



## INVITATION TO PANEL

|                                                                                                |                                                                                                                                                                |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Contract for</b>                                                                            | <b>The Provision of Bus Hire Services for Tipperary Education and Training Board</b>                                                                           |
| <b>Duration of Panel</b>                                                                       | <b>4 Years</b>                                                                                                                                                 |
| <b>Issue Date</b>                                                                              | <b>9<sup>th</sup>, January 2025</b>                                                                                                                            |
| <b>Closing Date for Queries</b>                                                                | <b>9th, January 2029 at 12.00noon</b>                                                                                                                          |
| <b>Contact for Queries</b>                                                                     | <b>Questions and Answers facility on <a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a></b>                                                          |
| <b>Closing Date / Time for receipt of Tenders</b>                                              | <b>9th, January 2029 at 12.00noon</b>                                                                                                                          |
| <b>Closing Date for Ongoing Applications (relevant to those who miss the initial deadline)</b> | <b>The panel will operate for a 4-year period and is open to applications throughout that period, it will be re-advertised on eTenders on an annual basis.</b> |

*Please note that information relating to this Invitation to Tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal [www.etenders.gov.ie](http://www.etenders.gov.ie) . Registration is free of charge and there is no charge for documents. Please note that the Contracting Authority cannot accept responsibility for information relayed (or not relayed) via third parties.*

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## 1. Disclaimer

This document issued herewith (“the 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.

Tenderers are recommended to read the documents thoroughly. While all reasonable steps have been taken to ensure that the information set out in the Document is accurate and up to date, no representation or warranty, express or implied, is or will be made or given in relation to the accuracy or the completeness of any information contained in the Document or otherwise provided by or on behalf of the Contracting Authority (in writing or otherwise) to any interested party or its advisers. No responsibility or liability for any loss or damage arising as a result of reliance on these documents, or for the information contained in these documents or for any omission is or will be accepted by the Contracting Authority or by any of its officers, employees, agents or professional advisers. No officer, employee, agent, or professional adviser of the company has any authority to give or make any representation or warranty, express or implied, in relation to such information. The Contracting Authority’s officers, employees, agents and professional advisers expressly disclaim any and all liability arising out of such documentation or information and any errors or omissions in or from the documents and information.

The Contracting Authority reserves the right to discontinue the procurement process at any time.

## 2. Summary

|                               |                                                                                                                |
|-------------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Contracting Authority:</b> | <b>Tipperary Education Training Board</b>                                                                      |
| <b>Nature of procurement:</b> | The Establishment of a Panel for the provision of Bus Hire Services for Tipperary Education and Training Board |
| <b>Type:</b>                  | <b>Service</b>                                                                                                 |

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### 3. About the Contracting Authority

**Education and Training Boards (ETBs)** are statutory authorities which have responsibility for education and training, youth work and a range of other functions. Formerly known as Vocational Education Committees (VECs) ETBs manage and operate second-level schools, further education colleges, multi-faith community national schools and a range of adult, further education and training centres delivering education and training programmes, including 19 (former FÁS) training centres. There are 16 Education and Training Boards spread throughout the country with over 650 sites under their remit. The Chief Executive (CE) of each ETB carries out the executive functions of the ETB, including those in relation to procurement.

**Education and Training Boards Ireland (ETBI)**, based in Naas, Co Kildare is the national representative association for ETBs. Its job is to represent ETBs and promote their interests. It also provides services to its members in areas such as Policy, HR/ IR, Corporate and Procurement & Reform. ETBI coordinates the **ETB Procurement Network**, which brings procurement personnel from the 16 ETBs together on a quarterly basis.

The Contracting Authority is an ETB responsible for the delivery of services in the following location: **Tipperary**.

**Tipperary Education and Training Board (ETB)** is the statutory provider of education for county Tipperary, delivering a comprehensive range of quality education and training services to meet the needs of the community it serves.

Tipperary ETB is the Patron for Nenagh Community National School (CNS), one high-support school (Coláiste Shliabh na mBan), one all-Irish (Aonad) post-primary (secondary) school (Gaelcholáiste Chéitinn), and 10 post-primary schools (Borrisokane Community College, Coláiste Dún Iascaigh, Coláiste Mhuire Co-Ed, Coláiste Phobal Ros Cré, Comeragh College, CTI Clonmel, Nenagh College, Newport College, Scoil Ruáin and St Ailbe's).

