



Tender Response Document

(Please ensure that you read the separate ITT document in conjunction with this TRD)

Title:	The establishment of a single party framework for the provision, support and maintenance of a Digital Platform for Enterprise Irelands Export Development Programmes
Contracting Authority Ref.	2025/016
eTenders:	6639685
Closing Date for Submissions:	Thursday 30 th October 2025 at 15.00 hours (Irish time)
Organisation Name:	
Contact Name:	
Contact Email:	
Enterprise Ireland has provided this Tender Response Document for tenderers to use in preparing their response to this tender. Please note that a separate excel file has also been provided for costings – this must also be completed. This document and format must be used, failure to use the Tender Response Document issued may result in your elimination from the competition.	
PLEASE NOTE THAT YOUR TENDER SUBMISSION COMPRISING THIS TRD and ANY RELATED DOCUMENTS MUST BE UPLOADED AS A SINGLE ZIP FILE ON THE ETENDERS PLATFORM IN ORDER TO PROTECT THE INTEGRITY OF FILE NAMES	

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1 Instruction for Completion

This document **MUST** be used for the submission of tenders.

Tenderers should ensure they have read the Request for Tender before they attempt to complete this Tender Response Document.

If you consider that the Tender Response Document is missing any sections which would prevent you from preparing a comprehensive response, please contact the Contracting Authority as soon as possible.

Where there is a discrepancy between the contents / instructions in this document and the Request for Tender, the Request for Tender will take precedence.

Tenderers must follow the instructions contained in this document in relation to attachments, format for submission, etc.

Where tenderers are relying on other parties to meet the selection criteria, those parties must be available to deliver elements of the contract.

2 Response to the Selection Criteria

Tenderers must adhere, where indicated, to the page limits for selection criteria responses. Enterprise Ireland will not assess material outside of the page limits. Where reference is made throughout this section to an A4 page, this means a side of A4 using font 12 and single line spacing. For any sections of the response which have specific page or word limits, Enterprise Ireland will not review such material if it is additional to the permitted limits.

Enterprise Ireland will not click on any web links in Tender responses, so Tenderers cannot assume that any material contained in web links will be viewed. Where Tenderers submit additional material such as brochures or lengthy technical appendices, they must specifically highlight the information they consider is relevant to their Tender and clearly explain which criterion it relates to. Enterprise Ireland is under no obligation to parse through such material seeking information relevant to the response.

Where tenderers are relying on another entity to meet one or more of the selection criteria, Tenderers will be required to provide evidence satisfactory to Enterprise Ireland demonstrating how that entity meets the requirement of the relevant selection criterion.

2.1 General Contact Information

Tenderer Summary				
Weighting: Pass/Fail				
Pass Requirement: Tenderers must complete this Section				
Organisation Name:				
Contact Name:				
Position:				
Address:				
Telephone (Office):				
Telephone (Mobile):				
Email:				
Website:				
Companies Registration Number (or equivalent based on country of establishment)				
Country of Establishment if outside Ireland				
VAT Registration Number:				
Date of Establishment:				
Legal Status (Company, Sole Trader, etc.):				
Is the Tenderer a Small and Medium Enterprise (SME)?	Yes		No	
SMEs are enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding €50 million, and/or an annual balance sheet total not exceeding €43 million				
RELYING ON 3RD PARTIES If the applicant wishes to rely on the standing of other parties including sub-contractors' full details must be provided. Note: Where an applicant is relying on 3rd parties to meet criteria and/or deliver elements of the contract, those parties must confirm that if successful that they are available to deliver the services when required and may be required to co-sign the formal Services Contract.				
Is the tenderer a consortium / group of Economic Operators?	Yes		No	
If yes, please provide the following information				
Name	Role of the 3 rd Party – meet selection criteria and/or deliver contract element	Specific area where 3 rd party information is relevant – e.g. turnover, previous experience, etc. and/or contract delivery		
Confirmation that relevant information is provided for all 3 rd parties at the relevant section in this Tender Response Document	Yes		No	

2.2 Declaration Bona Fides & Statutory Obligations – Pass/Fail Criteria

Declaration of Bona Fides & Statutory Obligations (Under Public Sector Directive 2014/24/EU - Article 57)			
Weighting: Pass/Fail Pass requirement: Tenderers must complete, sign and date this Declaration. The Contracting Authority reserves the right at its discretion to exclude a non-compliant tenderer under each heading. This must be completed by each group member.			
Economic Operators will be excluded from the procurement process if, within the past five (5) years, there is evidence of a conviction relating to a specific criminal offence listed below (see 1.1) or if they have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security contributions (see 1.2) (except where this is disproportionate e.g. where only minor amounts are involved).			
1.1	Has the Economic Operator or a member of their proposed consortium, (if applicable), Director, or Partner or any other person who has powers of representation, decision or control, been convicted of any of the following offences?	Yes	No
		Please indicate your answer by marking 'X' in the relevant box	
1.1a	participation in a criminal organisation, as defined in Article 2 of Council Framework decision 2008/841/JHA;		
1.1b	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 Irish Law or the jurisdiction in which the Economic Operator is established;		
1.1c	fraud within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests;		
1.1d	the subject of a conviction for terrorist offences or offences linked to terrorist activities or for inciting or aiding or abetting or attempting to commit an offence;		
1.1e	the subject of a conviction for money laundering or terrorist financing;		
1.1f	the subject of a conviction of child labour and other forms of trafficking in human beings;		
1.2	Non-payment of taxes or social security obligations Has it been established by a judicial or administrative decision having final and binding effect in accordance with Irish law or the legal provisions of the country in which the Economic Operator is established (if outside Ireland), that the Economic Operator is in breach of obligations related to the payment of tax and social security contributions? If the response to 1.2 above is in the affirmative, please provide further information on the decision and the amounts involved.		

