

Frequently Asked Questions (FAQs)

British Dyslexia Association Invitation to Tender

Workplace coaching and support services for dyslexic adults

1. What is the purpose of this tender?

The British Dyslexia Association (BDA) is seeking to appoint one or more partners to deliver high-quality workplace coaching and support services for adults with dyslexia. We are looking for organisations and/or individuals that can provide evidence-informed, person-centred services that help individuals understand their strengths, overcome barriers at work and achieve their full potential.

2. Who can submit a bid?

We welcome bids from organisations or individuals with demonstrable experience of providing workplace coaching and support for adults with dyslexia. This may include specialist coaching organisations, consultancies, charities, social enterprises and other providers with appropriate expertise.

3. Can individual coaches apply?

Yes, provided they can demonstrate appropriate quality assurance, supervision and governance arrangements.

4. What services are you looking for?

We are interested in providers who can deliver one or more of the following:

- Workplace coaching
- Executive function coaching
- Assistive technology coaching
- Support with workplace strategies
- Advice on reasonable adjustments
- Guidance for leadership and management
- Follow-up support

We welcome established, evidence based approaches that improve outcomes for adults with dyslexia.

5. What qualifications should coaches have?

We expect coaches to have appropriate professional qualifications, training and experience relevant to the services they provide. This should include a strong understanding of dyslexia and neurodiversity, together with experience of supporting adults in workplace settings. Professional coaching

accreditation and relevant continuing professional development are desirable.

6. Is experience of Access to Work required?

Experience of supporting Access to Work customers is desirable but not essential. Providers should clearly explain any experience they have of delivering workplace support funded through Access to Work or similar schemes.

7. How will referrals be made?

The BDA anticipates referring individuals through a mutually agreed referral process. Full details will be agreed with the successful provider(s) during implementation. Providers should demonstrate that they have systems in place to manage referrals efficiently and communicate effectively with clients.

8. Is there a guaranteed volume of work?

No. The BDA cannot guarantee a minimum number of referrals or a specific contract value. The partnership is intended to provide a high-quality service that can respond to demand as it develops.

9. Can services be delivered remotely?

Yes. We expect providers to offer online delivery where appropriate. Face-to-face or hybrid delivery may also be proposed where this enhances the service or meets individual needs and can be delivered by the provider.

10. How will submissions be evaluated?

Submissions will be assessed against the published evaluation criteria, including:

- experience and expertise
- quality of the proposed coaching approach
- understanding of dyslexia in the workplace
- quality assurance arrangements
- accessibility
- value for money
- alignment with the BDA's values and objectives

Shortlisted providers may be invited to participate in an interview or presentation as part of the evaluation process.

11. What information should we include in our submission?

Please include information about:

- your organisation

- coaching methodology
- qualifications and experience of your coaches/associates
- quality assurance processes
- client outcomes
- case studies
- pricing
- references
- relevant organisational policies.

12. Will the BDA undertake due diligence?

Yes. The successful provider(s) will be expected to provide evidence of appropriate insurance, organisational policies, financial stability and compliance with relevant legislation before a partnership agreement is finalised.

13. Can we propose additional services?

Yes. We welcome innovative approaches that support adults with dyslexia, provided they complement the core requirements of the specification and demonstrate clear benefits for service users.

14. Will unsuccessful bidders receive feedback?

Providers may request feedback following completion of the procurement process and any feedback will be based on the published evaluation criteria and will highlight both strengths and areas for improvement. We reserve the right to not provide feedback as we are a small team with limited capacity.

15. Does the BDA reserve the right not to award a contract?

Yes. The BDA reserves the right not to appoint a provider if none of the submissions adequately meets the requirements of the tender or offers sufficient value and quality.

16. How will conflicts of interest be managed?

All bidders are required to declare any actual, potential or perceived conflicts of interest. The BDA will review all declarations and take appropriate steps to ensure the procurement process remains fair, transparent and impartial.

17. What happens once a provider is appointed?

The successful provider(s) will work with the BDA to agree implementation arrangements, referral pathways, communication processes and

performance monitoring. Services will commence once contractual arrangements have been finalised.

18. How will the quality of the service be monitored?

The BDA expects providers to have robust quality assurance processes and to collect feedback from individuals using the service. We will work with the successful provider(s) to agree appropriate performance measures, reporting arrangements and regular review meetings to support continuous improvement.

19. How long will the partnership last?

The initial agreement term is two years, subject to regular reviews. The BDA reserves the right to terminate the agreement early. Any extension will be subject to satisfactory performance, continued value for money and ongoing alignment with the BDA's strategic objectives.

20. Does becoming a BDA partner mean our organisation or coaches are accredited or endorsed by the BDA?

No. Appointment through this procurement process means that the provider has been approved to be signposted to by the British Dyslexia Association for the duration of the agreement.

It does not constitute professional accreditation or a general endorsement of the provider's wider services outside the scope of the partnership. Any use of the BDA's name or logo must be agreed in advance and comply with the terms of the partnership agreement.