



**Listowel Family Resource Centre CLG.,  
Ballygologue, John B. Keane Road.  
Listowel, Co. Kerry  
V31 EC62  
Tel: 068-23584  
Email: listfamilycentre@gmail.com**

**INVITATION TO TENDER TO UNDERTAKE AN ORGANISATIONAL REVIEW OF LISTOWEL FAMILY RESOURCE CENTRE (Listowel FRC) WITH THE VIEW OF *THE DEVELOPMENT OF A STRATEGIC PLAN 2025-2030***

**1. Introduction**

Listowel Family Resource Centre is one of 121 FRC's in the National FRC Programme. The FRC is based in North Kerry and has a staff team of 32. Our catchment area has a population of approximately 18,000. Our mission is to provide community and family support using a human rights based approach and in accordance with community development principles. A copy of the Action Plan 2024 is available to interested parties submitting a tender. An example of some of the services and supports provided include 9 (this list is not exhaustive): therapeutic supports, parenting & children programmes, one-to-one supports, support groups, social prescribing service, children's centre (childcare), Ukrainian response supports, interagency work, and 2 county wide projects, namely Post Natal Supports & LGBT+ supports.

**2. Specification of Requirements of Organisational Review and Strategic Planning**

Listowel FRC does not currently have an active strategic plan; our previous plan ended in 2019. The Board of Management of Listowel FRC have identified the need to put in place a 5 year strategic plan and this needs to include a review of current practices, organisational structure, the development of the 5 year Strategic Plan, guidelines for development of an operational plan to implement the Strategic Plan, and a measurement tool for use to measure success. It is expected that consultation will take place with staff, volunteers, Board of Management, Service Users, external stakeholders etc.

**3. Timeframe**

It is envisaged that the organisational review and strategic planning work will take place between June 2024 - October 2024 and the expectation is to present the draft Strategic Plan to the Board of Management in October for review and amendments. Listowel FRC intend to launch this Strategic Plan in January/February 2025.

**4. Reporting Mechanisms and Structures**

The strategic planning process will be overseen by Listowel FRC's full Board of Management. Day to day contact will be through Listowel FRC CEO. The Senior Management Team within Listowel FRC's staff team will be supporting this process also.

**Board of Management : Henrique Lima (Chair-Person), Ann Davis (Treasurer), Timothy Leahy, Bridget Collins, Bernie Sheehy (Company Secretary) & Sean Mc Carthy**

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## **5. Instructions to Tenderers**

Please note your proposal needs to include the below information which forms the selection criteria. An Appendices Document is provided with Appendices required.

- **Company Details** – Name, address, contact details and a brief overview of the tenderer organisation. In the case of consortia, please assign one person as the principal contact. **Please complete Appendix 2.**
- **Track record/experience** – Ideally the chosen tender will have experience of working in this sector therefore you should provide contact details for at least 2 projects for work of a similar nature. These projects must be underpinned by a community development approach within the Irish context. We reserve the right to check these references. **Please complete Appendix 4.**
- **Understanding the Brief** – Present a clear understanding of the tender proposal and a summarised briefing of your understanding of the expected outcomes of the tender brief with an emphasis on the stakeholder engagement, consultation and innovativeness. **This forms part of the award criteria & is essential for evaluation**
- **Proposed Personnel – Please provide:**
  - Full details of the lead consultant and contact person.
  - A clear demonstration of organisational capability in regard to delivery of this assignment by providing a one-page CV/Biography outlining the qualifications and experience of the personnel who will be working directly on the delivery of this project. Indicate the specific roles they will fulfil within the brief. Each CV should include a brief summary of experience which relates directly to this project.

***This forms part of the award criteria & is essential for evaluation***

PLEASE NOTE: Any changes to project staffing will require prior approval with the CEO and will only be accepted in exceptional circumstances.

- **Proposed Methodology** - Outline a detailed methodology as to how the tender brief will be completed including:
  - The process used for completing the brief, overall approach to the work and tasks outlined.
  - The number of days/hours associated with each task required to complete the brief.
  - A detailed budget for the delivery of each strand of the brief and an outline of all associated costs/expenses e.g., Travel, subsistence, accommodation etc.

