



GAMBLING AWARENESS TRUST.ie



Invitation to submit a tender to evaluate the
National Problem Gambling Support Service

Delivered by **The National Forum of Family Resource Centres**
through 26 Family Resource Centres across the country as a
pilot programme over the last three years.

Closing date for submissions:
5pm on 29th November 2024

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1 | INVITATION TO TENDER

The Gambling Awareness Trust wishes to contract a consultant or organisation to conduct an evaluation of the National Problem Gambling Support Service pilot programme delivered by the National Forum of Family Resource Centres through 26 Family Resource Centres across the country.

We are eager to ensure the funding we provided since the commencement of this pilot in 2021 to deliver professional specialist counselling and Family Support services to individuals experiencing gambling harm and their affected others represents value for money and is addressing the needs of the intended target group.

This is an open invitation to tender, seeking applications from suitably qualified individuals and teams.

2 | ABOUT GAMBLING AWARENESS TRUST

The Gambling Awareness Trust (GAT) is an independent charity established in 2019, managed by a voluntary board of directors to fund research, education and awareness, treatment and rehabilitation and supports to minimise gambling harm in Ireland. Our vision is that fewer people in Ireland experience gambling-related harms and that those who do can easily access relevant professional treatment and support services. GAT is funded by donations to a Social Responsibility Fund via the Irish Bookmakers Association from their members and other online betting and casino operators. Since 2019 GAT has allocated over €6M in funding to services we carefully select, vet, and monitor to ensure those seeking and receiving services are provided with the highest standards of care. Over 2000 individuals have been supported through this funding.

3 | ABOUT OUR FUNDED SERVICES

GAT currently provides funding to over thirty organisations through allocated annual grants. Those organisations providing services for a period of three years will be required to participate in an independent evaluation as per our governance policies. The key areas of focus for GAT funding are research, education and awareness, treatment and rehabilitation and support services. The services currently providing continuous supports since our establishment in 2019 are:

Dunlewey Addiction Services

Dunlewey Addiction Services was founded in 1987 and has become a specialist organisation in the provision of counselling, training, and support services

in the field of addiction.

Dunlewey operate a free, confidential national helpline service on behalf of GAT 365 days per year from 9.00am - 11.00pm. for individuals affected by their own or a family member's problem gambling issues. They provide in-person, online and phone counselling sessions for clients together with aftercare support programmes and peer support groups.

HelpLink Support Service

HelpLink Mental Health operates a free, national gambling addiction counselling service, 7 days a week and out-of-hours: online or by phone. They also provide weekly aftercare groups for clients who have completed their one-to-one counselling sessions. This service is provided by experienced and qualified addiction counsellors for young people (aged 16 to 18 yrs.) and adults alike.

Walkinstown Greenhill Resource Centre

The WGRC provides a low cost, comprehensive, community-based one-to-one support service to anyone affected by gambling harms. This support is provided by professional Counsellors and Psychotherapists and is confidential and non-judgemental. The service aims to intervene to provide the person affected by harmful gambling with the necessary supports to promote resilience and maintain well-being regardless of social or emotional background. Anyone concerned about a person's gambling can make a referral to the service.

Cuan Mhuire

Cuan Mhuire is the largest provider of addiction treatment services in Ireland, who supplied in excess of 200,000 bed nights per annum into the Irish healthcare system pre Covid. In 2019, in response to the escalation witnessed in gambling related cases and harm, Cuan Mhuire developed a gambling specific residential treatment programme at Cuan Mhuire, Athy in partnership with GAT. The provision of the residential treatment service has provided recovery opportunities to up to 100 clients per annum through the first programme of its kind in Ireland. Additional supports include aftercare, peer support, family support, and relapse prevention support.

In addition to treatment provision Cuan Mhuire also oversee the running of the first accredited Level 8 (QQI) training in Responding to Problem Gambling in partnership with Munster Technological University (MTU).