Tipperary ETB also manages dedicated Further Education & Training (FET) centres across Tipperary, including the state-of-the-art training facility at Archerstown, Thurles, as well as the delivery of Youthreach, Lifelong Learning and a wide range of education services for people of almost any age.

Established in 2013, Tipperary ETB is the amalgamation of the North Tipperary & South Tipperary Vocational Education Committees (VEC).

For more information on Tipperary ETB, go to [www.tipperaryetb.ie](http://www.tipperaryetb.ie)

For more information on ETBs and ETBI go to [www.etbi.ie](http://www.etbi.ie)

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## 4. Scope of the Service Required under the Panel

The Contracting Authority proposes to engage in a competitive process for the establishment of a panel of suitably qualified operating companies who will provide bus transport for schools and centres across Tipperary under the remit of Tipperary ETB.

It is required that all vehicles are maintained by the Contractor in a safe and roadworthy condition, complying in all respects with all Statutory and Regulatory laws and requirements.

A qualification system is being established to allow companies apply for consideration for appointment to a panel up until a day prior to the expiry date of the panel. It should be noted that only companies who have submitted completed documentation and been approved can be considered for appointment to the panel. Only companies who have been appointed to the panel can be considered for requirements that arise.

Companies that wish to be considered for appointment of this panel will need to ensure they return all the requested information to Tipperary ETB. Information will be accepted via the eTenders portal.

### 4.1 Numbers Admitted to Panel

There will be no restrictions to the number of applicants who can qualify for the panel. The panel will be formed from successful applications. The panel will be advertised annually. Service providers may apply at any time for the inclusion on the panel. In order to establish the panel, submissions will be required no later than 9th January 2029 at 12 noon.

### 4.2 Duration of the Panel

The duration of the panel will be four years, subject to satisfactory annual review of performance by the Contracting Authority, business needs and budgetary constraints.

For the avoidance of doubt, the Contracting authority confirms that the period of any contracts awarded under the panel may extend beyond the date of the expiry of the panel.

### 4.3 Estimated Value of the Panel

The estimated total value of any services pursuant to the panel is in the region of €500,000 (ex. VAT) per annum. It is emphasised, however, that this figure is provided strictly for indicative purposes only and is an estimation of the combined schools/centres throughout Tipperary ETB. There is no guaranteed expenditure under this panel. Please note that while the panel will operate for a maximum period of four (4) years, it will be advertised annually.

### 4.4 Awarding Contracts under the Panel

In the case of this multi-party panel, contracts will be awarded as follows:

Tipperary ETB schools and centres will refer to the list of Panel members for each event and pick the most appropriate member on the basis of the following criteria:

- Geographical location

- 
- Availability for proposed dates and times
  - Capacity to fulfil requirements
  - Cost of bus hire for particular purpose

On this basis the most appropriate candidate will be approached and offered the assignment. Where they are not in a position to fulfil the requirement the next appropriate candidate will be contacted and offered the assignment.

#### **4.5 Use of the Panel**

Tipperary ETB will use this panel as and when requirements within its scope arise. However, there is no obligation upon Tipperary ETB to make use of this panel.

#### **4.6 GDPR Requirements**

It is not envisaged that the personal data of staff members or students of the ETB will be exchanged as part of this contract. However, a Data Processing agreement will be put in place with the Contractor should the need arise as part of future events.

### **5. Detailed Scope of the Panel**

#### **5.1 Detailed Specifications of Requirements**

Tipperary Education and Training Board intends to establish a panel for the provision of suitable bus hire services for various requirements.

##### **Wheelchair accessibility must be clearly specified**

##### **5.1.1 Visits to proposed facilities**

The Contracting Authority reserves the right to undertake a visit to any proposed facility offered by a panel member.

##### **5.1.2 Pricing**

Applicants must complete the pricing document included in the Tender Response Document. If a scenario is not applicable to you, insert N/A. These prices will be used as an indicative rate and will be finally agreed at time of booking. It is acknowledged that prices may vary based on requirements, number of passengers etc. Prices quoted at time of booking **MUST** include additional costs i.e. parking, tolls etc.

##### **5.1.3 Invoicing and Payment**

All invoices must include a purchase order number from Tipperary ETB. All schools and centres within the remit of Tipperary ETB may require bus hire from this panel and will issue separate purchase order number on each occasion. See Appendix 2 for a list of schools and centres under the remit of Tipperary ETB.

##### **5.1.4 Review of Performance**

Successful performance will be an essential feature of work awarded under the Panel.