***This forms part of the award criteria & is essential for evaluation***

- **Pricing** - Quotations should be a TOTAL FIXED PRICE including a clear exclusive and inclusive of VAT figure, VAT value € and rate % and include all associated costs/expenses and should be quoted in Euro. The quotation must remain valid for the duration of the work. **Please complete Appendix 5.**
- **Tax Affairs/Insurances** – Evidence of Tax Compliance, which will be confirmed by providing a current tax reference number and a Tax Clearance access number. **Please complete Self-Declaration Form contained in Appendix 3.**
- **Insurances** - The successful tender must have insurances as outlined in this document. **Please complete Self-Declaration Form contained in Appendix 3.**
- **Please complete Self-Declaration - Appendix 6.**

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*Please note all items listed above are required in order to progress to the assessment stage. Failure to address each item will result in exclusion from the competitive process. Any response that is not in the requested format may result in the tender being rejected.*

**All Documents should be submitted in word or PDF format.**

#### **6. Award Process**

The contract will be awarded to the most economically advantageous tender that FRCNF considers has most closely met the requirements for the contract assessed against the below Award Criteria.

Tenders will be required to score a minimum of 60% on all non-cost criteria to stay in the competition:

<b>CRITERIA</b>	<b>% Available</b>
1. <b>Cost:</b> The tenderer is required to provide detailed costs associated with each strand of the brief.	40%
2. <b>Methodology/Addressing the Specification of Requirements</b> - will be assessed on the basis of: <ul style="list-style-type: none"><li>- Demonstrating an understanding of the scope and objectives of the tender brief and its intended outcomes</li><li>- A systematic and comprehensive methodology and engagement/consultation process to ensure the tender brief/ specification as outlined in Appendix 1 is met.</li></ul>	40%
3. <b>Capacity to Deliver:</b> - Demonstrates capacity to deliver based on the level of resources indicated and details of personnel involved	20%
<b>Total</b>	<b>100%</b>

Responses to this Tender Document will be evaluated solely on the quality of the content of the proposal. In the event that the Tenderer has previously provided services to Listowel FRC, they should not assume that Listowel FRC is aware of their ability to carry out the services required hereunder. No recognition will be given for information previously submitted to Listowel FRC.

Tenders must demonstrate how they meet the above criteria in their tender submission to enable the awarding authority to assess their submission.

***Tenderers should note they must address each of the award criteria detailed, not just the appendices contained here.***

For full transparency and clarity, please note the below scoring mechanism and rationale that will be applied for non-cost criteria:

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Score	Meaning	Interpretation
<b>81% - 100% of the marks</b>	Excellent	An excellent response demonstrating excellent understanding offering assurance to client – strongly supported.
<b>71% - 80% of the marks</b>	Very good	A very good response demonstrating very good understanding offering assurance to client – fully supported.
<b>60% - 70% of the marks</b>	Good	A good response demonstrating good understanding offering assurance to client – well supported.
<b>Less than 60% is unacceptable</b>		

### A. Evaluation of Qualitative Criteria 2 & 3

Tenderers must achieve a minimum score of 60% of the total marks available for each of the individual qualitative criteria (2-3). Any Tender which does not meet this minimum threshold shall be excluded from further consideration.

### B. Evaluation of Cost (Criterion 1)

The lowest Cost tender which also meets all of the minimum requirements of the qualitative award criteria, will receive the maximum score achievable under this criterion. The scores of the other valid Tenders will be calculated by using the following formula:

*Number of marks = the cost of the lowest valid tender divided by the cost of the valid tender in question and multiplied by the maximum score achievable.*

**Note:** where there is a tie-break, the economic operator with the highest quality score will be awarded the tender. In a case where the overall qualitative scores are identical the economic operator with the highest score on the highest weighted qualitative criterion will be awarded the tender.

A shortlist of the most competitive applicants may be required to attend a clarification meeting at which they will present their tender for the purpose of elaboration, clarification and/or aiding understanding. No change in the price or substance of the tender shall be sought, offered or permitted. An invitation to interview is not an indication that a contract has been awarded. Applicants attending such interviews will do so at their own expense.