An Economic Operator who answers 'Yes' in any of the situations set out in paragraphs 2.1.a to 2.1.i will be excluded.			
2.1	Please indicate if any of the following situations have applied, within the past three (3) years, or currently apply, to your organisation. The Economic Operator:	Yes	No
		Please indicate your answer by marking 'X' in the relevant box	
2.1a	has, in the performance of any public contract, failed to comply with applicable obligations in the field of environmental, social and labour law applying at the place where the works were carried out or the services provided, as 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;		
2.1b	is bankrupt or the subject of insolvency or winding-up proceedings, its assets are being administered by a liquidator or by the court, or has entered into an arrangement with creditors, suspended its business activities or is in any analogous situation arising from a similar procedure under national laws and regulations;		
2.1c	is guilty of grave professional misconduct which renders its integrity questionable;		
2.1d	has entered into agreements with other Economic Operators aimed at distorting competition;		
2.1e	has a conflict of interest within the meaning of Article 24 of 2014/24/EU that cannot be effectively remedied by other, less intrusive, measures;		
2.1f	confirms that it has had prior involvement in the preparation of the procurement procedure which has resulted in a distortion of competition, as referred to in Article 41 of 2014/24/EU, that cannot be remedied by other, less intrusive, measures;		
2.1g	has shown 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.		
2.1h	- is 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; or - has withheld such information or is not able to submit supporting documents required under Article 59 of Directive 2014/24/EU; or		
2.1i	has undertaken to: unduly influence the decision-making process of the contracting entity, or		

	- obtain confidential information that may confer upon the tenderer undue advantages in the procurement procedure; or - negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.		
Declaration re Statutory Obligations			
We confirm that we are fully compliant with the following legislation, or equivalent legislation in our country of establishment / operation:		Yes	No
(i)	Employment Equality Acts 1998-2011		
(ii)	Equal Status Acts 2000-2011		
(iii)	National Minimum Wage Act 2000 as amended		
(iv)	Organisation of Working Time Act 1997 as amended		
(v)	Safety, Health and Welfare at Work Act 2005 and Safety, Health and Welfare at Work (General Application) Regulations 2007		
(vi)	Disability Act 2005		
(vii)	General Data Protection Regulation 2016/679		
(viii)	We have procedures in place to ensure that our subcontractors, if any are used for this contract, apply the same standards.		
Article 5K Declaration			
EU Regulation 2022/576 on restrictive measures in the Context of Russian Actions in the Ukraine			
A.	In the light of Russian actions in the Ukraine, the European Council adopted a new regulation – EU Regulation 2022/576 , aimed at restricting participation in economic activity by economic operators from the Russian Federation. Article 5K of the Regulation prohibits the award or continuation of contracts falling within the scope of the Public Procurement Directives to persons or undertakings related to the Russian Federation. To comply with EU Regulation 2022/576, the Contracting Authority is seeking a declaration from economic operators to this effect.		
B.	I declare that none of the exclusions specified in EU Regulation 2022/576 apply to any party associated with this tender.	Yes	No
This Declaration is made for the benefit of the Contracting Authority I certify that the information provided in this declaration is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this Declaration will lead to my organisation being excluded from participation in this and future tenders and I am signing on behalf of:			
Name of Economic Operator:			
Authorised Signatory:			
Name in Block Capitals:			
Position:			

2.3 Financial Information – Pass/Fail Criteria

Tax Compliance			
Option 1: I confirm and declare being tax compliant (this applies to both Irish Resident suppliers and Non-Resident suppliers.) The Contracting Authority can verify your tax clearance status through Revenue's online facility at http://www.revenue.ie/en/online/tax-clearance.html To this end, please confirm:		Yes	No
Tenderer Name:			
Tax Reference Number (PPSN):			
Access Number:			
Option 2: I confirm that I hold a current valid Tax Clearance Certificate (generally relates to Non-Residents) To this end, please confirm:		Yes	No
Registration Number:			
Certificate Number:			
Option 3: I confirm that I have applied for Tax Clearance status or a Tax Clearance Certificate which will be made available on request		Yes	No
Option 4: I confirm that I do not currently hold a Tax Clearance status or a Tax Clearance Certificate, but commit to applying and having my tax affairs in order prior to formal engagement.		Yes	No

Financial and Economic Standing			
Turnover			
I confirm that our turnover exceeded €250,000 per annum in one (1) of the last three (3) financial years. If 2024 figures are available, please provide turnover for 2023, 2022 and 2021.			
Financial Year	2024	2023	2022
Turnover	€	€	€
Month of financial year end			
I confirm that I will provide the supporting documentation promptly on request at any time prior to the establishment of the Framework. The supporting documentation which will be required for verification of this declaration is certificates of turnover from the Tenderer's auditors or accountants, as the case may be, or other suitable alternative documentation satisfactory to Enterprise Ireland.		Yes	No

Insurances			
I confirm that we have the following insurances in place:			
Insurance Type	Level in place	Details of Excess	Expiry Date
Employer Liability (if applicable see notes below)	€	€	
Public Liability	€	€	
Product Liability	€	€	
Professional Indemnity	€	€	
Cyber Liability	€	€	
Notes re Employer's Liability: #1 Sole traders with no employees are not required to have this insurance. #2 In the case of certain jurisdictions, alternative insurance arrangements exist (i.e., Government schemes) and these will be accepted, subject to verification. #3 The nearest currency equivalents may be accepted depending on the level of cover			
Where Employer's Liability is not in place, please provide an explanation			
I confirm that I will provide the following promptly on request at any time prior to the award decision being made: Evidence of insurances in place or Letter from Insurance Broker confirming that the required levels could be put in place if successful	Yes		No
I confirm that if successful, where the levels required under the contract or framework 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 promptly.	Yes		No
Please note that Enterprise Ireland will seek to verify self-declarations regarding financial capacity prior to next stage of the competition.			
Signed:			
Position:			
Date:			

2.4 Satisfactory Previous Experience - Pass/Fail Criteria

Satisfactory Previous Experience

Weighting: Pass/Fail

Minimum requirement to remain eligible in the competition:

Tenderers must demonstrate to the satisfaction of the Enterprise Ireland that they have the experience necessary to supply the Services if their Tender is successful. In order to demonstrate that the Tenderer meets this criterion each Tenderer must submit by completing the TRD with its Tender:

Details of **three (3) reference contracts** relating to delivery for public or private sector clients which demonstrate, to the satisfaction of the Enterprise Ireland, the Tenderer's experience in successfully delivering Digital Platforms demonstrating the specific requirements set out at below. Each reference contract must relate to services delivered **within the 36 months prior to the deadline for submission of Tenders**. Reference contracts outside this timeframe will not be considered.

