GAISCE
THE PRESIDENT'S
AWARD

REQUEST FOR TENDERS

Digital Platform Discovery & Specification Services

Tender Submission Deadline EXTENDED to 5pm, Friday 7th August to tenders@gaisce.ie

1. Introduction

Gaisce – The President's Award is Ireland's National Youth Award, supporting young people aged 14–25 to build confidence, resilience and real-world skills through a structured personal development journey (see appendix 2 for details about Gaisce).

Gaisce invites tenders from suitably qualified providers to undertake a discovery, specification, cost analysis and delivery planning phase for the proposed development of a new digital participant platform.

This phase of work will inform strategic decision-making, budgeting and a subsequent procurement process for full platform development and delivery (see Appendix 1 for current system details and this digital transformation project context & vision)

2. Project Overview

Our ambition is to develop an interactive and digitally relevant participant platform (app) that will modernise how young people track, reflect on and evidence their Award, making it more accessible, motivational and relevant in a digital age.

We are seeking proposals to carry out a discovery and specification phase of work to inform the full delivery of a new participant platform for Gaisce. The successful proposer will deliver clear technical architecture scenarios and costings along with a clearly defined delivery timeline.

This discovery and specification phase will determine the most appropriate approach to developing Gaisce's future participant platform. It will define the preferred platform architecture and assess the future role of our existing Salesforce system, including whether it should be retained, enhanced, integrated with the new platform or replaced. The outcome will provide a cost-effective, scalable and future-proof roadmap for procurement and implementation.

See details including current context (system and functions) and the full project vision in the Appendix notes.

3. Scope of Services

The selected partner will be expected to undertake and deliver the following, setting out success metrics and measurable outcomes for delivery of this piece of work:

3.1 Discovery and Specification Outputs

- Facilitate consultations with key stakeholders (staff, young people and adult mentors who deliver Gaisce) to explore and inform key system needs, opportunities and constraints.
- Define a digital problem statement and solution vision for this digital transformation.
- Investigate integration options for the current Salesforce system, including whether it should be retained, enhanced, integrated with a new solution or replaced, taking a long-term strategic view.
- Investigate integrated payment solutions that enable Gaisce registration fees and other relevant payments to be processed within the future digital platform, with seamless integration to payment gateways and financial/accounting systems (e.g. Stripe and Xero).
- Develop and assess platform options (e.g. a web platform, mobile app or hybrid solution), with high-level recommendations on system architecture and hosting, and indicative development, maintenance and long-term costs for each option.
- Assess and define the scalability, accessibility, security and resilience requirements of the future digital platform to ensure it is capable of supporting long-term growth, inclusive user access, evolving technology, and best practice in data protection and cybersecurity.
- Following agreement on the preferred option, deliver a final Procurement Brief outlining the agreed solution, detailed functional and technical requirements, project plan, budget and delivery roadmap to enable Gaisce to confidently progress to procurement and implementation.

3.2. Project Delivery

- The successful provider will complete the project and deliver all agreed outputs by **15 October 2026**.

4. Supplier Requirements

Respondents should demonstrate the following capabilities and experience:

- Proven experience leading digital discovery, innovation and specification projects, including user research, UX/UI wireframing, platform recommendations, budget development and delivery planning.
- A clear and structured methodology for defining requirements, evaluating solution options and delivering a robust discovery and specification phase efficiently and within agreed timescales.

- Proven experience planning and advising on comparable digital transformation projects with a similar scale and complexity.
- Experience designing user-centred digital solutions for charities, SMEs, start-ups or other innovation-led organisations.
- Experience assessing systems integration options, with strong knowledge of Salesforce and its integration capabilities, would be highly desirable.
- Experience developing digital platforms and systems that meet the needs of diverse end-user groups, particularly young people or audiences with similar characteristics to Gaisce participants.

5. Proposal Requirements

Please structure your proposal to address each of the following sections:

5.1 Supplier Overview

- A brief overview of their organisation and relevant experience in digital discovery, specification and transformation projects.
- Examples of similar projects, including discovery/scoping work, platform recommendations and procurement-ready specifications.
- Details of the proposed project team, including the lead consultant(s), their relevant experience, qualifications and CVs.

