



Trinity College Dublin

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin

Tender Response Document (TRD)

Multi-Supplier Framework for Commercial Carpet Cleaning services

On behalf of:

Trinity College Dublin, The University of Dublin

Ref: TCD-25-C2098

Please Insert Tenderer Name below:

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RFT Contact – Tenderers Details

Name of Tendering Company	Click here and insert details
Contact Name for this RFT	Click here and insert details
Telephone Number	Click here and insert details
Email Address	Click here and insert details
Company Correspondence Address	Click here and insert details



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Submission of Tender Documents

All files submitted as part of this tender must be compiled into a single **ZIP** file before uploading. The ZIP file should contain all required documents, forms, and supporting materials in their final, signed, and completed formats. This approach ensures that no documents are omitted and facilitates efficient processing of submissions.



PART A – SELECTION CRITERIA

A1: Tenderer Summary

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must complete this section. If the Tenderer is a grouping/consortium, the Lead Tenderer must complete the Tender Response Document, all other members must provide an ESPD.

Tenderer's Organisation Name			
Contact Name			
Position			
Address			
Phone			
Email			
Date of establishment			
Legal Status (if any) (Company [Ltd], Partnership, Sole Trader, etc.)			
Is the Tenderer a group of economic operators? <i>If Yes, please provide the following information:</i>	Yes		
	No		
If your answer is "Yes", please provide the following information:	Name	Portion of project to be delivered	Separate Questionnaire enclosed?
	1.		
	2.		



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A2: European Single Procurement Document (ESPD)

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must provide a completed eESPD. Where the Tenderer is a grouping/consortium, an eESPD must be completed for each group member.

An Electronic version of ESPD can be completed at www.etenders.gov.ie

Or a Soft copy uploaded with the tender document set :

4. ESPD for Commercial Carpet Cleaning Services. TCD-25-C2098



A3: Declaration of Personal Circumstances

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must provide a completed and signed Declaration of Personal Circumstances. The Declaration must be provided by each group member in the case of a grouping/consortium.

Re: Multi Supplier Framework for Commercial Carpet Cleaning Services.

On behalf of:

Trinity College Dublin, The University of Dublin

NAME: _____

ADDRESS: _____

I, _____ *[insert name of Declarant]* having been duly authorised by _____ *[insert name of entity]*, sincerely declare that _____ *[insert name of entity]* itself or any person who has is a member of the administrative, management or supervisory body of _____ *[insert name of entity]* or has powers of representation, decision or control in _____ *[insert name of entity]* –

- (a) Has never been the subject of a conviction for participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA.
- (b) Has never been the subject of a conviction for corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union and Article 2(1) of Council Framework Decision 2003/568/JHA as well as corruption as defined in the national law of the Authority or _____ *[insert name of entity]*.
- (c) Has never been the subject of a conviction for fraud within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests.
- (d) Has never been the subject of a conviction for terrorist offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA respectively, or for inciting or aiding or abetting or attempting to commit an offence, as referred to in Article 4 of that Framework Decision.
- (e) Has never been the subject of a conviction for money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council.
- (f) Has never been the subject of a conviction for child labour and other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council.
- (g) Is not in breach of its obligations relating to the payment of taxes or social security contributions.
- (h) Has, in the performance of all public contracts, complied with applicable obligations in the field of environmental, social and labour law that apply at the place where the works are carried out or the services provided, that have been established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Annex X of Directive 2014/24/EU of the European Parliament and of the Council on Public Procurement.



- (i) Is not bankrupt or the subject of insolvency or winding-up proceedings, its assets are not being administered by a liquidator or by the court, it is not in an arrangement with creditors, its business activities are not suspended nor is it in any analogous situation arising from a similar procedure under national laws and regulations.
- (j) Is not guilty of grave professional misconduct.
- (k) Has not entered into agreements with other Economic Operators aimed at distorting competition.
- (l) Is not aware of any conflict of interest due to its participation in the Competition;
- (m) Has not had any prior involvement in the preparation of the Competition;
- (n) Is not guilty of significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a Contracting Entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.
- (o) Is not guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the Selection Criteria for this Competition and did not withhold such information and did not fail to submit supporting documents in respect of this Competition as required under Article 59 of Directive 2014/24/EU of the European Parliament and of the Council on Public Procurement.
- (p) Has not undertaken to unduly influence the decision-making process of the Authority in respect of the Competition or obtain confidential information that may confer upon its undue advantages in respect of the Competition; or negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.