At least one of the three reference contracts must¹:

- (i) Demonstrate the tenderer's **experience** in designing, developing and delivering a similar platform to **support programme/application management and customer journey tracking**.
- (ii) Demonstrate the tenderer's experience in designing, developing and managing a digital platform which **facilitates large user numbers (>200) with multi-level access**.
- (iii) Demonstrate the tenderer's experience in designing, developing and delivering a digital platform that manages **content** across multiple formats (PDF, Audio - Webinars, Podcasts, Word Templates and Toolkits)

Tenderers must use the table format below for their answers and must respond to each element of the table.

In completing the table for each reference project, Tenderers must provide sufficient information to allow Enterprise Ireland to evaluate whether all of the requirements at above have been met and whether the services have been successfully delivered.

Tenderers will note that they are to provide contact details for referees for each reference project. Enterprise Ireland has the right to contact the referees to verify the information being provided, without further reference to the Tenderer. It is the responsibility of Tenderers to satisfy themselves that the nominated contact person is in a position to provide a reference if contacted by Enterprise Ireland. Tenderers should note that Enterprise Ireland may at its discretion contact all referees or referees for the successful Tenderers only.

Enterprise Ireland may require supporting documentation to verify the details provided by the Tenderer and Tenderers must provide such supporting information without delay when requested by Enterprise Ireland. However, where the Tenderer is unable, for a valid reason, to provide the requested documentation, the Tenderer must inform Enterprise Ireland of the reason as to why the documentation cannot be supplied and, if Enterprise Ireland considers the reason given to be

¹ Note to Tenderers: (i), (ii) and (iii) can be demonstrated by different reference contracts, but each of them must be demonstrated.

valid, provide such other suitable alternative documentation to prove, to the satisfaction of Enterprise Ireland, that they have the required capacity to deliver the services.

Reference Contract #1			
Title of Contract			
Client / Recipient of services			
Contract start date		End Date	
Duration of relationship			
Role of Tenderer		% of overall effort provided	
Role of 3 rd parties (if applicable)		% of overall effort provided	
Contract Value excluding VAT		€	
Contract reference	Name		
	Address		
	Telephone		
	Email		
Detailed description of the services provided in no more than four (4) x A4 pages demonstrating the impact of the project. Taking account of the requirements (i), (ii) and (iii) set out at above and the requirements for the provision, support and maintenance of a digital platform for Enterprise Irelands Export Development Programmes as set out in the ITT, Tenderers should provide details demonstrating comparability with the contract being awarded under this procurement. Details should include the precise services supplied and how the contract was managed including the approach to the resource planning that delivered the services. If any sub-contractors were used, explain what they did and the value (in €) of their work. If you carried out the service with others (e.g., as part of a joint venture) explain the nature of your role, the work you did and the value (in €) of your role			

Please use this free text page(s) for your response.

Tenderers may upload relevant supporting documents as separate documents with their response, and they must be clearly identified e.g. referring to the relevant Reference Contract number to which is applies.

Reference Contract #2			
Title of Contract			
Client / Recipient of services			
Contract start date		End Date	
Duration of relationship			
Role of Tenderer		% of overall effort provided	
Role of 3 rd parties (if applicable)		% of overall effort provided	
Contract Value excluding VAT		€	
Contract reference	Name		
	Address		
	Telephone		
	Email		
Detailed description of the services provided in no more than four (4) x A4 pages demonstrating the impact of the project. Taking account of the requirements (i), (ii) and (iii) set out at above and the requirements for the provision, support and maintenance of a digital platform for Enterprise Irelands Export Development Programmes as set out in the ITT, Tenderers should provide details demonstrating comparability with the contract being awarded under this procurement. Details should include the precise services supplied and how the contract was managed including the approach to the resource planning that delivered the services. If any sub-contractors were used, explain what they did and the value (in €) of their work. If you carried out the service with others (e.g., as part of a joint venture) explain the nature of your role, the work you did and the value (in €) of your role			

Please use this free text page(s) for your response.

Tenderers may upload relevant supporting documents as separate documents with their response, and they must be clearly identified e.g. referring to the relevant Reference Contract number to which is applies.

Reference Contract #3			
Title of Contract			
Client / Recipient of services			
Contract start date		End Date	
Duration of relationship			
Role of Tenderer		% of overall effort provided	
Role of 3 rd parties (if applicable)		% of overall effort provided	
Contract Value excluding VAT		€	
Contract reference	Name		
	Address		
	Telephone		
	Email		
Detailed description of the services provided in no more than four (4) x A4 pages demonstrating the impact of the project. Taking account of the requirements (i), (ii) and (iii) set out at above and the requirements for the provision, support and maintenance of a digital platform for Enterprise Irelands Export Development Programmes as set out in the ITT, Tenderers should provide details demonstrating comparability with the contract being awarded under this procurement. Details should include the precise services supplied and how the contract was managed including the approach to the resource planning that delivered the services. If any sub-contractors were used, explain what they did and the value (in €) of their work. If you carried out the service with others (e.g., as part of a joint venture) explain the nature of your role, the work you did and the value (in €) of your role			

Please use this free text page(s) for your response.