Poor performance will be identified and raised with panel members and may result in termination of a contract and/or removal from the panel. Please note: Frequent non-responses to requirements, or breaches may result in removal from the Panel..

The following shall be deemed to be a serious breach of a panel member awarded pursuant to the Framework Agreement:

#### ***Serious Breaches***

- The vehicle fails to comply with Road Traffic Acts
- Failure to notify Contracting Authority of change of Personnel
- Failure to maintain the vehicle to Road Worthiness Standards based on the requirements of this RFT
- Employing a Driver that does not have adequate training; or is not suitable from a Garda Vetting point of view to be driving buses with students on board.
- Continual underperformance in line with the stated Supplier Performance appraisal (Schedule D)

#### ***Moderate Breaches***

- Disclosing information to third parties;
- Late arrival at first call;
- Failure to notify Schools/Centres of change of driver/vehicle

## **6. Evaluation Criteria for admittance to the panel**

### **6.1 Application Requirements**

Tipperary ETB is using a process that is similar to the OPEN procedure for the establishment of this panel, therefore, while all interested parties may apply, only those demonstrating that they have the required level of qualifications with regard to experience and technical and financial capacity specified in the tender response document will have their application considered. In order to demonstrate eligibility, applicants are required to provide the following information:

#### **6.1.1 Tax Compliance**

Please confirm that you meet the following financial requirements:

Confirmation that the tenderer/all parties associated with the tenderer are fully tax compliant in accordance with the rules of the Irish Revenue Commissioners

#### **6.1.2 Financial Stability**

Applicants must demonstrate financial stability by providing a letter from their Auditor confirming that they will have the resources to pay their debts, identified on the current statement of assets and liabilities as being the debts as they fall due.

#### **6.1.3 Reporting**

As per the Clean Vehicles Directive, Tipperary ETB must report annually to SEAI. As part of this requirement, it is a condition of this contract that the service provider MUST provide quarterly reports to Tipperary ETB detailing the list of journeys for each school, the total kilometres travelled per journey and kilometres per litre of fuel. If lower emissions vehicles are

used, this must be stated in the report. Please include details of kilometres on invoices send in for processing.

#### 6.1.4 Insurance Requirements

Confirmation of the following insurances being in place and that if successful you agree to implement the following levels, promptly on award where these are not currently available.

| <u>Insurance Type</u>                                                                                                                                                                                                                                                                                                                     | <u>Minimum Indemnity Limit</u>                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Employers Liability</b>                                                                                                                                                                                                                                                                                                                | €13M                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Public Liability</b>                                                                                                                                                                                                                                                                                                                   | €6.5M                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Motor Insurance</b>                                                                                                                                                                                                                                                                                                                    | With unlimited indemnity in respect of third party personal injury and a third party property damage limit of not less than €6.5M for any claim or series of claims arising out of one incident. The insurance must also allow for the carriage of passengers for reward. Tipperary ETB are to be indemnified against any Road Traffic Act prosecution caused by the bus companies driver behaviour (speeding, dangerous driving, tachograph offences etc.) |
| Insurance policies must indemnify the Tipperary ETB for any loss incurred as a result of actions of the service provider. Tenderers must provide this level of cover being in place or a letter from an insurance company stating that these levels of cover may be put in place if a contract is awarded within one week of appointment. |                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

**Rule:** Applicants must confirm that they types of insurance in place and agreement to levels required if successful through completion of the Self-declaration Form contained in the Tender Response Document.

**Rule:** Applicants must confirm their tax compliance status through completion of the Self-Declaration Form contained in the Tender Response Document.

#### 6.1.5 Previous Experience

Applicants will initially be assessed to determine that they have previous relevant experience

#### 6.1.6 Health and Safety

Details of health and safety policies and whether 3rd party certified

#### 6.1.7 Environmental

Details of environmental policies and systems in place and whether 3rd party certified,

#### 6.1.8 Quality Assurance

Details of quality assurance policies and systems in place and whether 3rd party certified

#### 6.1.9 Driver Suitability

Confirmation of driver suitability

#### 6.1.10 Wheelchair Accessibility

Confirmation that the bus/buses proposed for hire have wheelchair access

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#### **6.1.11 Personnel and Fleet**

Details of Personnel and fleet must be completed in the Tender Response Document

#### **6.1.12 Garda Vetting**

While Garda Vetting is not a mandatory requirement, it would be desirable if drivers were vetted to ensure the safety of young and vulnerable passengers.

