



## Request for Quotation for Plain English Services

The Irish Human Rights and Equality Commission is an independent statutory body, established on 01 November 2014 under the Irish Human Rights and Equality Commission Act 2014. The Commission is Ireland's National Human Rights Institution (NHRI) and National Equality Body (NEB).

The overall statutory functions of the Commission are:

- to protect and promote human rights and equality,
- to encourage the development of a culture of respect for human rights, equality, and intercultural understanding in the State,
- to promote understanding and awareness of the importance of human rights and equality in the State,
- to encourage good practice in intercultural relations, to promote tolerance and acceptance of diversity in the State and respect for the freedom and dignity of each person, and
- to work towards the elimination of human rights abuses, discrimination and prohibited conduct.

### Background

The Irish Human Rights and Equality Commission (IHREC) requests quotations from interested parties for Plain English Editing Services.

The type of plain English editing are primarily web pages (approx. 500 words each) as part of a website revamp project. Guidance document to the public on equality or human rights law may also form part of the services required (approx. 40 pages).

### Public Sector Equality and Human Rights Duty

Under Section 42 of the Irish Human Rights and Equality Commission Act, 2014, IHREC has a statutory obligation, in the performance of its functions, to have regard to the need to eliminate discrimination, promote equality of opportunity and treatment of its staff and the persons to whom it provides services and to protect the human rights of its members, staff and the persons to whom it provides services (Public Sector Equality and Human Rights Duty). Further detail is available at <https://www.ihrec.ie/our-work/public-sector-duty>

Public procurement is a functional area of IHREC. In accordance with its Public Sector Duty obligations, IHREC requires that tenderers confirm their commitment to have regard to the need to eliminate discrimination, promote equality of opportunity and treatment of its staff and the persons to whom it provides services and to protect the human rights of its members, staff and the persons



to whom it provides services. IHREC may request information on the manner in which this requirement has been met and the successful contractor shall comply with this request.

### Data Protection

The protection and security of an individual's personal data is of the utmost importance to the IHREC. All suppliers of service should have in place policies, procedures and processes that comply with their obligations under the Data Protection Acts 1988 to 2018 and the General Data Protection Regulation (EU 2016/679). Where the supplier is acting as a data processor, the supplier will be expected to enter a data processor agreement with IHREC.

Tenderers are required to confirm their compliance in this regard.

### Specification of Requirements

The supplier of the service will have:

- A proven track record of timely and accurate delivery of edited Plain English materials.
- Availability
- A high level of service, and a strong eye for detail.
- Flexibility i.e. open to accommodating last-minute changes
- Experience of editing of a range of different styles of corporate materials including (but not exhaustively):
  - Annual Reports,
  - Corporate Reports,
  - Website page content,
  - Press releases and social media materials.

### Award Criteria

Marks will be awarded according to the award criteria outlined in the Table below. The total number of marks available is one thousand (1,000). Marks will be rounded to the nearest whole number. Tenderers who do not meet the minimum marks per criterion will be eliminated.

Award Criteria	Maximum Marks Available	Minimum Marks per Criterion
A: Cost	550	N/A
B: Quality of the Proposed Service	300	120
C: Experience of Proposed Personnel	100	40
D: Public Sector Equality and Human Rights Duty	50	50
Total	1000	



### A: Cost Criteria (550 marks)

Tenderers must provide details of the following rates that will be charged per proposed resource, additional rows may be added where more than one resource are proposed.

Resource	Word rate	Hourly rate	Flat rate
Proposed Individual			

Note: -

- (a) The costs must be in euro.
- (b) Submitted quotations should confirm that quoted costs hold good for 90 days after the closing date for receipt of quotation.
- (c) Travel costs, travel time, subsistence and other incidental expenses are not reimbursed by IHREC.
- (d) All pricing should be VAT exclusive and the applicable VAT rate should be separately noted. Where VAT is not applicable this should be explicitly stated.
- (e) Unquantified costs will not be accepted.
- (f) Tenderers should indicate clearly any discounts to which the Commission may be entitled, including:
  - a. Public sector discounts
  - b. Any other discounts
- (g) Tenderers should provide an itemised breakdown of the cost of any options being proposed beyond the minimum requirements including any additional costs for urgent requests or where a specific layout is required.
- (h) IHREC will not be responsible for any errors on the calculation of the costs provided in response to this Request for Quotation. It is the responsibility of bidders to ensure that the costs quoted are correct and properly calculated.

