrangement uncompetitive.

### **Submission Closing Date**

Genio reserves the right, at its sole discretion, to extend the closing date for receipt of tenders by giving notice in writing (by post or electronic means) to all parties who have expressed an interest in the notice via eTenders and Activelink no later than six days before the original closing date.

### **Amendment of Tender Documentation**

Tenderers are prohibited from amending any text or content of forms or declarations or templates provided as part of this tender competition in their tender responses. Where amendments have been identified, Genio may at its discretion eliminate the tenderer from further consideration.

### **Confidentiality**

The distribution of the tender documents is for the sole purpose of obtaining offers. The distribution does not grant permission or licence to use the documents for any other purpose. Tenderers are required to treat the details of all documents supplied in connection with the tender process as private and confidential.

### **Conflict of Interest**

Any conflict of interest involving a tenderer (or tenderers in the event of a consortium bid) must be fully disclosed to Genio. Any registrable interest involving the tenderer and Genio or employees of the Genio or their relatives must be fully disclosed in the tender submission or should be communicated to the Genio immediately upon such information becoming known to the tenderer, in the event of this information only coming to their notice after the submission of a bid and prior to the award of the contract. The terms 'registrable interest' and 'relative' shall be interpreted as per Section 2 of the Ethics in Public Office Act, 1995. Failure to disclose a conflict of interest may disqualify a tenderer or invalidate an award of contract, depending on when the conflict of interest comes to light.

### **Anti-Competitive Conduct**

Tenderers attention is drawn to the Competition Act 2002 (as amended, the “2002 Act”). The 2002 Act makes it a criminal offence for Tenderers to collude on prices or terms in a public procurement competition.

### **Freedom of Information Acts**

All responses to this Request for Tender will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the tenderer except insofar as is specifically required for the consideration and evaluation of the response or as may be required under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement Procedures, or in response to questions, debates or other parliamentary procedures in or of the Oireachtas (the Irish Parliament). Tenderers are asked to consider if any of the information supplied by them in response to this request for tenders should not be disclosed because of its sensitivity. If this is the case, tenderers should specify the information that is sensitive and the reasons for its sensitivity. The Contracting Authority cannot guarantee that any information provided by tenderers, either in response to this tender or in the course of any contract awarded as a result thereof, will not be released pursuant to the Contracting Authority’s obligations under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement Procedures. the Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released or in respect of any consequential damage suffered as a result of such disclosure.

### **Data Protection**

Tenderers are required to comply with all directions of the Contracting Authority with regard to:

- the use and application of all and any Confidential Information or data (including personal data as defined in the General Data Protection Regulation 2018.
- local security arrangements deemed reasonably necessary by the Contracting Authority including, if required, completion of documentation under the Official Secrets Act, 1963 and comply with any vetting requirements of the Contracting Authority including by police authorities
- comply with the requirements of Data Protection law and such guidelines as may be issued by the Data Protection Commissioner from time to time, including but not being limited to:
  - General Data Protection Regulation 2018.
  - All EU requirements arising (including, but not limited to, provisions relating to the processing of data, ensuring the security of data and restrictions on transfers of data abroad) and any legislation and regulations implementing same.

### **Publicity**

Tenderers shall not undertake (or permit to be undertaken) at any time, whether at this stage or after the award of the agreement, any publicity activity with any section of the media in relation to this tender/agreement other than with the prior written consent of the Contracting Authority. Such consent shall extend to the content of any publicity. For the purposes of this



paragraph, the word “media” includes (but is not limited to) radio, television, newspapers, trade and specialist press, the Internet and e-mail accessible by the public at large and the representatives of such media. The Contracting Authority will have the right to publicise or otherwise disclose to any third-party information regarding this process and the agreement.

