



**Invitation to Tender for Coordination of  
Age & Opportunity's Digital Literacy Research initiative  
Closing date for receipt of tender: 12 Noon, 14 June 2021**

## Introduction

Age & Opportunity is the national organisation that provides a range of opportunities for older people who want to get more involved in arts and culture, sport and physical activity, civic engagement and personal development.

Our aim is to inspire people aged 50+ to live a dynamic life where they are more active, more visible, more creative and more connected.

This is an Age & Opportunity Engage initiative.

## Tender Outline

Age & Opportunity is seeking tenders from suitably qualified individuals or organisations to carry out a qualitative study on digital poverty and its effects on older persons throughout Ireland using public patient involvement (PPI) as a core principle.

Details of the tender are set out in this document which is comprised of four parts:

Part 1: Background information

Part 2: Age & Opportunity's requirements and other considerations

Part 3: Tender process

Part 4: General tender information, terms and conditions

Interested parties should submit a proposal by email to Fiona Holohan, Engage Programme Coordinator, at [fiona.holohan@ageandopportunity.ie](mailto:fiona.holohan@ageandopportunity.ie) by **12 noon on Monday 14 June 2021**

## Part 1: Background information

### Who we are

Age & Opportunity is the leading national development organisation improving the quality of life of older people. We do this by:

championing the creativity and value of older people;

- combating stereotypes and negative views of ageing;
- developing inclusive and engaging experiences which respond to the interests and needs of the diverse older adult population;
- developing, testing and measuring the impact of pioneering programmes and approaches;
- making evidence available to policy-makers and service providers;
- working with partners and stakeholders to ensure that Ireland's policies, strategies and programmes are directly informed by the needs and experiences of older people.

### Our Programmes

We provide opportunities for older people to be more active, more creative, more visible, more connected, more often in the following ways.

Age & Opportunity Arts is a dedicated programme which supports the participation and representation of all older people in cultural and creative life in Ireland, demonstrating and celebrating how our creative potential can improve with age. We do this work by supporting and resourcing artists, collaborating with arts organisations and encouraging involvement in arts activities by people all over Ireland.

Age & Opportunity Active is the national physical activity programme for older people funded by Sport Ireland and the HSE. The programme is designed to get us more active. Our Go for Life Games are a national celebration of older people taking part in physical activity. Every June we run a national event, when over 300 participants and teams from every county come together to take part in a full day of sport. The event is a variety of fun games and sports specifically adapted to be more inclusive of all ages and abilities.

Other initiatives we run include a telephone mentoring service called FitLine and our very popular PALs (Physical Activity Leaders) training suitable for anyone interested in leading physical activity programmes in their community.

Age & Opportunity Engage is a programme which offers a range of learning initiatives, courses and workshops for personal development as well as opportunities for us to play an active role in our community. Our aim is to facilitate participants to develop resilience, build the skills, know-how and the foresight to achieve the best quality of life. We believe that people who work directly with older people - or whose work affects the lives of older people - should be conscious of their needs and the value of their participation in society. As organisations become increasingly aware of the contribution of their older employees, customers and clients - will benefit from our bespoke training, facilitation and range of national workshops and courses.

Read more about our work at <https://ageandopportunity.ie/about-age-and-opportunity/governance/>

## Part 2: Age & Opportunity's requirements and other considerations

### Tender Outline

Age & Opportunity is seeking tenders from suitably qualified individuals or organisations to coordinate/carry out a qualitative study on digital poverty and its effects on older persons throughout Ireland using public patient involvement (PPI) as a core principle.

### Background

Age & Opportunity has been awarded funding by The Community Foundation for Ireland to carry out a qualitative study on digital poverty and its effects on older persons throughout Ireland using public patient involvement (PPI) as a core principle.

In Ireland, 29% of 60-74-year-olds have never used the internet. This is in comparison to 1% of those aged 16–29 (CSO, 2019). In the EU28, 37% of 65-74 year olds have never been on the internet, and in Britain this is just 16%, compared to 55% in Ireland. We are further concerned by the fact that we do not have sufficient data about the locations in counties that are experiencing greater levels of digital exclusion, particularly among older persons. It is well documented that Socio Economic Status is a reliable indicator of digital literacy and that it is primarily older persons from non-professional working backgrounds that are more likely to experience digital exclusion. It is also well documented that these populations experience poorer health, lower life expectancy and lower quality of life in older age.

