

## Invitation to tender for research

**Deadline for submission of tenders: 11 November 2022 at 5pm**

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The National Adult Literacy Agency (NALA) invites tender submissions to undertake research that will provide a final report outlining the profile and experience of individuals who used our Learn with NALA service 2020-2022.

### 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 provides direct support to adult literacy, numeracy and digital literacy learners through [Learn with NALA](#). Learners who engage with Learn with NALA have the option of 1:1 over-the-phone tutoring support with a dedicated Adult Literacy Educator with our [Tutoring Service](#) or self-directed learning online through our [online learning platform](#). Both offerings are supported by NALA's Freephone service.

Learners have the option of taking adult literacy, numeracy and digital literacy programmes through Learn with NALA in the following ways:

- 1) Customised unaccredited programmes through our Tutoring Service
- 2) Standardised unaccredited programmes through our online learning platform at level 1 and preparing for level 3
- 3) Standardised QQI accredited programmes through our online learning platform at level 2 and 3

In 2021:

- 428 learners engaged in 4,287 1:1 personalised over-the-phone sessions with our Tutoring Service
- There were 4,190 learner accounts on Learn with NALA, 1,373 of whom were in registered Learn with NALA centres
- 1,194 certificates of completion were achieved by learners on level 1 and preparing for level 3 programmes through Learn with NALA
- 1,657 QQI accredited level 2 and 3 awards were achieved by 772 learners through Learn with NALA.

## Aim of the Research

The aim of the research is to:

- help us to better understand individuals who used our Learn with NALA service from its launch in March 2020 to end October 2022;
- provide our funders and stakeholders with information on the impact of our Learn with NALA service; and
- provide us with information to inform the future development and promotion of our Learn with NALA service.

We expect that the methodology would consist of the following 4 elements:

1. An analysis of NALA's existing data sources (Salesforce, Course Merchant CRM and Brightspace Learning Management System) to create a detailed profile of the individuals who used our Learn with NALA services March 2020 – October 2022.
2. Drafting and conducting a survey and compiling a summary report of those individuals who have used NALA's learning offerings to determine their motivations, experiences, progression and future ambitions.
3. Identifying and interviewing a representative sampling of individuals to gather more in-depth insights into their experiences.
4. Producing and submitting a final report consolidating the 3 stages of the research.

See Appendix 1 for an indicative list of questions we would like answered during the research.

Each phase of the research will be done in consultation and agreement with NALA.

## Budget

The maximum budget available for this work is no more than €18,000 inclusive of VAT.

## Tender requirements

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

- **A proposal:** A proposal, plan and timeline for implementing the research, demonstrating an understanding of the aims and stages of the research.

- **Costs:** An estimate of the number of days' work involved and an overall project costing including VAT.
- **Experience:** Details of the research 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 Clare McNally, Communications Manager at [cmcnally@nala.ie](mailto:cmcnally@nala.ie) by **Friday 11 November 2022 at 5 pm.**

**For further information, please contact:** Clare McNally, Communications Manager at [cmcnally@nala.ie](mailto:cmcnally@nala.ie).

## Tender scoring and award criteria

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

Award Criteria	Marks
Understanding of the research'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

<b>Costs</b>	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.
<b>Tax clearance</b>	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.
<b>Company registration</b>	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.
<b>Copyright</b>	This document and its appendices remain the property of the National Adult Literacy Agency.
<b>False or misleading information</b>	Tenderers who intentionally or carelessly supply false or misleading information will be disqualified from this tendering procedure on the discovery of such information.
<b>Compliance of law</b>	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.
<b>Termination</b>	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.
<b>Requirements of invitation to tender</b>	Tenders not conforming to the requirements of this invitation to tender will not be considered and will be returned to the tenderer.
<b>Subject to contract</b>	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.

<b>Disclaimer</b>	<p>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.</p>
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### Some indicative research questions

1. **Who** uses NALA's adult learning services (Learn with NALA online and Tutoring Service)?
  - Age
  - Gender
  - Educational background
  - Geographical location
  - Employment sector (if applicable)
  - Any learning specific needs such as dyslexia
  - Access to appropriate resources (phone, device, broadband etc.)
  - Any other barriers experienced
  
2. **Why** do they use NALA's adult learning services?
  - How did they hear about the service?
  - Had they used the service before?
  - What motivated them to use the service?
  - Why do they use the service?
  
3. **How** do they use NALA's adult learning services?
  - How much time do they spend online / on the phone?
  - Do they learn at home / at a centre / in a library / other?
  - What times they learn?
  - Do they:
    - Learn with a Tutor on the phone
    - Learn online on their own / Learn online in a centre / Learn online with support from NALA / Learn online with support from someone else.
    - Use the NALA Freephone for support
    - Receive resources by email / post
    - Attend NALA student events
    - Other
  
4. **What** other supports would have been helpful to their learning?
  
5. **How** does using NALA's adult learning services impact their learning?

- What have they learned?
- What programmes have they completed
- Have they received any QQI or NALA certificates?
- Have they taken up other learning opportunities since using NALA's learning services?

6. **How** does or has using NALA's learning services impacted their lives<sup>1</sup>?

- Learned new things
- Built confidence
- Employment opportunities
- Impact on family life
- Impact on social life
- Other?

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<sup>1</sup> Link to NALA's Literacy Impact report: <https://www.nala.ie/publications/literacy-impact/>