### **Correction of Errors**

Detailed pricing of all tenders will be examined for errors that might alter the tender pricing as determined from the figures on the tender form. Where a discrepancy arises between any figures submitted on the pricing element of eTenders versus the content of the Tender Submission, the Tender Submission figures will be used in the assessment. In the case of manifest errors - where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern. The amount stated in the tender form will be adjusted by the Contracting Authority in accordance with the above procedure and, with the agreement of the tenderer, shall be considered as binding upon the tenderer. Without prejudice to the above, a tenderer not accepting the correction of their tender as outlined may have their tender rejected.

### **Notification of Tender Evaluations**

All tenderers will be informed of the outcome of their tenders following tender evaluation and any necessary clarifications. Genio will issue a Letter of Regret with the name of the winning tenderer(s) and the scores of the tenderer and the winning tenderer.

## **General Information**

### **Currency and Payments**

The currency and invoices in which all prices and rates shall be tendered, and which payments under the contract will be paid, shall be Euros (€). All prices and rates quoted should be exclusive of VAT. Invoices shall be submitted in accordance with the terms agreed with Genio.

### **Withholding Tax**

Where applicable, payments shall be subject to Irish ‘Professional Services Withholding Tax’ at the prevailing rate (currently at 20%) as laid down by the Revenue Commissioners in Ireland. Non-residents may be able to reclaim such deducted Tax from the Office of the Revenue Commissioners in Ireland, International Claims Section located currently at Government Buildings, Nenagh, Co. Tipperary, Ireland (Tel: +353-67-63400).

### **Irish Legislation and Law**

Tenderers should be aware that national legislation applies in other matters such as Employment, Working Hours, Official Secrets, Data Protection and Health and Safety. Tenderers must have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements. The contract[s] awarded on foot of this tender process will be governed by Irish law.

### **Dignity at Work**

The successful tenderer(s) shall comply with all relevant legislation relating to dignity at work. As a not for profit body and employer, Genio is committed to a policy of equality of opportunity for all personnel. In line with the Disability Act 2005, accessibility requirements should be clearly stated in request for tenders / quotations where applicable. Under Section 27 of the Act the Contracting Authority is required to ensure that both the goods supplied and services provided to it are accessible to persons with disabilities.

Comprehensive additional information on Genio is available at [www.genio.ie](http://www.genio.ie).

### **Closing date for Tender Submissions**

All tenders **must**:

- Be sent via post, courier or delivered by hand to the Genio offices at 19-21 Westland Square, 19-21, Westland Square, Pearse Street, Dublin 2 or
- Be sent by electronic copy by email to [info@genio.ie](mailto:info@genio.ie)
- Be received prior to 4pm on **27th June 2018**.

## Appendix 1 – Timetable

<b>Tender publication</b>	23rd May 2018
<b>Deadline for receipt of queries</b>	8th June 2018
<b>Clarification of queries deadline</b>	15 <sup>th</sup> June 2018
<b>Closing date for receipt of tenders</b>	27th June 2018
<b>Clarification meetings (if required)</b>	6 <sup>th</sup> July 2018
<b>Contract offer</b>	10 <sup>th</sup> July 2018
<b>Delivery of Training</b>	September – November 2018

Genio reserves the right in its absolute discretion to amend the timetable if required

## Appendix 2 - Scope of Works

PRIMARY AUDIENCE	TRAINING OFFERED	DURATION	VOLUME
Job coaches/employment specialists	IPS	Phase 1 2 days	9 regional and metro training sessions up to a total of 150 participants.
Community mental health teams	Role and Function of an IPS program (or similar)	Phase 1 1 day	9 regional and metro training sessions up to a total of 150 participants.
IPS Champions	IPS Train the Trainer program	Phase 1 & 2 3 x co-facilitated sessions per person.	2 -10 participants, delivered as part of Phase 1 sessions.
Employment agency Coordinators, MH team coordinators, Individuals with lived and/or carer experience.	Fidelity Review training	Phase 2 1-2 days	1 or 2 sessions up to a total of 10 participants. Location to be decided.
IPS steering group and other key stakeholders.	Leadership Training	Phase 2 2 days	1 session up to 20 participants. Location to be decided.