Covid-19 has impacted on Age & Opportunity's ability to deliver programmes to older people in residential and day care, social care and community centre settings by which many older persons receive health information and advice, social connectedness and experience enhanced quality of life. While we have moved much of our offerings in our Active, Arts and Engage programmes eg. Bealtaine Festival, physical activity programme, resilience and spirituality workshops – online we are aware that the recent report "Internet access and use among adults aged 50 and over in Ireland: Results from Wave 5 of The Irish Longitudinal Study on Ageing" states 'However, our data also indicates a relatively large section of the population are without home internet access. This is particularly the case for older age groups and those living alone. For these individuals, more traditional forms of communication and information distribution, in combination with ongoing family and community support, are likely to be essential'.

These findings need to be augmented by local data whereby services for older persons, currently impacted by Covid-19 can plan better for service provision and affected older persons can be supported by a multi-agency approach to address digital exclusion among older persons. The response needed should identify exactly what factors are contributing to digital exclusion: whether it is financial, lack of broadband infrastructure, low levels of education/general literacy and enable a coordinated response to benefit older persons experiencing digital exclusion.

This initiative is a collaboration between Age & Opportunity and Age Friendly Ireland, and all stages of the initiative will be guided and influenced by older persons in each county.

This initiative aims to:

- Carry out an older person led research study on the prevalence and impact of digital poverty across 5 counties in Ireland;
- Identify the main factors in digital poverty: including educational, financial, broadband infrastructure;
- Explore links with areas of disadvantage;
- Consult with older persons about factors that could reduce digital poverty and increase their use of and access to digital resources.

## Tender Requirements

The role of the Research Coordinator is foreseen as follows:

- Identify elements of best practice and quality indicators in the project delivery;
- Measure the overall outputs achieved against the project work-plan;
- Measure the short and medium term impacts achieved against the project objectives;
- Development of research tool, including study sample, recruitment (through Age Friendly Ireland) and upskilling of 20 older people in five counties to contribute to research design and carry out field research with total of 1,000 older persons;
- Coordinate study, analyse and report on results ;
- Contribute to the project's reporting requirements and produce a final report.

Information to be submitted as part of the tender, should at a minimum address the following elements:

- Consultant(s) profile: capacity, skills, experience and knowledge;
- Clear, well-defined methodology and work plan;
- Resource Plan for the Evaluation Tender with a clear pricing structure;
- Current Tax Clearance Details.

We are looking for an individual/organisation who can demonstrate:

- Relevant research experience;
- Good research and analysis skills;
- Excellent communication skills;
- Capacity to deliver a quality piece of work within a tight timescale;
- Ability to draft reports in plain English and in a succinct way.

## Fee Proposal

The fee proposal submitted, shall be in Euro (€) and inclusive of VAT and all expenses. A breakdown of total costs should be provided. The budget for this contract is a maximum of €20,000 inclusive of all costs.

## Tax Clearance

The successful Tenderer must be in possession of a valid tax clearance certificate for the duration of the contract. Such a valid tax clearance certificate from the Irish Revenue Commissioners must be produced by a successful Tenderer before execution of the contract. A valid tax clearance certificate means a tax

clearance certificate issued by the Irish Revenue Commissioners. Tenderers not resident in Ireland must make an application to the relevant Tax authorities in their jurisdiction and request a letter confirming that their tax affairs are up to-date etc.

### Insurance

The successful Tenderer must produce valid public liability insurance.

## Part 3: Tender Process

Interested parties should submit a proposal to Fiona Holohan, Engage Programme Coordinator, by **12 noon on Monday 14 June 2021**.

The proposal should provide the following information:

- Three examples of relevant work and services;
- Three references for the above three examples of work – client name, contact number and email. We will not contact your references without letting you know first;
- A short proposal based on how you plan to deliver on the above listed requirements, outlining your proposed approach to meet Age & Opportunity’s requirements as set out in this document;
- A detailed breakdown of costs;
- An outline of any added value or additional information you think is relevant.

### Evaluation Criteria

Tenders will be evaluated on the information provided at the time of tender. Tenders received will be marked out of 100 as follows:

Understanding of tender requirements and approach to tender	10
Value for money	25
Qualification and relevant experience	30
Methodology and Project Management Plan	25
Other, including additional suggestions	10

Based on the above criteria, shortlisted applicants may be asked to meet with Age & Opportunity virtually on **Monday 21 June 2021** to discuss their proposal in more detail. Requirements for this meeting will be forwarded on selection.

Age & Opportunity shall notify acceptance of the tender to the successful Tenderer as soon as reasonably practicable and in any event by Thursday 24 June 2021.