Tenderers may upload relevant supporting documents as separate documents with their response, and they must be clearly identified e.g. referring to the relevant Reference Contract number to which is applies.

2.5 Data Processing Agreement

Data Processing

Where the service being tendered for includes processing Personal Data as part of the service delivery, Tenderers are required to enter into a Data Processing Agreement with Enterprise Ireland please refer to the ITT, Appendix 3. The Data Processing Agreement (DPA) includes Technical and Organisational Measures that Enterprise Ireland requires successful Tenderers to implement to ensure processing will be compliant with Data Protection Laws and ensure the protection of the rights of the data subject.

The Data Processing Agreement is contained in the ITT, Appendix 3. Tenderers should familiarise themselves with the entire agreement and its obligations. **In particular, attention is drawn to (Technical and organisational measures/Annex I Data Processing Annex) which must be completed and returned as part of the tender response. Tenderers may be asked to provide documentary evidence of policies and procedures prior to contract finalisation.**

It is noted in accordance with regulatory guidance, that law firms are generally considered data controllers in respect of the Personal Data it processes on behalf of clients such as Enterprise Ireland and as such, would not be required to complete the usual Data Processing Agreement, where this is deemed to be the case. In all other circumstances, the Data Processing Agreement and Annex will be required.

Tenderers must Complete the Data Processing Agreement, Annex 1 document below.
For the purposes of Tender submission, completing the Annex 1 table below is all that is required to be submitted in respect of this requirement.

Data Flows and/or Record of Processing

Please complete a data flow diagram(s) showing the flow of personal data involved in the delivery of the service. The diagram should show **data** inputs, outputs, storage points including any 3rd parties who are involved in processing the data for all components of service delivery.

The Supplier may choose to complete a record of processing activities (ROPA) table to describe the data processing activities. Where supplied, The ROPA should include the information outlined in Article 30.

DATA RECORD

Complete the following Data Record

Customer:	Supplier:
Customer Contact Name:	Supplier Contact Name:

Nature and purpose of the processing carried out by Supplier:	[Insert a description of the purpose of processing]																				
Duration of Processing:	[Insert agreed requirements around retention and deletion of the Personal Data]																				
Description of data subject:	[Insert description of data subject, ie. Employees, members of the public etc.]																				
Personal Data processed as part of the Services:	Delete data sets which are not applicable and/or add further data sets which are not included in the table. <table border="1"> <tr> <td>Identification Data</td><td>includes name, date of birth, driver's license and passport information.</td></tr> <tr> <td>Contact Data</td><td>includes email address, phone number, postal address, other communication details (e.g. Skype)</td></tr> <tr> <td>Communication Data</td><td>includes phone calls, email correspondence and hard copy correspondence.</td></tr> <tr> <td>Marketing Data</td><td>includes Contact Data and any preferences in receiving marketing and communication preferences.</td></tr> <tr> <td>Employee Data</td><td>Includes HR records, leave data, personal development information (PD), training records, health information</td></tr> <tr> <td>Recruitment Data</td><td>includes recruitment related data such as Identification Data, Contact Data, Communication Data, CV and job application data. CV data may include employment history, skills/ experience, languages, educational history, qualifications, membership of professional associations, contact details of employer references/character references, licenses held, interests and hobbies, languages, locations, nationality, passport, eligibility to work in certain jurisdictions, salary expectations, interview/screening answers and notes.</td></tr> <tr> <td>Financial Data</td><td>includes payment related information or bank account details and financial data, pension data.</td></tr> <tr> <td>Web Data</td><td>includes Personal Data provided on any forms on our website and, to the extent that it includes Personal Data, information on the type of device used, IP address, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of service use. Includes cookies, beacons or other tracking or profiling technologies.</td></tr> <tr> <td>Special Category Data</td><td>this can include diversity data such as gender, religion, racial or ethnic origin, sexual orientation, trade union membership or data relating to health [include relevant headings as appropriate]</td></tr> </table>			Identification Data	includes name, date of birth, driver's license and passport information.	Contact Data	includes email address, phone number, postal address, other communication details (e.g. Skype)	Communication Data	includes phone calls, email correspondence and hard copy correspondence.	Marketing Data	includes Contact Data and any preferences in receiving marketing and communication preferences.	Employee Data	Includes HR records, leave data, personal development information (PD), training records, health information	Recruitment Data	includes recruitment related data such as Identification Data, Contact Data, Communication Data, CV and job application data. CV data may include employment history, skills/ experience, languages, educational history, qualifications, membership of professional associations, contact details of employer references/character references, licenses held, interests and hobbies, languages, locations, nationality, passport, eligibility to work in certain jurisdictions, salary expectations, interview/screening answers and notes.	Financial Data	includes payment related information or bank account details and financial data, pension data.	Web Data	includes Personal Data provided on any forms on our website and, to the extent that it includes Personal Data, information on the type of device used, IP address, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of service use. Includes cookies, beacons or other tracking or profiling technologies.	Special Category Data	this can include diversity data such as gender, religion, racial or ethnic origin, sexual orientation, trade union membership or data relating to health [include relevant headings as appropriate]
Identification Data	includes name, date of birth, driver's license and passport information.																				
Contact Data	includes email address, phone number, postal address, other communication details (e.g. Skype)																				
Communication Data	includes phone calls, email correspondence and hard copy correspondence.																				
Marketing Data	includes Contact Data and any preferences in receiving marketing and communication preferences.																				
Employee Data	Includes HR records, leave data, personal development information (PD), training records, health information																				
Recruitment Data	includes recruitment related data such as Identification Data, Contact Data, Communication Data, CV and job application data. CV data may include employment history, skills/ experience, languages, educational history, qualifications, membership of professional associations, contact details of employer references/character references, licenses held, interests and hobbies, languages, locations, nationality, passport, eligibility to work in certain jurisdictions, salary expectations, interview/screening answers and notes.																				
Financial Data	includes payment related information or bank account details and financial data, pension data.																				
Web Data	includes Personal Data provided on any forms on our website and, to the extent that it includes Personal Data, information on the type of device used, IP address, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of service use. Includes cookies, beacons or other tracking or profiling technologies.																				
Special Category Data	this can include diversity data such as gender, religion, racial or ethnic origin, sexual orientation, trade union membership or data relating to health [include relevant headings as appropriate]																				
Authorised Sub-Processors and transfers:	Sub-Processor	Services	Location & Transfer mechanism (if applicable)																		
			Standard Contractual Clauses/ Binding Corporate Rules																		
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			Standard Contractual Clauses/ Binding Corporate Rules
Supplier TOMs:	Technical and Organisational Measures (TOMS) Declaration Below		