### 7. Additional Information

- **Ownership of Documents and Copyright** - All documents, drawings (hard & soft copy) produced by the consultant in connection with this appointment and submitted to Listowel FRC will be considered the property of Listowel FRC and may be used by them at any time, including for other projects, without the prior approval of the consultant.
- No additional fees or costs, other than those originally quoted for the services when tendering will be paid, and any additional fees or costs will be borne by the tenderers themselves, unless otherwise

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agreed. Listowel FRC will not be liable in respect of any costs incurred by interested providers in the preparation of the tender or any associated work effort.

- Listowel FRC may withdraw this tender process at any time prior to a written contract being entered into.
- Please note that the lowest tender may not be chosen.
- Responses to this tender request will be evaluated in their own right. No recognition will be given to information previously submitted.
- Before any contract is awarded the successful tenderers (and agent, where appropriate) will be required to promptly produce a Tax Clearance Access Number, or in the case of a non-resident tenderer, a statement from the Revenue Commissioners confirming suitability on tax grounds. All payments under the contract will be conditional on the service provider(s) having their taxes in order.
- Listowel FRC reserves the right to terminate contracts with providers who are underperforming or in breach of the terms and conditions of their Contract Agreement.
- If for any reason it is not possible to award the contract to the designated successful tenderer emerging from this competitive process, or if having awarded the contract, the contracting authority considers that the successful tenderer has not met its obligations, the contracting authority reserves the right to award the contract to the next highest scoring tender on the basis of the terms advertised. This shall be without prejudice to the right of the contracting authority to cancel this competitive process and/or initiate a new contract award procedure as its sole discretion.
- After the official opening of Tenders, information relating to the examination, clarification, evaluation and comparison of Tenders and recommendations concerning this contract will not be disclosed to Tenderers or any other persons save as required by law.
- Any conflicts-of-interest involving a tenderer must be fully disclosed to Listowel FRC. Failure to disclose a conflict-of-interest may disqualify a bidder or invalidate an award of contract, depending on when the conflict-of-interest comes to light.
- Detailed pricing of all Tenders will be examined for arithmetical errors and the following approach to the correction of such errors will apply:
  - ✓ Where there is a discrepancy between amounts in figures and words the amount in words shall apply.
  - ✓ Where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern unless, in the opinion of Listowel FRC there is a gross mathematical error in the unit price, in which event the total amount as quoted will govern.
- Listowel FRC reserves the right (but shall not be obliged) to request Tenderers to attend interviews. These interviews will be for the purpose of clarification only. If this proves necessary, Tenderers will be informed as soon as possible with regard to the proposed date for interviews.

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- If a Tender fails to comply in any respect with the requirements set out in this Invitation to Tender or is ambiguous, Listowel FRC shall be entitled at its absolute discretion, (but shall not be obliged):
  - ✓ To reject the Tender as non-compliant.
  - ✓ Without prejudice to the Contracting Authority's right to reject the Tender, to meet with, raise issues and/or seek clarification from the Tenderer in respect of the relevant Tender.
  - ✓ Without prejudice to the Contracting Authority's right to reject the Tender, to request the Tenderer to provide the Contracting Authority with information or items which have not been provided or have been provided in an incorrect form; and/or
  - ✓ Without prejudice to the Contracting Authority's right to reject the Tender, to waive a requirement which, in the opinion of the Contracting Authority, is not material and/or is procedural.

### **8. Timetable**

**QUERIES:** Any queries must be submitted via email ONLY to [jackie.landiers@listowelfrc.ie](mailto:jackie.landiers@listowelfrc.ie) **NO LATER THAN Thursday, 9<sup>th</sup> May 2024.**

**SUBMISSIONS:** A digital copy of submissions must be submitted via email ONLY to [jackie.landiers@listowelfrc.ie](mailto:jackie.landiers@listowelfrc.ie) **NO LATER THAN Tuesday, 21<sup>st</sup> May 2024 @ 3pm.** Subject line to read: STRATEGIC PLAN TENDER LFRC

***TENDERS AFTER THIS DATE OR IN ANY OTHER FORMAT WILL NOT BE ACCEPTED.***

**Please ensure you have included all required documents with your tender submission as failure to submit may disqualify you from the**

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