I understand and acknowledge that the provision of inaccurate or misleading information in this declaration may lead to my business/firm/company/partnership being excluded from participation in this or future responses, and I make this solemn declaration conscientiously believing the same to be true and by virtue of the Statutory Declarations Act, 1938. This declaration is made for the benefit of the Authority.

Signature of Declarant

Name of Declarant in print or block capitals

Declared before me by _____ who is personally

known to me (or who is identified to me by _____ who is

personally known to me) at _____

this _____ day of _____ 20____.

(signed) _____

Practising Solicitor/Commissioner for Oaths



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A4: Third Party Letter of Undertaking

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must provide a Third-Party Letter of Undertaking where the Tenderer intends to rely on third party resources to meet the financial or technical selection criteria or to perform the contract. The Third-Party Letter of Undertaking must be provided on company headed paper.



A5: Declaration of Financial & Economic Capacity

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must provide a declaration in relation to certified turnover for the previous three (3) financial years (2024, 2023, 2022). These statements of turnover should be provided by a registered auditor. Tenderers should submit an appropriate declaration to satisfy this requirement.

The minimum yearly turnover of the Tenderer should meet or exceed: **€120,000**

The aggregated turnover for all members of a consortium or joint venture must meet the turnover requirement set above. If only one member has the skills, resources and experience for the services, then that member must have an average turnover that demonstrates financial capacity for the services as set out in the tender documentation.

The Contracting Authority reserves the right to investigate and to carry out detailed financial evaluations of a Tenderer under this criterion up to and prior to the any award of contract to assess the financial robustness of the Tenderer.

Tenderers must also provide evidence of an up-to-date Tax Clearance Certificate.

Tax Clearance		Please confirm	
(A) I confirm and declare having a current and valid Tax Clearance Certificate in place and our tax affairs are in order. The Contracting Authority can verify your tax clearance status through Revenue's online facility at https://www.revenue.ie/itp/view.jsp . To this end, please confirm:		Yes	
		No	
Do you grant the Contracting Authority permission to verify your tax status online via revenue.ie?		Yes	
		No	
Applicant Name:			
Applicant PPSN/ Tax Reference Number			
Access Number			
OR (B) I confirm that I currently hold a valid tax clearance certificate	Registration Number		
	Certificate Number		
OR (C) I confirm that I have applied for an Irish Tax Clearance Certificate which will be made available on request.		Yes	
		No	
Signed:			



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Turnover			
I confirm that we have the requisite minimum yearly turnover of for lots applied for as outlined below.			
€120,000			
Year	2024	2023	2022
Turnover €			
I confirm that the statements of turnover are included in this submission and are provided by a registered auditor.			
Signed:			



A6: Insurances

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must confirm that the following insurances are in place or can be put in place if successful in the award of the contract.

- Employers Liability: €13,000,000
- Public Liability: €6,500,000
- Product Liability: €6,500,000

Insurances			
(A) I confirm that we have the following insurances in place.			
Insurance Type	Level in Place	Details of Any Excess	Expiry Date
Employers Liability	€13million		
Public Liability	€6.5million		
Product Liability	€6.5million		
AND			
(B) I confirm that if successful, where the levels required under the contract are higher than those currently in our possession, I will be in a position to put the required forms and levels of insurances required in place.			
AND			
I confirm that I will provide the following promptly on request at any time:			
• evidence of insurances in place or • letter from Insurance Broker confirming that the required levels could be put in place if successful			
Signed:			



A7: Previous Contracts

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must supply details of at least three (3) comparable contracts of a similar nature, scale and complexity to the services required under this concession agreement. The comparable contracts must have been substantially operated within the past 5 years.

