

Evaluation of the Irish Hospice Foundation

Design & Dignity Programme

AIHPC is seeking tenders from interested organisations for the evaluation of the Design & Dignity programme which is operated and co-funded by the Irish Hospice Foundation (IHF) and the Health Service Executive (HSE).

1 Background

The Design & Dignity project is grounded in the firm belief that the end of life should be recognised as a time of the most intense human feelings, which can include sadness, loss, anxiety and fear. These feelings should not have to be endured in inappropriate surroundings: a busy corridor, a waiting room, a ward reception area, where others may be chatting and laughing.

“Every year 28,000 people in Ireland die and 43% die in acute hospitals. The Design & Dignity scheme aims to bring design excellence to hospitals where so many people spend their last days.” Sharon Foley, CEO of the Irish Hospice Foundation

Design & Dignity is a partnership programme of the Irish Hospice Foundation and Ireland’s Health Service Executive (HSE) Estates. Hospitals have been provided with grant funds to help transform older and outdated spaces including family rooms, gardens and mortuaries. To date 34 projects have been funded through the Design & Dignity Grants Scheme, 22 of which have been completed and the HSE has adopted Design & Dignity guidelines for all new and refurbishment work.

The Design & Dignity Project:

- Aims to transform the way hospital spaces are designed for people at the end of life and their families
- Funds a range of ‘exemplar’ projects through a formal Grants Scheme and showcases them nationwide
- Provides practical architectural support and advice
- Fosters a sense of ownership of the hospital environment through engagement with hospital staff in the design process
- Develops Design & Dignity Guidelines to enhance the physical environments of hospitals
- Produces a range of resources to enable staff to implement the Design & Dignity Guidelines
- Advocates for the integration and embedding of the Design & Dignity guidelines across the health service.

The Irish Hospice Foundation has asked All Ireland Institute of Hospice and Palliative Care (AIHPC) to project manage an independent evaluation which will provide an in depth examination of up to five hospital sites and their respective projects and summary data on all 22 completed projects.

2 Overall Aim and Objectives of the Design & Dignity Programme Evaluation

Aim: To independently evaluate the Design & Dignity programme with a focus on establishing impact of projects on patients their families and staff.

Primary Objective:

1. To assess the impact of evidence-based design from the perspective of patients, families and staff (including frontline staff and HSE Estates), specifically focusing on:
 - a) the impact on the culture of care
 - b) the impact on the organisation of care
 - c) the design features of the new facilities which have the most impact
 - d) knock-on and unforeseen benefits/challenges emerging from the projects

Secondary Objective :

2. To determine likely factors contributing to the successful completion and maintenance of Design & Dignity spaces

It is envisaged that the outcome of the evaluation will support the embedding of Design and Dignity Guidelines as part of a pre-requisite for all HSE capital projects. The selection panel is open to exploring proposed methodologies, however the proposed method of evaluation must be designed to gather data at some level from each project (22 projects in 17 acute hospitals) and in-depth data from up to five hospitals. The evaluation team may need to obtain ethical approval in up to five hospital sites to enable staff, patient and family member access and this should be factored in to the proposed research timeline. The final evaluation report must be of a publishable standard. Support will be provided through regular contact with the Irish Hospice Foundation's Design & Dignity Project Manager and regular reporting of progress to All Ireland Institute of Hospice & Palliative Care who will convene a project steering group.

2a Resources

The Irish Hospice Foundation will provide background information to the successful team who are awarded the tender.

2b Timeline

- The work will begin in July 2017, to be completed by March 2018.
- July 2017 – appoint researcher
- August to January – obtaining necessary approvals and data gathering
- February to March 2018 – draft/redraft report and recommendations

2c Indicative budget

In the region of €15,000 (+VAT). Payments will be made at project initiation (25%), following Interim Report (25%) and following Final Report (50%). AllHPC reserves the right to withhold payment if the successful tenderer fails to carry out the work as per the agreed requirements and deadlines to the satisfaction of AllHPC and the project advisory group.