Bushypark Addiction Centre

Bushypark provide a broad range of services for clients and family members impacted by problematic gambling. These services include, phone support, assessment service, community-based supports, family support, treatment planning and aftercare programmes. They also provide a referral service to other agencies/services as required by the client/family member. Bushypark also provide educational talks for groups and clubs as required and as part of a wider structured educational programme to deal with gambling issues in addition to substance mis-use issues.

WASP Support Service

WASP (Whitechurch Addiction Support Programme) provides a suite of family support services for concerned persons impacted by a loved one's gambling including out-of-hours services. The suite of services includes Psychotherapeutic educational support group every second Wednesday from 7.30 pm to 9.30 pm., Group acupuncture every second Wednesday from 6.30 pm to 7.30 pm., Massage by appointment is available every Thursday and Saturday. Somatics class every Saturday at 12 noon. One-to-one sessions available by appointment weekly.

Aiséiri Addiction Service

Aiséiri provides community and residential services to help young people, adults and families overcome addiction and lead meaningful lives in recovery. They also provide education and information services with outreach to individuals, communities, schools and businesses who may need to know more about the complexities of addiction. Aiséiri works together with problem gamblers and their families through the specific treatment programmes that they have developed.

Newbridge FRC Recovery Café

The Recovery Café is a regular meeting of people in recovery where they are provided with a safe space to meet up, discuss their recovery journey over a cup of coffee and some lunch. There is a planned programme of activities for every meeting which includes a variety of holistic therapies, craft and art therapy as well as talks and demonstrations to support a nurturing learning environment for all who attend.

4 | THE NATIONAL PROBLEM GAMBLING SUPPORT SERVICE

This programme was developed on the basis of the findings of the Maynooth Report, Gambling Trends, Harms and Responses: Ireland in an International Context, our first commissioned report published in 2021. The report pointed to the success of the National Gambling Service Clinics rolled out across the North of England and suggested the HSE explore the establishment of a similar model. The HSE, at that time, were not involved in providing any services to those affected by harmful gambling and with the lack of a National Strategy to address the issue coupled with the delay in the progress of the proposed legislation (Gambling Control Bill) we explored how we could respond to this recommendation within the scope of our resources and budget. We identified the FRCNF as a potential partner as many of the Family Resource Centres around Ireland, in both rural and urban areas had established professional Counselling and Psychotherapy Services.

A key aspect to this collaboration presented itself in the report as it echoed international research on the impact of an individual's gambling addiction on those close to them; for every person with a gambling addiction at least six other people are directly affected. These people are partners, parents, siblings, children, friends and employers. This cohort of people were completely overlooked in terms of supports and services. The FRCs were providing supports to these people on a daily basis, in easy to access spaces with a no-wrong-door perspective to service provision. The stigma attached to harmful gambling and gambling addiction only adds to the difficulty in reaching out and admitting help is needed. The FRCs offered the anonymity required to encourage and motivate people to get the help they need – you could be going into a FRC anywhere in the country for any reason. Family members could not only avail of the professional help from the Counsellor but could be directed into other supports such as MABS, SVdP, ultimately providing a wrap-around approach.

Since the initial roll-out of this pilot National Service in 2022, we have provided a total of over €1,6M in funding.

5 | EVALUATING THE SERVICES

GAT now wishes to undertake an independent evaluation of the pilot National Problem Gambling Support Service to evidence the impact the service has made in the pilot period and to ascertain if this National Service should be expanded to meet the needs of those affected by harmful gambling and gambling addiction in Ireland. This process will establish how each service is managed, how client's experience the service, the effectiveness of the service within the terms set out in the Service Level Agreement with GAT and explore how improvements may be implemented if required.

Initial research will provide a 'sense check' on the overall service to frame and pinpoint:

- Service aim and purpose.
- Develop an evidence base for current service provision.
- Evaluate the current service provision model.
- Propose improvements within a framework of deliverable objectives and KPIs.

A key requirement of the project will be to utilise a practical and measurable methodology that incorporates:

- Research evidence on what works in effective service provision nationally and internationally.
- First hand practice knowledge in the area by frontline service providers.
- Views and experiences of service users.