The contracts provided must demonstrate the Tenderers' skills, experience and successful delivery of similar services. It is imperative that the contracts submitted are of a similar nature, scale and complexity to that of the services required under this framework agreement.

Contract A	
Name of contract	[•]
Counterparty	[•]
Dates contract performed.	[•]
Value of contract	[•]
Nature of services performed: Tenderers should describe the scale, nature and complexity of the services provided having regard to the requirements under this concession agreement as outlined in the Invitation to Tender Document. Tenderers must outline the Goods and services provided under this contract.	[•]
Please provide details of the methodologies used, the timescale it was delivered under and how this contract is of relevance to the subject matter of this competition.	[•]
Service Location/Locations	[•]
Referee contact name	[•]
Referee Position	[•]
Referee Contact number	[•]
Referee Email address	[•]



Contract B	
Name of contract	[•]
Counterparty	[•]
Dates contract performed.	[•]
Value of contract	[•]
Nature of services performed: Tenderers should describe the scale, nature and complexity of the services provided having regard to the requirements under this concession agreement as outlined in the Invitation to Tender Document. Tenderers must outline the Goods and services provided under this contract.	[•]
Please provide details of the methodologies used, the timescale it was delivered under and how this contract is of relevance to the subject matter of this competition.	[•]
Service Location/Locations	[•]
Referee contact name	[•]
Referee Position	[•]
Referee Contact number	[•]
Referee Email address	[•]



Contract C	
Name of contract	[•]
Counterparty	[•]
Dates contract performed.	[•]
Value of contract	[•]
Nature of services performed: Tenderers should describe the scale, nature and complexity of the services provided having regard to the requirements under this concession agreement as outlined in the Invitation to Tender Document. Tenderers must outline the Goods and services provided under this contract.	[•]
Please provide details of the methodologies used, the timescale it was delivered under and how this contract is of relevance to the subject matter of this competition.	[•]
Service Location/Locations	[•]
Referee contact name	[•]
Referee Position	[•]
Referee Contact number	[•]
Referee Email address	[•]



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A8: Health and Safety Statement

Weighting: Pass/Fail Only

Candidates must demonstrate adherence on their own part, and that of their subcontractors, to a regulatory system that they comply with all health and safety legislative requirements and implement and adhere to best practice health and safety in the workplace.

Tenders must submit the following:

Company Health and Safety Statement



PART B – AWARD CRITERIA

A: Methodology & Approach

Weighting: 2,000 marks

Pass Requirement: Minimum marks required is 1,200. (Response limited to 4 x A4 Pages)

Tenderers must demonstrate their approach to service delivery, quality management, and suitability for delivering this contract within a busy university environment.

Responses should include, but not be limited to:

1. Service Delivery Model

- A step-by-step description of how the service will be planned, scheduled, and delivered across the following areas:
 - Carpet-tiled office spaces
 - Lecture theatres
 - Student accommodation rooms
 - Common areas (corridors, lounges, receptions, study zones)
- Methods for ensuring consistency of cleaning standards across the estate.

2. Cleaning Processes

- Detailed explanation of processes for:
 - **Deep cleaning** – including specialist equipment, cleaning agents, dwell times, and techniques for restoring carpet condition.
 - **Deodorising treatments** – methods used, product types, and frequency.
 - **Stain removal** – approach to common stains (e.g., coffee, food, ink) and specialist methods for persistent marks.
 - **Maintenance cleaning** – how routine cleaning will prolong carpet life and maintain appearance between deep cleans.
- Adaptations for different carpet types, including carpet tiles, high-pile carpets, and heavy-traffic areas.
- Use of environmentally friendly and safe products.

3. Operational Flexibility

- Ability to deliver works **out-of-hours**, at weekends, or during university holidays.
- Strategies for managing **peak term-time pressures**
- Communication protocols with the Estates Team to plan works and respond to urgent requests.

4. Coordination and Quality Control

- Processes for liaising with the Estates Team before, during, and after cleans.
- Quality assurance checks, supervision, and reporting procedures.
- Approach to rectifying any deficiencies identified during inspections.