3 Procedure for proposal submission

Proposals should be submitted in Microsoft Word Office format, size 11 font and limited to 8 pages of A4 outlining. It should follow the format outlined below and include the following information:

- A statement of your suitability and ability to conduct this evaluation
- A detailed methodology addressing each objective
- Methods of data collection
- A project time plan including progress reports
- A detailed budget
- A description of deliverables - interim and final report
- Key references

A selection process will be initiated through AllHPC. Assessment and Criteria will include; quality of proposal, feasibility, value for money and previous track record.

3b Tax Clearance Certificate

Details of VAT registration and a valid Tax Clearance Certificate (if not registered for VAT a letter of exemption from the Revenue Commission) is to be supplied with tender.

In the case of non-residents of the Republic of Ireland you must supply a statement from the Revenue Commissioners confirming suitability on tax grounds. (Non-residents can contact the Office of the Revenue Commissioners, Revenue Residence Section, Government Officers, Nenagh, Co Tipperary).

3c Referees

Please provide the names and contact details of two organisations with whom you have carried out similar pieces of work who can be contacted for references.

3d Ownership of Documents and Copyright

Ownership of the data, material and reports produced related to this evaluation will be jointly owned by the successful party and the Irish Hospice Foundation. The Irish Hospice Foundation will be the lead party in this instance.

3e Evaluation Criteria

Understanding of Dignity & Design project and the work of the IHF	20%
Quality of methodology and approach to undertaking the evaluations	35%

Relevant skills, expertise and experience of evaluation	20%
Cost and value for money	25%

3f Conditions of Contract

- AllHPC and the Irish Hospice Foundation do not bind themselves to accepting the tender with the lowest stated total cost or to accepting any tender
- AllHPC may seek additional clarification, in writing/electronically. Responses to requests for clarity may not materially change any of the elements of the tenders submitted.
- A number of the most competitive tenders may be invited to make presentations on their proposals and/or attend meeting/interview for the purpose of elaboration, clarification and/or aiding mutual understanding.
- It is a provision of this invitation to tender that AllHPC will not be liable for any costs and/or expenses incurred in respect of the preparation, or the submission, of any tender documents or associated material.
- All work undertaken in connection with this project will be by way of formal contract with AllHPC.
- All bids shall be valid for a period of 60 days after submission date.

Please note:

1. All work carried out shall to be governed by the Laws of Ireland and subject to the exclusive jurisdiction of the courts of Ireland.
2. Any attempts to directly or indirectly canvas or obtain/attempt to obtain information concerning this proposal/tender or that of others shall automatically disqualify.
3. All submissions must be in English and prices quoted in Euro, inclusive of all expenses. VAT status must be clearly identified.
4. The work will become the property of IHF who will be free to copy it at their discretion. The researcher will be acknowledged.
5. AllHPC may cancel the process at any time prior to a contract being entered into.

3g Submission of Tenders

Tenders should be submitted via email to bpirihi@aiihpc.org by the Tender Submission time and date of 4pm Friday 14th July 2017.

One copy of the Completed Tender should also be placed in a sealed envelope clearly marked "Evaluation of Design & Dignity" and posted to:

All Ireland Institute of Hospice and Palliative Care
Education and Research Centre

Our Lady's Hospice & Care Services

Harold's Cross

Dublin 6W

The latest date for receipt of tenders by email is Friday 14th July 2017 at 4pm.

- Tenders will not be accepted after the time and date stated above or such later date as maybe notified in writing.
- The Tenderer is fully responsible for the safe and timely delivery of their Tender.
- Incomplete tenders will not be accepted in any circumstances.

3h Selection

A Selection Panel will be constituted by AIHPC and IHF including staff and members from the Design & Dignity Steering Group. The successful Tender applicant will be contacted *by phone* week on or after 20th July 2017. Please supply appropriate contact details.

3i Confidentiality/Freedom of Information

Tenderers shall treat as confidential this document and any correspondence received from the Contracting Authority further to or in relation to this Tender process. AIHPC undertakes to use its best endeavours to hold confidential, any information provided in the proposals submitted by tenderers, subject to the contracting authority's obligations under law, including the Freedom of Information Act 1997. If you consider any of the information supplied by you is either commercially sensitive or confidential in nature, this should be highlighted and the reasons for its sensitivity specified. In such cases the relevant material will, in response to FOI requests, be examined in the light of the exemptions provided for in the FOI act.