



INVITATION TO TENDER



1.0 BACKGROUND

In the Mid-west there are 9 FRCs which make up the Mid-West Regional Forum. In 2018, Northside, Hospital and North West Clare FRCs saw their Strategic Plans come to their natural fruition. The three FRCs engaged in a collaborative process to develop individual 5 Year Strategic Plans for each of the FRCs.

The 5-year lifecycle of these plans is now concluding. Each FRC is eager to build on the success of the last five years by once again engaging in a collaborative process to develop a new cycle of strategic plans.

1.1 Northside FRC

Northside Family Resource Centre was established in 1987 and has grown and developed in response to the needs of the communities in which it operates. In 1994, the international Year of the Family, the Family Resource Centre was one of a small number of centres which was funded for the first time under the Department of Social Welfare. The rationale for this funding was *“the perception of a possible gap in the statutory support for Community Development activities focused on support for family and tackling child poverty”*.

Community development principles are central to the functioning of the Centre and underlie all activity and support at the Centre.

The Centre, its services and community development work, has organically grown over the last 38 years. In response to the demands placed on the Centre to extend its services outside of the old RAPID area St Munchin’s Family Resource Centre changed its name in 2013 to Northside Family Resource Centre to reflect the areas in which the Centre was really operating.

The Centre has a clear commitment to discovering our community's capacities and assets while allowing for flexibility to respond to the needs as and when they emerge. The Centre aims to:

- Engage in community development supporting local community people’s commitment to investing themselves and their resources in the effort.
- Provide structures which facilitate local people to support each other and search for ways to improve the quality of life in the area.
- Ensure services are in place that meets defined needs of individuals, families and the community, positively affecting families both directly and indirectly.
- Provide interventions and compensatory programmes which are open to all while supporting those most disadvantaged and socially excluded to avail of such services.
- Build upon the skills of residents, the power of community-based organisations, and the supportive functions of local institutions.

1.2 Hospital FRC

Hospital Family Resource Centre began in 1999 when a group of local people from a variety of backgrounds in the South East Limerick area came together to establish a Family Resource Centre in the community. The group conducted a consultation process that identified local needs and the results of this formed the basis for the inaugural three year work plan that directed the work of the centre. The centre has grown continuously since that time and now employs nine people supported by a team of sixty volunteers and individuals from a variety of sponsored schemes.

Our vision is of an inclusive community embracing diversity. Our mission is to empower individuals and families with a welcoming open door to supports and services, responding to community needs and challenging inequality. Hospital FRC values respect, inclusion, equality, participation, and collective action.

The overall aim of Hospital FRC is to actively provide support to and highlight issues affecting vulnerable and isolated people in the area and influencing change to make our community more inclusive.

It is very important to us that every person coming into contact with us is welcomed, listened to and treated with dignity. We work from community development principles. We believe people themselves have the capacity to solve problems and staff work with volunteers and other organisations to resolve issues and bring about change.

Key activities include:

- Supporting vulnerable groups.
- Raising awareness and providing support in relation to issues including Disability, Poverty, Addiction, Mental Health and Domestic Abuse.
- Therapeutic Supports - adults, families and children.
- Family support work - including Parent Programmes & facilitator led Parent and Toddler groups.
- Adult and community education and training.
- Community Development and Peer support groups – men, women, people with disabilities and their carers.
- PR, advertising and outreaching in our community providing relevant information to individuals and groups.

1.3 North West Clare FRC

North West Clare Family Resource Centre CLG, established in 2000, is a limited company with charitable status. It is a locally managed, community-based organisation governed by a voluntary

Board of Directors. Rooted in community development principles and practice, the Centre is committed to empowering local people to identify needs and develop meaningful, needs-led responses.