Processor Due Diligence Questions	
Please provide the contact details of the Data Protection Lead/DPO/Privacy Manager	
Please confirm all Supplier staff who will be involved in the processing of personal data on behalf of Enterprise Ireland regularly receive appropriate Data Protection training.	
Please confirm that the supplier has documented an Information Security policy that details appropriate information security measures in relation to the processing of personal data carried out on behalf of Enterprise Ireland.	
Please confirm that the supplier has a Data Protection Policy that details appropriate data protection measures in relation to the processing of personal data carried out on behalf of Enterprise Ireland.	
Please confirm the location(s) where the processing will be carried out.	List Locations Country/City
Please confirm the location(s) where processed data will be stored.	List Locations Country/City
Where processing is carried out outside the EEA or data is stored outside the EEA please indicate which transfer mechanisms are in place to safeguard the data.	
If yes, please include a copy of the certificate or a link to an online version of the certificate as part of this response, clearly showing the scope of the certification and the certification body. Please also include the Statement of Applicability.	
Please confirm agreement that the following Technical and Organisational Measures have been implemented by the supplier in relation to the processing of personal data carried out on behalf of Enterprise Ireland.	

Please confirm agreement by indicating yes or no to the following TOMs – where no, please provide explanation

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No if no, provide details
Management commitment to Data Protection	Supplier demonstrates commitment to implementing appropriate Technical and Organisational Measures in such a manner that processing of personal data carried out on behalf of Enterprise Ireland meets the requirements of the GDPR and ensures the protection of the privacy rights of data subjects. Supplier has documented data protection policies and there is regular management oversight of the implementation of the policies	
Data Protection Roles and Responsibilities	Supplier has defined clear Data Protection roles and responsibilities in the organisation. The key staff members have received appropriate training and have been allocated the necessary resources to carry out their duties.	
Appointment of a Data Protection Officer (DPO)	Supplier has evaluated the requirement to appoint a Data Protection Officer (DPO). - Where appointed the DPO has been registered with the Data Protection Commission (DPC). - Where a DPO is not required a Data Protection Lead has been identified. The DPO/DP Lead has responsibility for monitoring compliance with the GDPR and with the policies of the organisation in relation to the protection and security of personal data.	
Data Protection Policy and related policy documents	Supplier documents appropriate data protection measures in relation to the processing of personal data carried out on behalf of Enterprise Ireland. The data protection policy addresses Supplier' responsibilities to process personal data in an appropriate and lawful manner, in accordance with DP Laws.	
Awareness & Training	All employees and individual contractors of Supplier involved in processing personal data receive regular appropriate Data Protection and Data Security Training.	
Confidentiality Agreement	All Supplier employees involved in the processing of personal data carried out on behalf of Enterprise Ireland on behalf of Supplier are bound by confidentiality	

	agreements. These agreements include appropriate post-termination clauses.	
Termination of Employment	Access to systems processing personal data on behalf of Enterprise Ireland is revoked immediately on termination of employment.	
Supplier/Partner Management	Supplier incorporates data protection measures into sub-processor activities by: • Implementing Data Processing Agreements (DPAs) that are compliant with Art 28 of the GDPR. • Where relevant, sub-processors are assessed on an ongoing basis to ensure the establishment of adequate safeguards for processing personal data • Specifically, processors are assessed/selected for security of processing and physical storage (location) of personal data. All sub-processing must be carried out under contract. Sub-processor contracts are assessed to ensure adequate safeguards are in place.	
Transferring personal data outside the European Economic Area (EEA)	Where applicable, Supplier has taken measures to meet GDPR requirements for international data transfer of personal data processed.	
Data Security Risk Management	Supplier undertakes an analysis of the risks presented by data processing activities and uses this to ensure the appropriate level of security is put in place.	
Breach Incident Management	Supplier has implemented Breach Management measures including responsibilities and procedures to identify and investigate incidents The supplier policies and procedures include provision for reporting data breach events and security weaknesses that may impact personal data processed on behalf of Enterprise Ireland to Enterprise Ireland without undue delay. Supplier can support incident investigations, in particular through the provision of access to appropriate log data.	
Data Subject Rights Request (DSR) Management	Supplier has documented and implemented DSR measures including a procedure for reporting any DSRs received regarding personal data processed on behalf of Enterprise Ireland and the procedures the processor will follow to support DSR responses received by Enterprise Ireland where applicable.	
Purpose Limitation	Supplier reviews its processing activities regularly to ensure that the processing remains consistent with the	