5.2 Approach & Methodology

Tenderers should outline:

- Their proposed approach to the discovery and specification phase, including the methodologies, tools, frameworks and facilitation techniques they will use.
- How they will assess and recommend the preferred platform approach, including consideration of system integration, technical architecture, indicative costs and implementation options.
- Their proposed project plan, key milestones and delivery schedule for completing this phase of work by 15 October 2026.
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5.5 Pricing

Please provide a clear cost breakdown, including:

- Number of days and cost per day including VAT.
- All costs and expenses should be included in the proposal.

5.6 Availability

- Earliest available start date (as soon as possible).
- Expected availability and commitment level across the full project duration.

5.7 References

- At least two relevant client references, from similar project work.

6. Budget Guidance

This Discovery and Specification phase is expected to fall within the range of €10,000–€15,000 (including VAT).

7. Evaluation Criteria

Proposals will be evaluated against the following weighted criteria:

Evaluation Criterion	Weighting
Quality, clarity and suitability of the proposed approach and methodology	30%
Relevant experience and track record	25%
Capability of proposed personnel assigned to project	20%
Cost and overall value for money and delivery timeframe proposed	15%
Client references and evidence of successful project outcomes	10%

8. Tender Process Timeline

Milestone	Date
Request For Tender (RFT) Issued	Tuesday, 30th June 2026
Queries & Clarifications Deadline	Friday, 31st July 2026
Proposal Submission Deadline	5pm, Friday, 7th August 2026

9. Submission Details

Please submit proposals electronically to the contact below. Proposals should be submitted as a single PDF or Word document.

- Contact Name: Louise Place
- Email Address: tenders@gaisce.ie
- Subject Line: "RFT – Digital Platform Discovery & Specification Services"

10. Additional Information

- We reserve the right to request clarification or additional information from any respondent.
- This RFT does not constitute a commitment to award a contract.

- All information provided in response to this RFT will be treated as strictly confidential.
- We reserve the right to cancel this process at any stage without obligation.

11. Contact for Queries

All questions regarding this RFT should be directed in writing to:

- Name: Louise Place
- Email: tenders@gaisce.ie

Responses to queries of general relevance will be circulated to all respondents to ensure a fair and transparent process.

Background and Further Information

Current Digital Infrastructure

Gaisce currently operates a **Salesforce-based CRM platform**, known as **Gaisce Online (GO)**, which serves as the core system for programme administration and oversight.

The system supports:

- **President's Award Leaders (PALs)** (adult mentors) in managing participants
- The **Gaisce team** in administering PAL engagement, programme oversight and reporting
- **Participants** in registering for the Award

User Base:

- **20 Gaisce staff users**
- Approximately **1,400 PALs**
- Approximately **30,000 participants annually**, with a strategic target of **35,000 by 2030**

Participants currently have **limited system access**, which does not incur licensing costs.

Core Functionality

The GO system enables:

- Participant registration across Bronze, Silver and Gold Award levels
- PAL management and approval of participant progress
- Limited participant diary/reflection functionality (optional)
- Programme administration and oversight
- Data analytics and dashboards to support reporting, insights and funding applications

Licensing

- Annual Salesforce licence cost: approximately €10k
- Covers staff and PAL access

Current Limitations

While effective as an administrative CRM, the current system:

- Does **not provide structured, real-time tracking** of participant progression
- Relies on **offline or decentralised recording of activities**
- Provides **limited visibility of engagement, progression and drop-off**
- Does not support:
    - Structured reflection
    - Portfolio development

- Recognition of partial Award section achievement (there are 3 Award Levels – Bronze, Silver and Gold each progressive in that time spent on the Award sections increases with each level. The Award sections are Personal Skill, Physical Recreation, Community Involvement, and the Adventure Journey). At Gold there is a Residential and Portfolio of achievement also required.

This creates both a **participant experience gap** and a **strategic insight gap**.

Does not support integration to our current accounting tools for fees payments.

Advise if we retain or revise the **core system of record**, to ensure any future platform will integrate appropriately rather than duplicate core CRM functionality.