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Insert response to Criteria A here



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Insert response to Criteria A here



B: Quality Assurance and Monitoring

Weighting: 2,000 marks

Pass Requirement: Minimum marks required is 1,200. (Response limited to 4 x A4 Pages)

Tenderers must demonstrate how they will ensure that the carpet cleaning service is delivered consistently to the highest standards throughout the contract period.

1. Quality Control Processes

- Description of the systems and processes in place to **set, measure, and maintain service standards**, including:
 - Use of cleaning specifications and checklists tailored to each location type (e.g., offices, lecture theatres, student accommodation).
 - Inspections carried out by supervisors or managers.
- Methods for identifying and resolving performance issues before they become complaints.

2. Performance Monitoring and KPIs

- Details of **Key Performance Indicators (KPIs)** proposed for this contract
- Any digital tools, reporting dashboards, or inspection apps used for tracking service levels.

3. Complaint Handling and Rectification

- Procedures for receiving, logging, and responding to complaints or service requests from the University Estates Team.
- Agreed timescales for resolution (e.g., urgent issues within 4 hours, standard issues within 24 hours).
- Escalation process for unresolved or repeated issues.

4. Reporting to the University

- Inclusion of inspection results completed work logs.
- Attendance at review meetings with the Estates Team and ability to adapt service plans in response to feedback.



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Insert response to Criteria B here



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Insert response to Criteria B here



C: Sustainability Features and Proposals

Weighting: 2,000 marks

Pass Requirement: Minimum marks required is 1,200 (Response limited to 4 x A4 Pages)

Trinity College Dublin, the University of Dublin aspires to be a global leader in University sustainability, Tenderers must detail how their equipment, services and overall engagement with the university will serve to secure this goal of sustainability.

Tenderers must demonstrate how their equipment, cleaning processes, products, and engagement with the University will actively contribute to achieving this goal. Responses should detail measurable, innovative, and verifiable sustainability initiatives.

1. Environmentally Responsible Cleaning Products

- Full list of cleaning products proposed for use, with details of:
 - Biodegradability, toxicity levels, and absence of harmful chemicals (e.g., phosphates, chlorine, VOCs).
 - Certifications or ecolabels (e.g., EU Ecolabel, Green Seal, Nordic Swan).
 - Packaging sustainability (e.g., bulk supply, recyclable or refillable containers).

2. Sustainable Equipment and Processes

- Use of **energy-efficient machinery** (e.g., low-power extraction units, energy-rated vacuum cleaners).
- **Water-efficient cleaning methods** such as low-moisture or encapsulation systems for deep cleans.

3. Waste Minimisation and Circular Economy Practices

- Approach to reducing and responsibly disposing of waste generated during cleaning operations.
- Reuse, repair, or recycling initiatives for equipment and consumables.
- Innovative proposals for carpet lifespan extension (e.g., restorative cleaning methods, fibre protection treatments) to defer replacement and reduce landfill.

4. Carbon Reduction and Resource Efficiency

- Strategies for minimising carbon footprint through:
 - Efficient staff scheduling and transport planning to reduce vehicle emissions.
 - Use of electric or hybrid vehicles where possible.
 - Local sourcing of products and consumables to reduce transport-related emissions.
- Any existing **carbon-neutral** or **net-zero** commitments and how these align with Trinity's sustainability targets.

5. Environmental Management and Accreditation

- Details of any environmental management systems in place (e.g., ISO 14001, EMAS).
- Internal sustainability policies, staff training on environmental practices, and continuous improvement plans.



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Insert response to Criteria C here



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Insert response to Criteria C here



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D: Cost – Ultimate Cost of Offering

Weighting: 4,000 marks

Tenderers are to complete the pricing schedule provided. The marks for cost will be allocated on the basis of the formula set out below.

The complete response to the criteria D will be scored tender amount in question divided by highest amount multiplied by the available marks.

See Appendix 2 - Pricing Schedule – Carpet Cleaning Services TCD-25-C2098