Unsuccessful tenderers will be notified when the appointment of the successful tender has been confirmed.

Queries or clarifications can be directed to:

Fiona Holohan, Engage Programme Coordinator at [fiona.holohan@ageandopportunity.ie](mailto:fiona.holohan@ageandopportunity.ie).

Closing date for receipt of tender: **12 noon on Monday 14 June 2021**

Return tender to: [Fiona.holohan@ageandopportunity.ie](mailto:Fiona.holohan@ageandopportunity.ie)

**Late applications will not be accepted.**

## Part 4: General tendering information, terms and conditions

### Terms of Appointment

The contract period shall be for a maximum of 7 months. The successful Tenderer should be in a position to start work immediately and final report should be presented to Age & Opportunity on or before 31 October 2021. Where a group or consortium submits a proposal, a lead consultant must be nominated who shall be fully responsible for providing the services required by this brief. On appointment the successful tenderer shall prepare and agree a research framework plan with Age & Opportunity. The plan shall detail all staff to be engaged on the project and shall indicate all tasks to be undertaken against time.

### Notification of Tender Acceptance

Age & Opportunity shall notify acceptance of the tender to the successful Tenderer as soon as reasonably practicable, and in any event by Thursday 24 June 2021

### Currency

The currency to be used in this tender is euro and a tender proposal in any other currency will not be considered.

### Language

The report should be delivered to Age & Opportunity in English.

### Costs

Age & Opportunity will not be liable in respect of any costs incurred by any Tenderer in the Preparation of tenders in response to this Invitation to Tender or any associated cost.

### Tax Clearance

The successful Tenderer must be in possession of a valid tax clearance certificate for the duration of the contract. Such a valid tax clearance certificate from the Irish Revenue Commissioners must be produced by a successful Tenderer before execution of the contract. A valid tax clearance certificate means a tax clearance certificate issued by the Irish Revenue Commissioners. Tenderers not resident in Ireland must make an application to the relevant Tax authorities in their jurisdiction and request a letter confirming that their tax affairs are up-to-date etc.

## **Ownership of Documents and Copyright**

All documents produced by the consultant in connection with this appointment and submitted to Age & Opportunity will be considered the property of Age & Opportunity and may be used by Age & Opportunity at any time, including for other projects, without the prior approval of the consultant.

## **Exclusion**

Tenderer shall be excluded who:

- is bankrupt or being wound up, whose affairs are being administered by the court, who have entered into an arrangement with creditors or who have suspended business activities;
- is the subject of proceedings for declaration of bankruptcy or insolvency, for an order for compulsory winding up or a court liquidation, or who has a liquidator or receiver appointed over its assets, or for composition with creditors or any other similar proceedings;
- has been convicted of an offence concerning their professional conduct;
- has not fulfilled obligations relating to the payment of social security contributions;
- has not fulfilled obligations relating to the payment of taxes.

## **False or Misleading Information**

Tenderers who intentionally or carelessly supply false or misleading information will be disqualified from this Tendering Procedure on the discovery of such information.

## **Compliance with Law**

Tenderers should be able to provide on demand evidence of compliance with all laws applicable to the provision of the services which are the subject of the Invitation to Tender, and in particular should be able to produce evidence that they have particular regard for statutory terms relating to minimum pay and any legally binding or sectoral agreements if applicable.

## **Termination**

The contract shall contain provisions reserving to Age & Opportunity the right to terminate any contract awarded if it is not satisfied with the performance by the successful Tenderer of the contract. The satisfaction or dissatisfaction of Age & Opportunity shall be evaluated in the context of the Tenderers proposal set out in Part 3 of this document.

## **Requirements of Invitation to Tender**

Tenders not conforming to the requirements of this Invitation to Tender will not be considered and will be returned to the Tenderer.

## **Subject to Contract**

This Invitation to Tender is not intended to, and does not, create or evidence any legal or binding relationship, obligation or commitment of any nature between Age & Opportunity and any Tenderer. No such legally binding obligation or commitment shall come into being unless and until a formal legal contract is duly executed and delivered by Age & Opportunity and the successful Tenderer.

## Disclaimer

This document is for information only and does not constitute, and shall not be interpreted as, an offer for sale, prospectus, or the basis of a contract. Candidates are recommended to read the documents thoroughly. Age & Opportunity reserves the right to discontinue the procurement process at any time. No liability will be accepted for candidates' costs in connection with the procurement procedure, irrespective of the outcome, whether or not the procedure is cancelled or postponed.



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Age & Opportunity  
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