Overall, the evaluation will support us to:

- Better understand the National Problem Gambling Support Service, how they operate and how effective they are in providing treatment and support services to those affected by harmful gambling.
- Ensure funding allocated to each service represents value for money.
- Ensure each service provider is addressing the needs of those individuals seeking supports through high quality evidence based, needs led responses in service provision.

In particular, we propose the evaluation covers the following:

- Profiles and identifies the needs and preferences of services users.
- Identifies what is working well and highlight any areas of refinement within the delivery of the service.
- Identifies relevant and realistic KPIs and targets for each service.
- Frames each service and relates them to our strategic objectives and goals.

Using the evidence, information, and experience of undertaking this evaluation, an additional requirement of this tender is to develop a best practice model and guide on expanding this National Programme and enhancing service provision for those engaging with the services across the country. This will be a published report which we will make available and disseminate to share the learning and good practice evidence.

6 | MANAGEMENT OF THE RESEARCH PROCESS

A GAT subgroup will oversee the research process. The subgroup's role will involve discussing and approving aspects of the evaluation design and instruments, as well as advising and supporting the researchers to undertake tasks that involve grantee staff and service users. It will also advise on all aspects of the evaluation and in developing recommendations and proposals for implementation as appropriate. Membership of the Advisory Subgroup will comprise of GAT CEO and key board directors. Day-to-day management of the contract will be led by the CEO who will also act as the key contact person.

7 | REPORTING OUTPUTS

The appointee will be required to submit regular progress reports and to attend review meetings with the CEO and Advisory subgroup.

In addition, the final outputs will include:

- A detailed report of the evaluation process and findings.
- A roadmap on how to improve service delivery.
- A good practice guide on expanding this particular style of service provision and delivery.

8 | FORMAT OF TENDERS

Applicants should submit a tender document which addressed the points listed below in the order given. The tender document should be no more than 3,000 words (excluding CVs and references, which should be added as appendices). Please find the information headings to be addressed in the tender document below.

8.1 | GENERAL INFORMATION

- Name, address, contact number and email of the applicant, identifying who will be the principal contact as appropriate.
- Name, address, contact number and email of third parties, partners or collaborators involved in the tender, along with a description of their role or the element of the contract that they will fulfil.
- Confirmation of acceptance by the applicant and any third parties of the conditions of the tendering process as set out.
- A copy of the applicant's tax clearance certificate, or in the case of a non-resident applicant, a statement from the Revenue Commissioners confirming suitability on tax grounds.

8.2 | PREVIOUS RELEVANT EXPERIENCE AND EXPERTISE

- Outline the qualifications and relevant professional experience each member of the evaluation team. Please add a summary CV of each member of the research team as an appendix to the tender document. Each CV must not exceed two A4 pages.
- In particular, please explain how the team's expertise and competencies relate to the area of work described in the tender, substantiated with evidence such as published work if possible.
- Provide evidence to demonstrate the team's knowledge of current relevant national and international policy and practice and / or methods of acquiring these.
- Outline your understanding of data protection legislation including responding to data access requests, sharing of information etc.

8.3 | METHODOLOGY

Outline how the project will be undertaken. This should start with an overview of your proposed approach covering the following areas:

- The proposed elements / areas of investigation / examination.
- Methods to be used to investigate each element.
- Approach to identifying and consulting key stakeholders, staff, and experts.
- Nature and types of data to be gathered.

- Specific approaches and tools to be used to gather data and ensure it is robust.
- Methods used for analysis of data.
- Your approach to ensuring high ethical standards are applied before, during and after the project / research duration.

8.4 | TIMETABLE

State the overall project timescale, outlining the key milestones and actions to be undertaken and the calendar / timeframe for each.

8.5 | SCHEDULE OF COSTS

- Quote the costs in euro (€).
- The budget must show the total cost of the research project, including any expenditure to any third parties, collaborators, or subcontractors.
- Use the following as main headings for the breakdown of costs, subdivided as required:
 - Salaries (include details for each person involved and note their role or position in relation to the project).
 - Data collection and processing costs, including IT.
 - Administration (explain the basis of apportionment of costs).
 - Overheads (give details of cost headings for overheads, and explain the basis of apportionment of costs).
 - Other costs appropriate to a project of this nature (which must be specified and defined).