	purposes for processing outlined in the supplier contracts with Enterprise Ireland.	
Data Minimisation	Supplier ensures that it only processes data that is necessary to carry out the contracted processing on behalf of Enterprise Ireland.	
Privacy by Design	Supplier evaluates the requirement to carry out Data Protection Impact Assessments whenever it is implementing changes to the software and/or services. Where a Data Protection Impact Assessment is carried out Supplier makes summary findings available – particularly where such finding may be necessary to support client DPIAs.	
Information Security governance	Supplier has established, documented, approved, communicated and applied policies and procedures for an information security governance programme, which is sponsored by the leadership of the organisation. Roles and responsibilities for information security are clearly identified and assigned.	
Asset Management	Supplier can identify all information assets relevant to the services provided to Enterprise Ireland and the functions that rely on them.	
Information security measures	Supplier documents appropriate information security measures in relation to the processing of personal data carried out on behalf of Enterprise Ireland. Supplier ensures regular testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing. Supplier has implemented security measures to ensure: • only authorised personnel use their computer system • that regular file and e-mail housekeeping, e.g. backups, deleting obsolete files is undertaken • any breaches of policy are reported to a Company Director / IT Manager /Data Protection Officer • staff take appropriate care of all computer equipment assigned to them, e.g. PCs, laptops, Smartphones, printers. • computer equipment (e.g. laptops) is never left unattended in public places or visible in a car.	

Security & Privacy Policies Governance	Mechanisms exist to review security and privacy policies, standards and procedures at planned intervals or if significant changes occur to ensure their continuing suitability, adequacy and effectiveness.	
Acceptable Usage of Information Systems/Assets	Supplier defines an acceptable use policy to ensure uniform and appropriate use of an organisation's network, computer, information assets, and other electronic resources.	
Access Controls	Supplier has documented and implemented access controls to the Web, Application Servers, Databases and other equipment or information assets containing personal data processed on behalf of Enterprise Ireland. Access controls are implemented based on business requirements. Access to systems is granted on the principle of least privilege and ensures appropriate segregation of duties.	
User Access Management	Supplier has documented and implemented access control and Joiners/Movers/Leavers policies that ensure access to personal data processed on behalf of Enterprise Ireland is authenticated using individual usernames and passwords. Only employees and other parties working on behalf supplier that need access to, and use of, personal data in order to perform their work are provided with access to personal data held by supplier. Domain access is controlled on a role basis. User access is regularly reviewed.	
Two-Factor Authentication	Access to key applications involved in processing of personal data for Enterprise Ireland and in particular to applications that process personal data of a sensitive nature is protected using multi-factor authentication.	
Role-Based Access controls	Access to systems is determined based on individual role-based access and reviewed on a regular basis for continued business need. Access is granted to employees, partners or suppliers according to their role, only to a minimum level that will allow them to carry out their duties, in accordance with the principle of least privilege.	
Password management	Passwords are stored hashed and salted and are never stored or communicated in plaintext.	
Network Security	Supplier implements network security infrastructure such as Firewalls, Intrusion Detection/Prevention Systems (IDS/IPS) and other security controls that provide continuous monitoring, restrict unauthorized network traffic, detect and limit the impact of attacks	

Electronic Communications Security	Supplier communicates guidelines on the appropriate use of email and other communication platforms with all staff and contractors. This includes: • Proper internet usage • Proper use of email, phone, text and social media communications	
Retention and Deletion of data	Supplier has implemented measures to ensure data is only retained for the periods outlined in the contract and to ensure data is securely deleted on contract termination with a mechanism for securely exfiltrating the data if required. Details of secure data deletion can be provided to Enterprise Ireland on request.	
Mobile Device Security	Supplier ensures that it has appropriate authentication and authorisation procedures in place for any Mobile Devices used to process personal data on behalf of Enterprise Ireland (Laptop/Smartphone/Removable Storage) and that personal data processed on behalf of Enterprise Ireland is encrypted and can only be accessed with logon credentials (username/password). Mobile devices must be managed by the Supplier and must be capable of being remotely wiped in the event of loss or theft. Supplier should not permit staff to process personal data on behalf of Enterprise Ireland on personal devices.	
Removable Devices	Supplier ensures that Enterprise Ireland data is never transferred to removable media.	
Physical Security	Supplier implements physical entry controls to Supplier premises/office building where personal data processed on behalf of Enterprise Ireland is stored or accessed. Where Personal Data is stored in a private or public Cloud, supplier evaluates that the Physical security measures the Cloud Service Provider or hoster has in place are appropriate to the risks to personal data and in particular special category personal data.	
Encryption	Supplier has a documented policy for Cryptography, Encryption and Key Management.	
Encryption In transit	Supplier has implemented measures to ensure that personal data processed is at a minimum encrypted in transit. Deprecated encryption protocols, libraries or ciphers must not be used.	
Encryption at rest	Where applicable, Supplier has implemented measures to ensure that any special categories of personal data processed is always encrypted.	

	• Supplier ensures that all laptops, mobile devices and backup tapes are encrypted in this manner. • Staff who use their own devices to access supplier systems must install authentication software. • Special category data is encrypted within databases. • Deprecated encryption protocols or ciphers must not be used.	
Backups	Supplier has established an appropriate backup process to ensure that it can restore access to personal data in the event of any incidents and to ensure confidentiality, integrity and availability for the personal data that is processed. Regular testing and reviews of our measures are undertaken to ensure they remain effective, and act on the results of those tests where they highlight areas for improvement.	
Business Continuity & Disaster Recovery Policy	Supplier has documented and implemented appropriate Business Continuity & Disaster Recovery measures in relation to the processing of personal data carried out on behalf of Enterprise Ireland. The Business Continuity & Disaster Recovery Plan documents the procedures to be followed to: • handle any unforeseen event that requires disaster recovery • ensure recovery from interruptions is as quick as possible • minimise the impact of interruptions to the systems, to Enterprise Ireland and to the data subjects • support affected Customers in the scenario of a Disaster Recovery situation. Business Continuity Plans (BCP) and Disaster Recovery (DR) Plans must ensure the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident, including data loss or destruction for example by ransomware	
Remote Access Controls	Remote access into Supplier network must be approved and restricted to authorized personnel. Remote access support sessions such as system upgrades or general investigations must be logged by the provider and the logfiles provided to Enterprise Ireland as a record of the session if required. Individual remote access sessions	

