

Invitation to tender for an ICT systems / infrastructure strategic review

Deadline for submission of tenders: Friday 7 October 2022 at 5 pm

The National Adult Literacy Agency (NALA) invites tender submissions to carry out an ICT systems / infrastructure strategic review. The overall aim of the review is to identify the most effective ICT solutions / architecture and resourcing to support NALA's strategic ambitions, administration and operations.

About NALA

NALA is an independent charity committed to making sure people with unmet literacy, numeracy and digital literacy needs can fully take part in society, and have access to quality learning opportunities that meet their needs. We believe literacy is a human right and collaborate with our partners to influence policy and practice to support the development of literacy, numeracy and digital literacy skills.

NALA currently has 31 staff working in a hybrid context and an operating budget of just over €2.5 million. NALA primarily uses Microsoft Teams, Sharepoint and Salesforce along with a range of other platforms for particular functions (See Appendix 1). NALA previously had an in-house server. NALA's IT support is outsourced to [ERS IT Solutions](#) and there is currently no dedicated in-house IT support. The Office Manager is the main administrator on Sharepoint and Salesforce.

Aim of the Strategic Review

The aim of this strategic review is to:

- review NALA's current ICT platforms, third party support services / providers systems, interfaces and capabilities (See Appendix 1) to identify needs, gaps and opportunities
- consider how technology and which technological solutions / systems / services can best support the achievement of NALA's medium and long term strategic goals and operations
- recommend the most strategic ICT solutions, systems and services that NALA should use going forward along with the appropriate architecture, naming protocols, sharing procedures and permissions, resourcing, infrastructure and support.

The recommendations will inform the next phase of the project that will include design and delivery of the recommended solutions subject to available resources.

Budget

The budget for this phase of the project is expected to be no more than €25,000 inclusive of VAT.

Tender requirements

We will require the following to be included in the tender submission:

- **A proposal:** A proposal and plan for implementing the strategic review, demonstrating an understanding of the objectives of the work and detailing capacity to carry out the work within the agreed timescale.
- **Costs:** An estimate of the number of days' work involved and an overall project costing including VAT.
- **Experience:** Details of the project team to include:
 - The key contact person who will take overall responsibility for the review
 - The experience of each person assigned to the review
- **Referees:** Name and full contact details (postal and email addresses and telephone numbers) for two relevant and recent referees.

Deadline for submission of tender

Please return tender by email to Paul Cahill, Finance & Corporate Services Manager at pcahill@nala.ie by **Friday 7 October 2022 at 5 pm.**

For further information, please contact: Paul Cahill, Finance & Corporate Services Manager at pcahill@nala.ie or Colleen Dube, Chief Executive Officer at cdube@nala.ie.

Tender scoring and award criteria

Evaluation of tenders will be based on the following award criteria:

Award Criteria	Marks
Understanding of the review's aims / objectives	30
Proposed methodology and work plan	40
Proposed costs	15
Relevant experience of the firm / team	15

The award will be based on the responses to this tender, which in the opinion of NALA best demonstrates the respondent's capacity to deliver the service required.

Prohibited Practices

A tenderer shall be excluded who:

- is bankrupt or being wound up, whose affairs are being administered by the court, who has entered into an arrangement with creditors or who has suspended business activities;
- is the subject of proceedings for declaration of bankruptcy or insolvency, for an order for compulsory winding up or a court liquidation, or who has a liquidator or receiver appointed over its assets, or for composition with creditors or any other similar proceedings;
- has been convicted of an offence concerning his professional conduct;
- has not fulfilled obligations relating to the payment of social security contributions; and/or
- has not fulfilled obligations relating to the payment of taxes.

Eligible Tenderers

Any conflict of interest or potential conflict of interest, for example, where the tenderer has competing interests or loyalties, must be fully disclosed in writing and brought to the attention of all concerned.

Notification of Award

NALA shall notify acceptance of the tender to the successful tenderer as soon as reasonably practicable, and in any event within two months of the closing date for receipt of tenders as set out in this document.

Confidentiality

All the information contained in this document is confidential to NALA and is given on the basis that this confidentiality will be strictly observed by all proposed tenderers and will not be disclosed to any other party without the prior consent of NALA.

General tendering information, terms and conditions

Costs	NALA will not be liable in respect of any costs incurred by any tenderer in the preparation of tenders in response to this invitation to tender or any associated cost.
Tax clearance	The successful tenderer must be in possession of a valid tax clearance certificate from the Irish Revenue Commissioners for duration of the contract. Such a valid tax free certificate from the Irish Revenue Commissioners must be produced by a successful tenderer before execution of the contract. A valid tax free certificate means a tax clearance certificate issued by the Irish Revenue Commissioners, and tenderers not resident in Ireland must make application to the Irish Revenue Commissioners for such a certificate if their tender is to be considered.
Company registration	The successful tenderer, if a company, registered and/or carrying on business in Ireland, must be in compliance with all obligations and requirements under the companies Acts 1963 to 2014, including the filing of up-to-date annual returns and a certificate to this effect must be provided by an officer of the tenderer with the tender documentation.
Copyright	This document and its appendices remain the property of the National Adult Literacy Agency.
False or misleading information	Tenderers who intentionally or carelessly supply false or misleading information will be disqualified from this tendering procedure on the discovery of such information.
Compliance of law	Tenderers should be able to provide on demand evidence of compliance with all laws applicable to the provision of the services that are subject to the invitation to tender, and in particular should be able to produce evidence that

