



Freephone **116006**

Request for Tender Strategic Plan

Introduction

Crime Victims Helpline is a national charitable organisation providing support and information services to victims of crime; their family and friends; and the wider community. Crime Victims Helpline's services are provided by a mix of staff and volunteers supported by an Executive Director and Board of Directors.

The key activities of Crime Victims Helpline are:

- The provision of support and information services to victims of crime and family and friends of victims of crime over a free national helpline (116 006), as well as over email and text
- Maintaining a comprehensive website (www.crimevictimshelpline.ie) with information about the effects of crime; the criminal justice system; victims' rights and victim support services across Ireland.
- Delivery of training and education programmes on victim awareness to a wide range of statutory and community services and groups.

Context

Crime Victims Helpline incorporated as a company limited by guarantee and a registered charity in 2005. The organisation has grown steadily since 2005 and has seen particularly rapid growth over the past five years both in terms of the number of people served as well as the number of staff and volunteers. The organisation started with a part-time coordinator and a small group of dedicated volunteers. It now has a full-time executive director; two part-time staff and over 15 volunteers.

In preparation for developing the new Strategic Plan, the following documents should be considered and incorporated as appropriate when formulating a plan:

Crime Victims Helpline Operational Plan 2021 to 2022

Crime Victims Helpline Strategic Plan 2008-2010

2018 Evaluation of Services

2010 Evaluation of Services

Requirements

We are seeking a consultant(s) to support the development of a new strategic plan for the next five years. It is envisaged that the new strategic plan will include Crime Victims Helpline vision, mission, goals, objectives, strategic approaches and activities/projects, and clear measures of success.

Timeframe and Process

It is envisaged that the successful tenderer will deliver the proposed outline of work during the period from March to June 2022

1. Review previous and current plans and actions achieved
2. Synthesise all relevant information available.
3. Facilitate consultation and input from Directors, staff, volunteers and stakeholders.
4. Prepare draft Strategic Plan for feedback in May 2022
5. Finalise the Strategic Plan by the end of June 2022.
6. Make two presentations to Crime Victims Helpline Board of Directors--present the draft and the final plan.

Accountability and Management

The contract for services rests with Crime Victims Helpline. The primary point of contact for the successful tenderer will be Michele Puckhaber, Executive Director, Crime Victims Helpline.

The successful tenderer will be expected to:

- Maintain regular contact with the Executive Director, 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 March 2022.
- Provide regular progress updates to the Executive Director
- Provide a draft strategic plan in May 2022
- Produce the final strategic plan by end of June 2022

Competency and expertise requirements

The successful tenderer will:

- Have a proven track record of inclusive strategic planning
- Demonstrate an understanding of and have experience working with NGOs
- Provide details of relevant experience and qualifications in delivering on all aspects of the tender
- Provide two referees associated with examples of two relevant 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. Personnel involved – details of all personnel who will be involved, including a CV which outlines their qualifications and experience

3. Description of proposed project approach, methodology, actions and timeframe

(max. 1500 words)

4. Examples of two relevant previous projects along with a referee, including contact details, for each project

5. Costs – detailed per day cost and any associated costs, including VAT

6. Notification of any potential conflicts of interest

A panel is in place to assess the applications and submit a recommendation to the Board. The Board will award the contract to the successful tenderer. 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.

Award Criteria

The key factors that we will take into consideration when awarding the contract are

- Experience with NGOs and similar sized organisations to CVH
- Understanding of the work of CVH
- Personnel employed on the project
- Methodology
- Cost

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 proposed budget for the plan should correspond to what is appropriate for an organisation of our size. It 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.

Closing Date for Receipt of Tender

The closing date for receipt of tender to Crime Victims Helpline is 9:00 am on Monday 7th February 2022.

Tender Submissions should be emailed to:

Michele Puckhaber, Executive Director, recruit@crimevictimshelpline.ie