9 | REQUESTS FOR FURTHER INFORMATION OR CLARIFICATION

Requests for further information or clarification of any aspect of this process or expectations for this evaluation can be made by email to: pam.bergin@gamblingawarenesstrust.ie To ensure equitable treatment of prospective tenderers, where such additional information or clarification is provided, GAT will seek to make relevant information available to all. Therefore, please provide a contact email address with your tender to facilitate this information sharing.

10 | TERMS AND CONDITIONS

10.1 | OWNERSHIP

GAT will remain the sole owner of all end products including, but not limited to, research, data, reports, manuals, or other documentation etc., irrespective of whether or not the project is completed. The contractor's work shall be acknowledged by GAT in materials produced and disseminated on the basis of work completed under this contract.

Proposals for scholarly / academic publishing under the name(s) of the researcher(s) arising from this research can be discussed with GAT, as owner of the data and other products of the research and are subject to prior approval in writing from GAT.

10.2 | CONFLICT OF INTEREST

Any registered interest involving the contractor and GAT, their staff or relatives must be fully disclosed in the response to this invitation to tender or should be communicated to GAT immediately upon such information becoming known to the contractor. In any case, such information must be made available prior to the award of the contract. The terms 'registered 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.

10.3 | FREEDOM OF INFORMATION

Information supplied in respect of this tender may be disclosed by GAT under the terms of the Freedom of Information Act, unless it is exempt from disclosure under the Act (e.g., personal information or commercially sensitive information where the public interest in non-disclosure outweighs the public interest in disclosure). Tenderers are invited to indicate if they consider any information supplied to be sensitive. Under Section 29 of the Act, any tenderer must be consulted by GAT before any decision to disclose such information.

10.4 | CHANGES TO INVITATION TO TENDER

GAT reserves the right to update or alter the information contained in this document at any time, but not later than seven days before the closing date for the receipt of tenders. Participating tenderers will be informed as the need arises.

There is no obligation on GAT to accept the lowest cost or any tender, and it may be decided, following the review of the tenders, not to proceed with a new invitation to tender or an amended version of the proposed research.

10.5 | SUBMISSION OF TENDERS

Tenders should be submitted by email attachment as a single pdf or Microsoft word document (with researcher's CVs as appendices) to: pam.bergin@gamblingawarenesstrust.ie Receipt of tenders will be acknowledged. The closing date for receipt of completed tenders is **5pm on 29th November 2024**. Incomplete tenders, tenders that do not follow the format prescribed above, or tenders received after the closing date will not be considered.

11 | ASSESSMENT OF TENDERS AND SELECTION OF RESEARCHER(S)

All tenders will be evaluated against set criteria as outlined below. GAT in its commitment to quality and value for money will evaluate each tender submission on a cost / quality basis, with 30% being awarded for cost and 70% for quality. There will be a minimum threshold score of 35 marks for quality. All submissions below this level will be automatically excluded.

1. Overall alignment with research brief and relevant experience and expertise. *(15 marks)*
2. Methodology. *(20 marks)*
3. Knowledge and experience of the subject area. *(10 marks)*
4. Timeframe and evidence of ability to meet deadlines. *(10 marks)*
5. Budget, taking into account our commitment to value for money. *(30 marks)*
6. Capacity for project management, administration, and to develop and maintain relationships with the various stakeholders. *(5 marks)*
7. Ethics and ethos. *(10 marks)*


GAT reserves the right to seek additional information and / or interview tenderers in connection with its assessment of their tenders. It is anticipated that a number of tenderers will be shortlisted for interviews.

The lead person and other key members of the research team should be available to attend the interview. GAT will not be held liable for any costs incurred by tenderers in relation to the tender submission or the assessment / interview process.

GAT reserves the right not to award the contract in the event no tender is found to be suitable.

 info@gamblingawarenesstrust.ie

 00 353 1 2469595

 **GamblingCare,**
c/o **Gambling Awareness Trust,**
The Black Church,
St. Mary's Place,
Dublin 7,
D07 P4AX



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