	they have particular regard for statutory terms relating to minimum pay and any legally binding or sectoral agreements if applicable.
Termination	The contract shall contain provisions reserving to NALA the right to terminate any contract awarded if it is not satisfied with the performance by the successful tenderer of the contract. The satisfaction or dissatisfaction of NALA shall be evaluated in the context of the tenderers proposal set out in part three of this document.
Requirements of invitation to tender	Tenders not conforming to the requirements of this invitation to tender will not be considered and will be returned to the tenderer.
Subject to contract	This invitation to tender is not intended to, and does not, create or evidence any legal or binding relationship, obligation or commitment of any nature between NALA and any tenderer. No such legally binding obligation or commitment shall come into being unless and until a formal legal contract is duly executed and delivered by NALA and the successful tenderer.
Disclaimer	This document is for information only and does not constitute, and shall not be interpreted as, an offer for sale, prospectus, or the basis of a contract. Candidates are recommended to read the documents thoroughly. NALA reserves the right to discontinue the procurement process at any time. No liability will be accepted for candidates' costs in connection with the procurement procedure, irrespective of the outcome, whether or not the procedure is cancelled or postponed.

APPENDIX 1

Indicative Summary of NALA's Current ICT Systems

	Platform	Use
Core Corporate Services	Sharepoint	Document storage and sharing
	MS Teams	Meetings / Calls / chat / document sharing, events and training
	MS Forms	Surveys, evaluations
	MS Outlook	Email, calendars
	Salesforce	HR records / Tutoring Service/ Freephone / Plain English service
	Sytorus / Privacy engine	GDPR
Google products	Gmail (nationaladultliteracyagency@nala.ie)	External Collaboration
	Google Forms	External Collaboration
	Google Drive	External Collaboration
	Google Sheets	External Collaboration
	Google Docs	External Collaboration
	Google Meet	External Collaboration
	Google Analytics	External Collaboration
	Google Adwords (x 2: 1 paid and 1 ad grants)	Communications
Video conferencing	Zoom	Meetings / Events / Training
Telephone Provision	Vodafone	Staff Mobile Phones 2 Highspeed Internet Cables (eFibre)
	IP Telecom	Office Land line Freephone
	Bria	Staff Softphone licences
Websites / Hosting	NALA.ie website (wordpress)	Website
	Learn with NALA website: https://courses.nala.ie/storeadmin/ www.learnwithnala.ie	Website management and Ecommerce system

	Learn with NALA CRM: https://nala.coursecrm-hosting.com/index.php	Customer Relationship Management system
	Learn with NALA LMS: learn.nala.ie	Learning Management System
	Learn with NALA DOMO: https://brightspace-learnnala.domo.com/	LMS reporting system
	Helpmykidlearn.ie website (expression Engine)	Website
	CITO Project Tool and back end. Skillschecker.ie	EU project
	Lets Host (NALA)	Hosting
	Host (learnwithnala.ie)	Hosting
	Register 365 (takethefirststep.ie)	Hosting
	host.ie (writeon.ie)	Hosting
Communications	Mailchimp (NALA)	Newsletter
	Mailchimp (HMKL)	Newsletter
	Loom (NALA)	Video editing
	Bitly	
	Hootsuite (NALA)	
	OneTrust (NALA)	Cookies consent
	One Trust Knowledge Base (NALA)	Cookies consent
	Benevity	
Agency platforms	ebow.atlassian.net/servicdesk	
	ebowdev.com	
	Fetch Courses – PLSS	
Social media	Twitter (NALA)	
	YouTube (NALA)	
	YouTube (takethefirststep) tbd	
	Linkedin (NALA)	
	Facebook (NALA)	
	Facebook business (NALA)	
	Facebook Ad accounts x 2	
	Facebook (HMKL) tbd	
	Facebook (Take the first step) tbd	
	Twitter (Take the first step) tbd	
	Facebook (CITO project) new	

Others	Survey Monkey (NALA)	
	Dropbox (NALA)	
	Calameo (NALA)	
	Etenders (NALA buyer)	
	Etenders (NALA seller)	
	iStockphoto.com	
	Trello	
	Invisionapp	
	Adobe.com	
	Adobe Pro	
	Myfonts.com	
	Canva.com (AM has account)	
	Camtasia	
	Vyond	
	Unsplash	
	Pixabay	
	Coggle	
	Webex	
	Skype for Business	
	iPad	
	Vimeo	
	Dreamstime	
	Voice memos	