#### **6.1.13 Sub-Contracting**

The bus contractor will not be permitted to subcontract or assign any work related to the operation of this panel.

## **7 Appendix 1 Instructions to Tenderers**

### **(a) Submission of Tenders**

In responding to this tender, all tenderers must follow the format of the tender document and respond to each element of the tender document in the order as set out in this RFT.

Companies that wish to be considered for appointment of this panel will need to ensure that they return all the requested information to Tipperary ETB. Information will be accepted via the eTenders portal.

The initial closing date for establishment of the panel is 9th January 2029 at 12 noon.

It is the responsibility of the tenderer to ensure that their Tender Response Document and accompanying documentation is complete and submitted by the designated deadline **via the eTenders platform**.

It is the responsibility of the tenderer to ensure that their tender is complete and submitted by the designated deadline.

### **(b) Queries**

If you consider that you are missing any documents which would prevent you from submitting a comprehensive tender please contact us as soon as possible.

Tenderers shall immediately notify Tipperary ETB should they become aware of any ambiguity, discrepancy, error or omission in the Tender Documents. Tipperary ETB will, upon receipt of such notification, issue a clarification via eTenders in respect of any such ambiguity, discrepancy, error or omission. Such clarification shall then form part of the Tender Documents.

All queries regarding this tender should be through the Questions and Answers facility on [www.etenders.gov.ie](http://www.etenders.gov.ie) The closing date for receipt of queries is 9th January 2029 at 12 noon.

Responses to queries will be issued via eTenders to all parties who have expressed an interest in the contract on that site, in order to ensure that no party has an unfair advantage over any other.

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For the purpose of circulating responses queries will be edited to avoid disclosing the identity of the querist, and any sensitive information included in the query should be clearly indicated. Please note that Tipperary ETB cannot accept responsibility for information relayed (or not relayed) via third parties.

**(c) Sufficiency & Accuracy of Tender**

Applicants are cautioned to check the accuracy of their application prior to submission.

**(d) Documents – Ambiguity, Discrepancy, Error, Omission**

If you consider that you are missing any documents which would prevent you from submitting a comprehensive response, please email the contact detailed above as soon as possible.

**(e) Cost of Preparation of Tender**

Tipperary ETB will not be liable for any costs, charges or expenses incurred by tenderers in the preparation of proposals or any associated efforts. It is the responsibility of the tenderer to ensure that they are fully aware and understand the requirements as laid down in this document. Tenderers will be responsible for any costs incurred by them in the event that they are required to attend clarification or other meetings or make a presentation of their proposals.

**(f) Currency and Payments**

The currency and invoices in which all prices and rates shall be tendered, and which payments under the contract will be paid, shall be Euros (€). All prices and rates quoted should be inclusive of all additional costs i.e. parking, tolls, etc.

A schedule of payments will be agreed with the successful tenderer. Tipperary ETB operates in accordance with the European Communities (Late Payment in Commercial Transactions) Regulations 2012. The method of payment used by Tipperary ETB is Electronic Funds Transfer.

**(g) Confidentiality**

The distribution of the Procurement Documents is for the sole purpose of obtaining applications. The distribution does not grant permission or licence to use the documents for any other purpose. Applicants are required to treat the details of all documents supplied in connection with the application process as private and confidential.

**(h) Conflict of Interest**

It will be a condition of award of this contract and any subsequent contract that the successful tenderer(s) that any conflict of interest involving a tenderer (or tenderers in the event of a consortium bid) must be fully disclosed to Tipperary ETB. Any registrable interest involving the tenderer and Tipperary ETB or employees of Tipperary ETB or their relatives must be fully disclosed in the tender submission or should be communicated to Tipperary ETB immediately upon such information becoming known to the tenderer. The terms 'registrable interest' and 'relative' shall be interpreted as per Section 2 of the Ethics in Public Office Act, 1995. Failure to disclose a conflict of interest may disqualify a tenderer or invalidate an award of contract, depending on when the conflict of interest comes to light.

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**(i) Freedom of Information Acts**

All responses to this invitation to tender will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the tenderer except insofar as is specifically required for the consideration and evaluation of the response or as may be required under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement Procedures, or in response to questions, debates or other parliamentary procedures in or of the Oireachtas (the Irish Parliament).