Our Mission is

“To support the growth of a strong inclusive community in North West Clare “

Our Work Is Delivered Across Four Key Themes:

A) Family Supports

- Little Deers Community Childcare Service (ages 0–12)
- Counselling services for adults and adolescents
- Play therapy for children
- Parenting programmes
- Information and referral services for families and individuals

B) Community Services

- Support for the Ennistymon Men’s Shed
- A women’s creative textile crew
- A community garden
- Meeting spaces for voluntary and community groups
- Grant application support for local voluntary initiative

C) Employment & Training

- Joint sponsorship of a Community Employment (CE) scheme
- Adult education classes
- Homework clubs for Traveller, Syrian, and Ukrainian children

D) Youth Services

- A local youth club
- An integrated soccer club for Traveller and settled teenage boys
- A film club for young people
- Life skills and personal development programmes for teenage Traveller girls
- Gym training and Driver Theory Test preparation for teenage Traveller boys
- A Youth Volunteering Action Group
- Education and recreation programmes for young people

2.0 Terms of Reference

The purpose of this tender is to identify a contractor to produce two main, interdependent, pieces of work which are as follows:

- a) A full evaluation of the work of each FRC in line with 2021 to 2025 Strategic Plans resulting in 3 separate reports; and
- b) Work with the 3 FRCs to facilitate and prepare a Strategic Plan 2026-2030 specific to each FRC.
- c) Develop an Annual Action Plan for year one of the strategic plan cycle and a corresponding reporting template for the Voluntary Boards of Management.

2.1 AIMS/DELIVERABLES

The successful delivery of the contract will be as follows:

2.1.1 Evaluation

- Whole Centre evaluation over the previous 5 years for each FRC
- The purpose of the evaluation is to establish the effectiveness of each FRC in meeting the stated aims and objectives of their previous strategic plan, and the grants made by the various Government Departments (2021-2025), in achieving stated aims of funders and the company. The knowledge gained through this evaluation will inform each FRC's strategic plan; future grant-making approach; and attract future investment in the charity.
- As our Evaluation Partner, you will conduct the overall evaluation and be responsible for its delivery and reporting. You will need to be able to recruit and support members of the local community to participate in the evaluation as well as work with third-party organisations.

2.1.1 Methodology

Proposals are invited for how the evaluation is best conducted. Key principles of the methodology proposed must include the following:

- The successful Evaluation Partner will have an action learning approach to designing and delivering the evaluation.
- FRCs will give open access to SPEAK and other data sources.
- Any GDPR concerns will be resolved by each FRC where they will seek any necessary permissions from research participants.
- To understand whether the programme of work delivered is meaningful and impactful for the community, FRC users must be part of conducting this assessment. It is envisaged that the contractor will recruit and support FRC users to input into the evaluation of projects and programmes.
- Data collection tools should be based on quantitative data (including that already gathered; qualitative approaches including interviews and focus groups; and secondary data.
- The views of the funders should be sought where feasible.

2.1.2 Strategic Plan

A strategic Plan should be written for each FRC and include:

- Review of the national family resource programme policies and strategies to set the context for the development of the Strategic Plan for each company.

- Include a social/economic profile for each area covered by each FRC based on census 2022 data and develop a map of each population area with density/age profile, levels of health, information on dependency, family profile, car ownership, and employment and education profiles.
- Review with the the boards of management the vision and mission statement for the delivery of the family resource centre programme specific to each community.
- Analyse the market potential and identify key market segments inclusive of the key stakeholders to ensure the delivery of a sustainable service.
- Explore and document the KPI's for the company in line with Tusla and other funder compliance requirements.
- Develop an action plan and performance strategies to achieve the KPI's/targets.
- Agree and document board policies for the delivery of the Strategic Plan 2026 -2030 in line with the governance code.
- Produce a final 5 Year Strategy for each FRC
- Supply each FRC with evaluation and action plan templates that are uniform across the programme.

2.2 TIMESCALE

The contract will begin in October 2025 and will be undertaken over a 6-month period with an anticipated completion date of April 2026.

3.0 Instructions to Tenderers

Written tenders are invited from competent organisations/persons with experience in the community and voluntary sector and developing/strategic planning sectors.

- This Invitation to Tender has been designed to assess the suitability of Suppliers to deliver on the contract requirement(s). If you are successful at this stage of the procurement process, you will be selected to undertake Post-Bid Clarification sessions, which will be by presentation/interview; these sessions will assist us in making its final contract award decision.
- Whilst reserving the right to request information at any time throughout the procurement process, NFRC may enable the Supplier to self-certify certain requirements (e.g. indemnity; accreditations; GDPR policies, etc.). NFRC will only obtain such evidence after the final tender evaluation decision (i.e. from the successful Supplier only).
- Confidentiality - all tender submissions will be treated as confidential by Northside, Hospital and North West Clare FRCs and similarly, all the information contained in the submitted documentation and any resulting contract documents are classed as confidential by the FRCs and must not be disclosed to a third party (except to Insurance companies or Legal advisors) without prior authorisation from the FRCs.
- We will not reimburse any costs incurred by tenderers in connection with preparation and submission of their responses to this invitation to tender.