	(e.g. to an individuals laptop) must be supervised by the individual.	
Security Audit	Supplier and sub-suppliers carry out Internal and external Security Audits on a regular basis, or whenever a significant infrastructure change is required. Records of all internal and external audits are retained and can be made available to Enterprise Ireland on request.	
Threat and Vulnerability Management	Supplier maintains measures meant to identify, manage, mitigate and/or remediate vulnerabilities within the Supplier and any hosted computing environments. Host and guest operating systems are hardened appropriate to their role. Penetration testing (Internet facing systems) with immediate remediation of identified vulnerabilities. Results of penetration testing to be made available to EI on request.	
Change Management (System Updates)	Supplier maintains policies and procedures designed to manage risks associated with the application of changes to its systems. Prior to implementation, changes to systems, networks and underlying components, will be documented in a registered change request that includes a description and reason for the change, implementation details and schedule, a risk statement addressing impact, expected outcome, rollback plan, and documented approval by authorized personnel.	
Malware controls	Malware controls must be in place on all information systems processing EI data that: (iii) Implement and maintain software for that detects, prevents, removes, and remedies software or computer code designed to perform an unauthorized function on, or permit unauthorized access to, an information system, including without limitation, computer viruses, Trojan horses, worms, spyware, and time or logic bombs (“Malicious Code Software”), (iii) Run Malicious Code Software on at least a daily basis, (iii) Update Malicious Code Software on at least a daily basis, including without limitation, obtaining and implementing the most	

	currently available malicious code signatures.	
Intrusion detection and response policies, standards and procedures	Supplier must maintain policies, standards and procedures for detecting, monitoring and responding to actual or reasonably suspected intrusions and Security Breaches, and encouraging reporting actual or reasonably suspected Security Breaches, including; (iii) training Supplier's personnel with access to Information to recognize actual or potential Security Breaches and to escalate and notify the senior management of the foregoing, (iii) mandatory post-incident review of events and actions taken concerning security of Information, and (iii) policies and standards concerning reporting to Regulators and law enforcement agencies.	
Secure disposal	Supplier has policies and procedures in place to ensure the secure disposal of equipment that may contain Enterprise Ireland data.	
Log management	Events, alerts and log information is reviewed on a timely basis to identify potential security incidents. Supplier retains relevant logs in a tamper proof system that supports threat identification and post-incident investigation.	
Tenant separation	Supplier must ensure that Enterprise Ireland information is segregated from other tenants and that technical controls are in place to maintain and monitor data and user segregation	
Secure software development	1. Rules for the secure development of software and systems are established and applied to developments within the organization, 2. Separation of development, testing and operational environments, including protect secure development environments for system development is in place, 3. Testing of security functionality is carried out during development.	

PCI DSS <i>*Applies only to Managed/Cloud based Services processing payment card data.</i>		
Cookies & other Tracking Technologies		

Any additional details relevant to the above requirements:

3 Response to the Award Criteria

This Section sets out what Tenderers are required to submit to Enterprise Ireland in their Tenders in response to the service requirements set out in the Invitation to Tender, Section 4, Tenderers must adhere, where indicated, to the page limits outlined under each award criterion. Enterprise Ireland will not assess material outside of the page limits. Where reference is made throughout this section to an A4 page, this means a side of A4 using font 12 and single line spacing. For any sections of the response which have specific page or word limits, Enterprise Ireland will not review such material if it is additional to the permitted limits.

Enterprise Ireland will not click on any web links in Tender responses, so Tenderers cannot assume that any material contained in web links will be viewed. Where Tenderers submit additional material such as screenshots, brochures or lengthy technical appendices, they must specifically highlight the information they consider is relevant to their Tender and clearly explain which criterion it relates to. Enterprise Ireland is under no obligation to parse through such material seeking information relevant to the response.

Where tenderers are relying on another entity to meet the Award Criteria, those entities must be available to provide evidence satisfactory to Enterprise Ireland that the resources relied upon will actually be made available if the Tenderer is admitted to the framework.

3.1 Form of Tender – Cost for Evaluation Purposes (Criterion A)

To:	Enterprise Ireland
From:	
Subject:	The provision, support and maintenance of a digital platform for Enterprise Irelands Export Development Programme

I/We have examined the tender documentation and hereby offer to provide the services in accordance with the details contained within the Request for Tender (RFT) document.

Tenderers must complete the table below.

Total Cost for evaluation purposes (Please insert total from the separate excel workbook TRD-PS) – Reference Cell E37	€0.00
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I/We confirm that I/we:

- Have priced our tender on the basis of all rates being inclusive of all out of pocket expenses (i.e. mileage, subsistence, phone, postage, etc.) and account / contract management related costs,
- Will keep this offer for the contract / framework open for acceptance by you for a period of 12 months from the date of deadline for submission of tenders,
- Agree that you are not bound to accept the most economically advantageous or any tender you may receive,
- Agree that the rates stated are the maximum prices for the first two (2) years of the framework agreement,
- Have read and thoroughly examined the RFT,
- Fully understand the ITT and the Client's requirements,
- Undertake to treat the details of the RFT, its tender and any subsequent agreements as private and confidential,
- Acknowledge that acceptance by the Contracting Authority of this tender will not constitute a binding and enforceable agreement and that a legally enforceable agreement will not exist until and unless the framework agreement has been established between the Contracting Authority and the tenderer,
- Have availed of all offers for additional information or have otherwise satisfied myself/ourselves as to conditions that may in any manner affect the performance of the contract,
- Have included all elements necessary for the performance of the specified requirements, which are either expressly stated in the ITT or contained in any supplementary information or which could reasonably be inferred therefrom,
- Have found no errors, omissions, conflicts or ambiguities in the ITT except those which I/We have brought to the attention of the Contracting Authority before the latest date for submitting queries,

- Have included for compliance with all statutory requirements applicable in Ireland and those applicable in any country where parts of the contract may be performed that are in force 7 days prior to the deadline for receipt of tenders,
- Will not, if awarded a contract employ labour in a manner that is discriminatory in relation to gender, civil/family status, sexual orientation, religion, age, disability, race, or membership of the traveller community.