Tenderers are asked to consider if any of the information supplied by them in response to this request for tenders should not be disclosed because of its sensitivity. If this is the case, tenderers should specify the information that is sensitive and the reasons for its sensitivity. Tipperary ETB cannot guarantee that any information provided by tenderers, either in response to this tender or in the course of any contract awarded as a result thereof, will not be released pursuant to Tipperary ETB's obligations under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement Procedures. Tipperary ETB accepts no liability whatsoever in respect of any information provided which is subsequently released or in respect of any consequential damage suffered as a result of such disclosure.

**(j) Tax Clearance**

It will be a condition of award of this framework and any subsequent contract that the successful tenderer(s) comply with all EU and national tax laws. Tenderers are referred to the Irish Revenue web site <http://www.revenue.ie/>. Non-resident tenderers should apply to the Office of the Revenue Commissioners, Non Resident Tax Clearance Unit, Office of the Collector General, Sarsfield House, Francis Street, Limerick, Ireland; e-mail: [nonrestaxclearance@revenue.ie](mailto:nonrestaxclearance@revenue.ie).

Tipperary ETB will satisfy themselves that any tenderers being considered for award of a framework are appropriately tax compliant by checking their status via the online system for which tenderers are requested to provide their Tax Clearance Access Number and Tax Reference Number to facilitate verification. By supplying these numbers tenderers acknowledge and agree that Tipperary ETB has the permission to verify its tax cleared position at any time during the term of the framework agreement.

**(k) Withholding Tax**

Where applicable, payments shall be subject to Irish 'Professional Services Withholding Tax' at the prevailing rate (currently at 20%) as laid down by the Revenue Commissioners in Ireland. Non-residents may be able to reclaim such deducted Tax from the Office of the Revenue Commissioners in Ireland, International Claims Section located currently at Government Buildings, Nenagh, Co. Tipperary, Ireland (Tel: 353-1-6733533).

**(l) Irish Legislation and Law**

Applicants should be aware that national legislation applies in other matters such as Employment, Working Hours, Official Secrets, Data Protection and Health and Safety. Applicants must have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in Contracting Authority tenders and in delivering contracts awarded to them.

The contract(s) awarded on foot of this tender process will be governed by Irish Law.

**(m) Dignity at Work**

The successful tenderer(s) shall comply with all relevant legislation relating to dignity at work. As a public body and employer Tipperary ETB is committed to a policy of equality of opportunity for all personnel. Personnel are offered the same access to training and services,

regardless of age, size, ability, or disability. The successful applicant must make sure that all training, services, and relevant materials are available to all staff, regardless of age, size, ability or disability accepting the correction of their tender as outlined may have their tender rejected.

**(n) Interference and Inducement to Purchase**

Any effort by the tenderer to unduly influence Tipperary ETB, relevant agency personnel or any other relevant persons or bodies in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning the Award of Contract shall have their tender rejected. In accordance with Section 38 of the Ethics in Public Office Act 1995 any money, gift or other consideration from a person holding or seeking to obtain a contract will be deemed to have been paid or given corruptly unless the contrary is proved.

**(o) Notification of Results**

All tenderers will be informed of the outcome of their application following tender evaluation and any necessary clarifications. Potential outcomes can be:

- a. Admittance to the Panel
- b. Rejection to the Panel

Applicants who fail to qualify for membership of the panel may re-apply at any time.

**(p) Accessibility**

In line with the Disability Act 2005, accessibility requirements should be clearly stated in request for tenders / quotations where applicable. Under Section 27 of the Act Tipperary ETB is required to ensure that both the goods supplied and services provided to it are accessible to persons with disabilities.

**(q) Consortia and Prime Subcontractors**

Tipperary ETB seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises (“SMEs”) in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged, subject to this paragraph, to explore the possibilities of forming relationships with other SMEs or with larger enterprises. Through such relationships they can participate and contribute to the successful implementation of any Services Contracts that may result from this Competition and therefore increase their social and economic benefits.

**(r) Anti-Competitive Conduct**

Tenderers attention is drawn to the Competition Act 2002 (as amended, the “2002 Act”). The 2002 Act makes it a criminal offence for Tenderers to collude on prices or terms in a public procurement competition.

## **8 Appendix 2- List of Schools and Centres**

The following schools/centres are currently under the auspices of Tipperary ETB.