- We reserve the right not to award a contract as a result of this tender exercise, or to award a partial contract.
- To submit a tender response, you must complete and submit the Supplier Questionnaire to Northside FRC by the deadline.
- Where the space given for any answer is insufficient you may supply additional documentation via email. Where applicable, any additional pages and supporting documentation must clearly state the name of your company, the tender reference details and the question to which it relates.

4.0 Budget & Value for Money

Northside, Hospital and North West Clare Family Resource Centres are committed to securing high-quality outcomes that reflect strong value for money. While cost is not the sole determinant of this contract award, it remains a key criterion alongside quality, suitability, and community relevance.

4.1 Indicative Budget Range

The indicative budget for this engagement is **between €22,000 and €32,000**, inclusive of VAT and all associated expenses. Proposals outside of this range may be considered **where they clearly demonstrate exceptional value, added capacity, or innovative methods** that align with the goals of this tender.

Tenderers are expected to provide a clear breakdown of costs, including:

- Professional fees by activity or phase (e.g. evaluation, strategy development, action planning)
- Travel or subsistence costs, if applicable
- VAT or tax liabilities

4.2 Value for Money Expectation

The successful provider will:

- Offer transparent, realistic pricing in line with the scale and scope of the work
- Demonstrate efficient use of resources and time
- Leverage participatory methodologies that maximise local knowledge and reduce duplication
- Propose outputs that are practical, user-friendly, and sustainable beyond the consultancy period

All proposals will be assessed in relation to the quality of the proposal and its ability to deliver within the proposed cost, with a dedicated 20% of scoring assigned to Value for Money (see scoring matrix).

5.0 Evaluation Framework

Tenderers will be evaluated not solely on price but on a balanced scorecard of quality, relevance, efficiency, and long-term community impact. The panel will consider:

- **Effectiveness** – Ability to deliver on all key outputs (evaluation, strategy, action plan, reporting tools).
- **Efficiency** – Use of resources (time, staffing, community facilitation) relative to cost.
- **Sustainability** – Ability to build capacity within FRCs and support long-term implementation.
- **Innovation** – Methods that promote meaningful community participation and measurable learning.

5.1 Scoring Matrix (Total 100 Marks)

Criteria	Weighting	Notes
Understanding of Brief & Methodology	30 Marks	Quality, relevance & feasibility of proposal; action learning approach
Relevant Experience & Expertise	25 Marks	Specific work with Irish FRCs / community orgs; track record in evaluation & strategy
Team & Capacity	15 Marks	Key personnel, community facilitation skillset, delivery within timeframe
Value for Money	20 Marks	Competitive pricing, efficient use of resources, pricing transparency
Added Value/Innovation	10 Marks	Enhancements to the base scope (e.g. tools, participatory frameworks)

6.0 How to make a submission

Completed proposals must be received no later than **12pm on 4th September 2025**.

Please complete the [Supplier Questionnaire](https://forms.office.com/e/T4GRygM8Uj). If the link fails, copy and paste <https://forms.office.com/e/T4GRygM8Uj> into the address bar of your browser or scan the QR Code provided below at the end of this document.

Supplementary Documentation can be emailed to info@northsidefrc.ie at the time of submitting the questionnaire. Please clearly identify any email correspondence with the individual and company names contained in the questionnaire.

Informal queries can be made to:

Name: Ciara Kane, CEO

Org: Northside Family Resource Centre

Tel: 061 326623

Email: ciarakane@northsidefrc.ie

OR

Name: Mary McGrath, CEO

Org: Hospital Family Resource Centre

Tel: 061 383884

Email: mmcgrath@hospitalfrc.com

OR

Name: Miriam Hallahan, CEO

Org: North West Clare Family Resource Centre

Tel: 065 7071144

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Invitation to Tender: Supplier Questionnaire

