



Request for Tender LGBT Ireland for Strategic Plan

Introduction

LGBT Ireland is a national charitable organisation providing quality support and information services to Lesbian, Gay, Bi, Trans and Intersex (LGBTI+) people and their family members. Informed by the issues and experiences raised through our frontline services we also provide training and advocacy supports to advance the rights, visibility and inclusion of LGBTI+ people and their families, living across Ireland. LGBT Ireland's frontline services are provided by our network of regional helpline services, located in Cork, Dublin, Galway, Kilkenny, Louth and Mayo, which are supported by LGBT Ireland's staff team and Board of Directors.

The key activities of LGBT Ireland are:

- The provision of support and information services including; The National LGBT Helpline and Online Chat service; the Gender Identity Family Support Line, specialist peer support groups; and dedicated website www.lgbt.ie providing a gateway to information and supports for LGBTI+ people all across the country.
- Infrastructural support to member services, including capacity building through ongoing training and monitoring, support with recruitment, vetting and training of volunteers, and technical support with telephone and online networked services.
- Delivery of training & education programmes in LGBT+ awareness and inclusion to a wide range of statutory and community and voluntary services and groups.
- Advocacy and policy development to enhance the visibility, rights and inclusion of LGBTI+ people in the legislative, policy and practice areas that affect their lives.

Context

LGBT Ireland incorporated as a company limited by guarantee and a registered charity in June 2017, however the organisation has been in existence for over a decade, and in 2020 celebrated the 10th anniversary of the National LGBT Helpline service. Since registering as a charity, the organisation has expanded rapidly, growing from a team of two part-time staff to five fulltime staff, who are working alongside a national network of over 80 volunteers based in eight local member helplines. The services, training and advocacy work of the organisation has also expanded to include additional online and face to face services, specialist training programmes and national advocacy campaigns.

In preparation for developing the new Strategic Plan, there are two important considerations.

Firstly, LGBT Ireland has just undergone a review of its National Quality Standards for delivering frontline support services, and this report which includes recommendations based on international best practice in helpline provision, should be considered alongside other important documents, such as the National LGBTI+ Inclusion Strategy 2019 to 2021, which are pertinent to the work of the organisation in the forthcoming planning period.

Secondly, a key point with the strategic plan consultation process is the central involvement of the Board the integration of Board/Staff in the planning process. A Board recruitment campaign is currently underway which will recruit three new Board members by the April/May 2021. It is important that the planning process can be responsive to all Board members – newly joined and more experienced.

Requirements

Our previous Strategic Plan came to an end in December 2020, and we are now seeking a Consultant(s) to support the development of a new plan for the next three to five years. It is envisaged that the new strategic plan will include LGBT Ireland vision, mission, goals, objectives and clear measures of success, target groups, target areas, strategic approaches and activities/projects.

Timeframe and Process

It is envisaged that the successful tenderer will deliver the proposed outline of work during the period from April to September:

1. Review previous strategic plan and actions achieved
2. Synthesise all relevant information available including from the quality standards review.
3. Develop a scoping document of the current external landscape for the CEO & Board including a proposed cross-organisational approach to stakeholder consultation in conjunction with the CEO, Staff Team, Board and Volunteer Network.
4. Facilitate two consultation sessions with the Board and the Staff Team
5. Initiative external stakeholder one-to-one interviews (approx. 10).
6. Develop online volunteer consultation process and collate responses
7. Facilitate a consultation with the Regional Volunteer Coordinators, the Services Development Officer and CEO
8. Prepare draft Strategic Plan for feedback by early-September
9. Finalise the Strategic Plan by the end of October.
10. Make two presentations to LGBT Ireland Board, to present the draft and then final plan.

Ethics and Values

We expect the successful tenderer to adhere to LGBT Ireland values and to follow any of our policies which are deemed appropriate.

Accountability and Management

The contract for services rests with LGBT Ireland. The primary point of contact for the successful tenderer will be Paula Fagan, CEO, LGBT Ireland.

The successful tenderer will be expected to:

- Maintain regular contact with the CEO, responding to communications in a timely manner
- Be flexible and responsive to the needs of the organisation as they arise
- Be proactive in seeking clarification, information or guidance as needed

Timeframe and Deliverables

We expect the successful tenderer to:

- Commence the strategic planning process in April 2021
- Provide regular progress updates to the CEO
- Provide a draft strategic plan in early September 2021
- Produce the final strategic plan by the end of October 2021

Competency and expertise requirements

The successful tenderer will:

- Have a proven track record of inclusive strategic planning
- Have experience of working with membership organisations
- Demonstrate an understanding of and have experience working with NGOs/social justice organisations
- Ability to synthesise a large range of information methodically but also have a flexibility of approach to strategic planning consultation
- Provide details of relevant experience and qualifications in delivering on all aspects of the tender, and provide two referees associated with examples of two most appropriate pieces of work

Tender Requirements

Tenders for this work must include:

1. Name of applicant / organisation name, address and contact details. In the case of consortia, please assign one person / organisation as the principal contact
2. A statement outlining the understanding of the brief (max 1000 words)
3. Personnel involved – details of all personnel who will be involved, including a CV which outlines their qualifications/experience
4. Description of proposed project approach, methodology, actions and timeframe (max. 1500 words)
5. Examples of two relevant previous projects along with a separate referee, including contact details, for each project
6. Costs – detailed per day cost and any associated costs, including VAT
7. Notification of any potential conflicts of interest
8. An up to date copy of the tenderer's Tax Clearance Certificate and relevant insurances.
9. Signed Declaration (Appendix 1)

A tender assessment panel is in place to assess the applications and to award the contract to the successful tenderer. Following completion of the tender evaluation, the successful tenderer will be notified in writing. Once the offer is accepted, letters will be issued to the unsuccessful tenderer/s notifying them of the result.

Shortlisting and Clarification Meetings

A shortlist of the most competitive applicants may be invited to present or provide further information on their bid prior to selection. An invitation to interview is not an indication that a contract has been awarded.

Budget and schedule of payments

The maximum budget for this strategic plan is €12,000 (inclusive of VAT). The price will be inclusive of all expenses, travel, subsistence and administration. A payment schedule will be agreed with the successful tenderer prior to the commencement of the work based on project deliverables.

Tax Clearance Certificate

Before the contract is awarded, the successful tenderer will be required to produce a valid Tax Clearance Certificate, and if the certificate should expire within the course of the contract, a new certificate will be required. All payments under the contract will be conditional on the person/organisation being in possession of a valid certificate at all times.

Closing Date for Receipt of Tender

The closing date for receipt of tender to LGBT Ireland is 12 noon on Friday the 5th March 2021. Any tenders received after this time and date will not be considered for adjudication.

Tender Submissions should be emailed to:

Paula Fagan, ceo@lgbt.ie