**Administration Offices**

- Administration Office, Church Road, Nenagh, Co Tipperary
- Administration Office, Western Road, Clonmel, Co Tipperary

**Post Primary Schools**

- 
- Borrisokane Community College, Borrisokane, Co Tipperary
  - Coláiste Dún Iascaigh, Cahir, Co Tipperary
  - Comeragh College, Carrick-on-Suir, Co Tipperary
  - Raheen College, Clonmel, Co Tipperary
  - Gaelcholáiste Chéitínn, Clonmel, Co Tipperary
  - Scoil Ruáin, Thurles, Co Tipperary
  - Nenagh College, Nenagh, Co Tipperary
  - Newport College, Newport, Co Tipperary
  - Coláiste Phobal, Roscrea, Co Tipperary
  - Coláiste Mhuire Co-Ed, Thurles, Co Tipperary
  - St Ailbes School, Tipperary Town, Co Tipperary

### Primary Schools

- Coláiste Shliabh na mBan, Clonmel, Co Tipperary
- Nenagh Community National School, Nenagh, Co Tipperary

### Centres

- Borrisokane FET College, Ballyhaden, Borrisokane , Co Tipperary
- Cahir FET College, Old Vocational School, Cahir, Co Tipperary
- Youthreach Cappawhite, Old Vocational School, Cappawhite, Co Tipperary
- Carrick-on-Suir FET College, Greenside, Carrick-on-Suir, Co Tipperary
- Cashel FET College, Hogan Square, Cashel, Co Tipperary
- Clonmel FET College, Dillon Street, Clonmel, Co Tipperary
- Kickham Barracks FET College, North Block Kickham Barracks, Clonmel, Co Tipperary
- Prior Park FET College, Ormonde Centre, Clonmel, Co Tipperary
- CTI Senior College of Further Education, Clonmel, Co Tipperary
- Killenaule FET College, Bailey Street, Killenaule, Co Tipperary
- Nenagh FET College, Dromin Road, Nenagh, Co Tipperary
- Teach an Leinn FET College, Kenyon Street, Nenagh, Co Tipperary
- Tipperary FET College, Tyone, Nenagh, Co Tipperary
- Roscrea FET College, Corville Road, Roscrea, Co Tipperary
- Youthreach Roscrea, Old Dublin Road, Roscrea, Co Tipperary
- Templemore College of Further Education, Richmond, Templemore, Co Tipperary
- Thurles FET College, Archerstown, Thurles, Co Tipperary
- Coláiste Éile, Railway Road, Thurles, Co Tipperary
- Constructions Skills Training Centre, Bansha Road, Tipperary Town, Co Tipperary
- Community Services Centre, St Michaels Street,, Tipperary Town, Co Tipperary

This is not an exhaustive list. As Tipperary ETB range of services and programmes develop all existing and new activities etc. will be subject of this tendered service.

## 9 Appendix 3 Supplier Performance

### Supplier Performance Scorecard

Tipperary ETB will monitor our Supplier's performances over the Term and manage their service under the headings outlined in the Supplier Performance Scorecard or similar below. The Contracting Authority will request Schools and Centres to complete the Scorecards on a continuous basis or more regularly where non-performance is occurring. Where continuous non-performance occurs, the Contracting authority may remove the supplier from the panel.

#### Supplier Details

|                                                 |  |
|-------------------------------------------------|--|
| Name of Company                                 |  |
| Contact Details of Company (phone, email, etc.) |  |

#### School/Centre Details

|                       |  |
|-----------------------|--|
| Name of School/Centre |  |
| Form completed by:    |  |
| Date:                 |  |

You are asked to make any comments relating to the services in the left-hand box in the table below and to tick the relevant score box based on the following values:

Value of Score:

1. Unacceptable
2. Not fully up to requirements
3. Fully meets normal requirements
4. Significantly above requirements
5. Outstanding

The comments must explain why the relevant score is being given including full details of any issues and recommendations for addressing issues, if any.

|                                                                 | 1                        | 2                        | 3                        | 4                        | 5                        |
|-----------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>Delivery of Service</b>                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Delivery Timelines, i.e.; have busses turned up on time?</b> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Documentation, Personnel &amp; Fleet</b>                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Customer Service/Support Team</b>                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Environmental Considerations</b>                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Account Management Queries</b>                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

|                             |                          |                          |                          |                          |                          |
|-----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
|                             |                          |                          |                          |                          |                          |
| <b>Communication</b>        |                          |                          |                          |                          |                          |
|                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Overall Satisfaction</b> |                          |                          |                          |                          |                          |
|                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Accessibility</b>        |                          |                          |                          |                          |                          |
|                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please include any further detail you deem relevant in the box below

| FURTHER COMMENTS RELATING TO THIS SERVICE |
|-------------------------------------------|
|                                           |