### Cost Criteria Scoring

The following formula will be used:

$$\frac{\text{Lowest tendered cost} \times \text{Max number of marks available (550)}}{\text{Cost under Evaluation}}$$



## Qualitative Criteria (300 marks)

### **B: Quality of the Proposed Service (300 marks)**

Tenderers are asked to provide a comprehensive account of how they proposed to deliver the service as outlined and provide a sample of their work. Turnaround time for editing should be provided for a 500-word document. Tenderers will be evaluated based on the quality of the proposed approach.

#### 1: Proposed Delivery

Tenderers are asked to provide comprehensive detail as regards their approach to the delivery of outlined services to IHREC. This approach should demonstrate that the person/s has the relevant experience to deliver on the services outlined.

#### 2: Work Sample

Tenderers are asked to provide a sample document or webpage that demonstrates Plain English Editing. Tenderers are also asked to outline the current controls that are in place and will be in place in future to ensure the highest possible quality of both service and product

#### 3: Turnaround Time

Tenderers should Including the number of days envisaged to turn around a 500-word document.

### **C: Experience of Proposed Personnel (100 marks)**

Tenderers are asked to provide an approach to providing experienced personnel to the delivery of the service. This may include CV's of the proposed personnel which highlights the relevant experience/qualifications in the area. CV's should be no longer than 2 A4 pages per person.

Tenderers will be evaluated based on the quality of the proposed approach.

### **D: Public Sector Equality and Human Rights Duty (50 marks)**

Under section 42 of the Irish Human Rights and Equality Commission Act, 2014, IHREC has a statutory obligation, in the performance of its functions, to have regard to the need to eliminate discrimination, promote equality of opportunity and treatment of its staff and the persons to whom it provides services and to protect the human rights of its members, staff and the persons to whom it provides services (Public Sector Equality and Human Rights Duty). Public procurement is a functional area of IHREC.



In accordance with its Public Sector Duty, IHREC requires that the successful Tenderer have regard to the need to eliminate discrimination, promote equality of opportunity and treatment of its staff and the persons to whom it provides services and to protect the human rights of its members, staff and the persons to whom it provides services.

Tenderers are asked to describe their approach to the delivery of the services with these obligations taken into consideration. IHREC may request information on the manner in which this requirement has been met and the successful contractor shall comply with this request.

Tenderers will be evaluated based on the quality of the proposed approach.

### Qualitative Criteria Scoring

Scoring of the Qualitative Award Criteria will be based on an assessment of the information provided by the Tenderer in their response document. The Evaluation Panel will assess the information provided for each criteria and marks will be awarded using the following scoring methodology:

#### Scoring Methodology Award Criteria B, C, D

Weighting	Meaning
80% - 100%	An excellent response, with very few or no weaknesses, that demonstrates a complete understanding of requirements and provides comprehensive and convincing assurance that the Tenderer will deliver to an excellent standard.
60% - 79%	A very good response that demonstrates real understanding and fully meets the requirements and assurance that the Tenderer will deliver to high standard.
40% - 59%	A satisfactory response which demonstrates a reasonable understanding of requirements and gives reasonable assurance of delivery to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.
20% - 39%	A response where reservations exist. Lacks full credibility/convincing detail, and there is a significant risk that the response will not be successful.
1% - 19%	A response where serious reservations exist. This may be because, for example, insufficient detail is provided, and the response has fundamental flaws, or is seriously inadequate or seriously lacks credibility with a high risk of non-delivery.
0 0%	Response completely fails to address the criterion under consideration



### Application Process

Tenderers must include the following with their response:

1. Proposal for providing the service, including a response to each award criteria as outlined above.
2. Tax clearance information.

Failure to provide the above may result in your elimination from this competition.

Please forward an application before 12 noon on 31<sup>st</sup> May 2024 by email to [procurement@ihrec.ie](mailto:procurement@ihrec.ie) with “Request for Quotation for Plain English Services” in the subject line.

Requests for clarification can be submitted via email to [procurement@ihrec.ie](mailto:procurement@ihrec.ie) before 12 noon on 17<sup>th</sup> May 2024

An acknowledgement email will be issued within 48 hours for all RFQ submissions received.

If you do not receive an acknowledgement of your RFQ submission, please telephone the procurement office on 01 859 2655/ 2642 to ensure your submission has been received.

This procurement competition (the “Competition”) will be conducted in accordance with Circular 05/2023 of the Department of Public Expenditure NDP Delivery and Reform.

### Publication of Contract

IHREC is required to publish certain contracts to the eTenders platform. IHREC reserves the right to award the contract subject to the successful tenderer completing the acceptance process through eTenders.