Digital Transformation Project Context & Vision: eGaisce (working title)

Gaisce intends to develop *eGaisce*, a modern, mobile-first digital platform (working as an app or as advised) to support participants throughout their Award journey and strengthen long-term programme impact.

The platform will comprise two core components:

1. **Gaisce Digital Journey**

A participant-facing platform enabling:

- Goal setting and progress tracking
- Activity logging
- Guided reflection and motivation
- Digital portfolio of Bronze, Silver and Gold Award Certification and achievement.
- Sectional certification for each challenge area completed (Community Involvement, Personal Skill, Physical Recreation, Adventure Journey, Residential) at each Award level (Bronze, Silver, Gold)

The platform will:

- Integrate to the existing Salesforce CRM (if retained, or revise as recommended)
- Be secure, accessible and scalable
- Be future-proofed

2. **Gaisce Direct (18–25)**

A structured pathway supporting:

- Independent participation (virtual 'PAL')
- Continued progression beyond the age 18
- Engagement outside traditional organisational settings

The platform will:

- Integrate to the existing Salesforce CRM (if retained, or revise as recommended)
- Be secure, accessible and scalable
- Act as a virtual PAL with some level of Gaisce staff led in-person peer support/info sessions.

APPENDIX 2

ABOUT GAISCE

Gaisce – The President's Award is Ireland's National Youth Award. It is a direct challenge from the President of Ireland, Catherine Connolly, to encourage young people to realise their potential through a proven Positive Youth Development Programme that provides structure, support, and certification for non-formal learning experiences for young people aged 14 to 25. The Award inspires young people to flourish through challenge, engage with their communities, build self-belief and skills, embrace adventure and wellbeing, and be recognised for their achievements.

The Gaisce programme has three progressive Award Levels – Bronze, Silver and Gold. At each level, young people shape their own journey by choosing and undertaking activities across four Challenge Areas: Personal Skill, Community Involvement, Physical Recreation and an Adventure Journey, with each Award level requiring a greater level of time and commitment. At Gold level, participants must also complete a Residential and submit a reflective Portfolio as part of the Award requirements. Rooted in a self-directed non-competitive ethos, participants set goals that matter to them and proceed at a level of challenge appropriate to each individual. The Gaisce programme is delivered nationally by President's Award Leaders (PALs) in Gaisce Award Partner (GAP) organisations including secondary schools, third level institutions, second-chance and further education services, youth services, disability organisations, sporting organisations, uniformed organisations, youth justice, prison and probation services, organisations working with young refugees and asylum seekers, and more.

Gaisce – The President's Award was established in 1985 to mark the UN's International Year of Youth and was launched in Áras an Uachtaráin by President, Dr. Patrick J. Hillery, Gaisce's founding patron. Since then, the patronage has passed from President to President, reflecting a shared and enduring commitment to recognising and supporting young people.

In 1999, aligned with the commitments of the Good Friday Agreement, the Joint Award Initiative (JAI) was established. The JAI is a unique partnership between Gaisce - The President's Award and the Duke of Edinburgh's Award which offers young people in Northern Ireland a choice of certification for their Award achievement - they can choose to receive a Gaisce – The President's Award, a Duke of Edinburgh's Award, or an International Duke of Edinburgh's Award at Bronze, Silver and Gold Award levels. The Gaisce Award is recognised as a valuable non-formal education certification in Ireland and in more than 130 countries through our partnership with The Duke of Edinburgh's International Award.

THE GAISCE EXPERIENCE – WHY IT MATTERS

The Award is not simply a programme – it is a catalyst for lifelong development.

Through a structured, self-directed journey, young people:

- Set meaningful goals
- Commit to sustained effort
- Contribute to their communities
- Stretch beyond their comfort zone
- Progress through increasing levels of responsibility

They develop confidence, resilience, practical life skills, stronger community connection and a clearer sense of purpose. These outcomes support readiness for education, employment and lifelong wellbeing.

The opportunity now is to enhance these outcomes by making reflection clearer, progress more visible, and achievement more portable in a digital world.