



Coimisiún na hÉireann um Chearta  
an Duine agus Comhionannas  
Irish Human Rights and Equality Commission

## **Request for Tenders: Knowledge Management Services**

The Irish Human Rights and Equality Commission requests quotations from interested parties for:

- the development of an internal knowledge management strategy (2019-2021), and
- the establishment of its internal knowledge management system.

### **1. Introduction**

The Irish Human Rights and Equality Commission (IHREC) was established on 1 November 2014 by the Irish Human Rights and Equality Commission Act 2014. The Irish Human Rights and Equality Commission is Ireland's national human rights and equality institution.

The Commission has a statutory remit to protect and promote human rights and equality, and to promote a culture of respect for human rights, equality and intercultural understanding in the State. The Commission is made up of 15 members who were appointed by President Michael D. Higgins. The IHREC Executive has Policy and Research, Legal, Strategy Engagement and Corporate Services Departments.

### **2. Project Overview**

IHREC is developing an internal knowledge management system so that staff have ready access to the best available evidence to deliver excellence in our policy, research, legal, strategic engagement and corporate work. This will include access to knowledge generated through its legacy bodies: the Irish Human Rights Commission and the Equality Authority.

The project is outlined below.

- a) Proposal for an integrated cataloguing and classification system including software requirements; and organisation of IHREC's current collection (books, journals and reports) and services (including databases) according to the agreed system.
- b) Analysis of knowledge management processes across the organisation in order to identify: current practice; issues; barriers and facilitators; and development.

- c) Identification of the knowledge management provision within similar public bodies (size, function).
- d) Horizon scanning of future developments and innovation in knowledge management for similar bodies.
- e) Preparation of a description of 'ideal' knowledge management systems for IHREC.
- f) Audit of skills among IHREC staff and propose a training and development plan to be integrated within the Performance Management and Development System.
- g) Mapping of relevant knowledge management networks and professional associations nationally and internationally concerned with (i) human rights and / or (ii) equality and / or (iii) libraries in public bodies with similar functions (policy, research, legal services, strategic engagement, public sector duty); and make recommendations about IHREC's membership.
- h) Preparation of reports on components of the project to IHREC and the Advisory Group.
- i) Drafting of a knowledge management strategy to run to the conclusion of the next strategic period (January 2019 - December 2021) detailing the resources required to implement.

The successful supplier will be bound to a completion date of December 31 2018.

The supplier will report to the Head of Policy and Research. IHREC will establish an Advisory Group of external and internal experts, which will meet at least three times during the contract.

### **3. Requirements**

- Experience in library and information services.
- Experience in project management.
- Stakeholder engagement skills.
- Written and oral communication skills including the ability to communicate technical information to staff from a range of professional backgrounds.
- Ability to interpret information from a range of sources into a costed 3 year strategic plan.

### **4. Cost parameters for the consultancy**

A quote is required with a detailed breakdown of the number of days. The project cost will not exceed €24,500 (exclusive of VAT).

- IHREC will provide desk and meeting space when the supplier is undertaking work requiring them to be in the IHREC office.
- Suppliers will provide a Tax Clearance Certificate with the application.

## **5. Assessment Criteria**

When submitting your quote please respond to A, B and C below. The minimum pass score for each A and B is 70% of the available marks (that is, 28 marks for A and 21 marks for B)

Quotations will be assessed on the following criteria (100 marks)

- A. Relevant experience, expertise, samples of previous work and contact details for 2 referees (40)
- B. Capacity to complete the work within the specified time-frame (30)
- C. Value for money (30)

## **6. Application Process**

Please include the following:

1. CV(s)
2. Proposal for implementing the project including KPIs (maximum 4 pages)
3. Two references to evidence previous work.

Please forward an application before 9am on Friday 14 September 2018 by email to [procurement@ihrec.ie](mailto:procurement@ihrec.ie).