Signed:	
Name (in Capital Letters):	
On behalf of:	
Address:	
Telephone (Office):	
Telephone (Mobile):	
Email:	
Date:	

3.2 Response to Qualitative Award Criteria

3.2.1 Award Criterion B – Fitness for Purpose of the Solution Proposed

Criterion B	Weighting	Maximum Marks	Minimum Marks 60%
	30%	3000	1800
Title	Fitness for Purpose of the Solution Proposed		
Description	<u>The use of screen shots and visual presentation of functions and services would be preferred (where required)</u>, while using cross-referencing words such as “As Above,” “Ref: Requirement X” or “See Requirement X for details” or including links to websites should be avoided. The requirements below sets out Enterprise Irelands platform requirements. Tenderers must respond to each of the requirements, including sub requirements set out, as indicated, using the tables below. For clarity, and in line with the ‘Get Exporting’ Programme launch timings, Enterprise Ireland anticipates that the full platform design and development will be delivered in stages. Please refer to the ITT section 4.2.1. for further detail. Tenderers are required to use this Tender Response Document for their responses and tenderers should, where relevant, provide screenshots of their proposed system within their response document. Tenderers are required to provide as part of their response a full project plan. This plan should address how the tenderer proposes to implement, plan, onboard and support an Employee Engagement platform. Enterprise Ireland anticipates that the project will commence in November 2025 with Stage 1 delivered in January 2026. The following tables describes the requirements for the provisioning, development and delivery of a digital platform. Tenderers are required to provide responses to each of the requirements listed in this section. Each response must display the reference number and the section title of the function. Tenderers must submit a detailed description in response to each of the requirements C1 to C14 (including all sub sections) which demonstrates in a clear and comprehensive manner how they will meet the requirement. A mere affirmative statement by the Tenderer that it can/will meet a requirement, or a reiteration of the requirement is NOT sufficient in this regard. Where requirements have a ‘must’ this indicates a minimum requirement, and these will be assessed on a pass/fail basis. Tenderers must provide a response to all minimum requirements which will be assessed on a pass/fail basis. Where no response or the response does		

	not sufficiently address the subject matter of the requirement the tenderer may be eliminated from the competition. For each minimum (Pass/Fail) requirement listed below: • If a Tenderer can fully meet the requirement, they must demonstrate in a clear and comprehensive manner how they will meet the requirement. Tenderers may be required to carry out a live demonstration of their current system to verify that it meets the 'must' requirements. Tenderers are referred to the ITT Section 5.3 for details. • If a Tenderer cannot fully meet the requirement, then they will be eliminated from participating in this Competition and should not respond to the tender. Please note: Enterprise Ireland reserves the right to clarify any aspect of the tender response. <i>This criterion will be evaluated strictly on the basis of the totality of the tenderer's submission and no sub-criteria will be used.</i>
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Tenderer's Response

Please use this free text page(s) (i.e. **do not** type in the box) for your response.

Requirement 1: Digital Platform: Core Functionality	
C1.1	Enterprise Ireland requires tenderers to provide comprehensive details of the key functionalities included in their proposed solution, giving a detailed overview of their platform's core features. Tenderers are referred to the attached PDF Appendix 4 for an indicative, but non-exhaustive, list of technical functionalities overlayed against the Client Export Journey.

Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 2: Client Onboarding & Application

C2.1	Tenderers in their response must demonstrate how the platform will provide a public-facing, professionally branded landing page for the "Get Exporting Programme", and that the page content can be editable by an administrator. Tenderers should outline what Enterprise Ireland can customise in terms of a homepage for the programme.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C2.2	Tenderers in their response must describe how the platform will feature a secure client registration and login portal. In the absence of Single Sign-On (see Requirement C9.2), tenderers must address in their response how the system will enforce strong password policies and offer a "forgot password" and other self-service workflow.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C2.3	Tenderers in their response must describe in detail the platform's online application form capabilities. The form builder must be configurable by an administrator without requiring developer intervention and should support the following: (i) Multi-Page Structure: The ability to break the application into logical, sequential sections or pages, with a clear progress indicator (e.g., "Step 2 of 5") visible to the applicant. (ii) Diverse Field Types: Support for a comprehensive range of field types, including but not limited to: single-line text, multi-line text areas, numeric fields, dropdown menus (single and multi-select), radio buttons, checkboxes, date pickers, and secure file uploads (e.g., for business plans or financial documents). (iii) Advanced Validation Rules: The ability to set custom validation rules on a per-field basis. This must include making fields mandatory, validating email address format, enforcing numeric or character limits, and validating against specific patterns (e.g., Irish phone numbers, Eircodes). (iv) Dynamic Conditional Logic: The form must support dynamic fields. Tenderers must describe how the form can show or hide subsequent questions or entire sections based on an applicant's previous answers. For example, if an applicant selects "Services" as their business type, a specific set of questions related to service delivery should appear. (v) Save and Continue: Applicants must have the ability to save their in-progress application and return later to complete it before final submission. Tenderers should set out how each of these five (5) requirements will be achieved.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C2.4	Tenderers in their response must describe the platform's email functionality. This description should address how the system can automatically generate and send emails at key trigger points (e.g., application submitted), that administrators can trigger manual emails, details of the email service used, and confirmation that all email content is fully customisable by an administrator. See C6.1 for more information.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C2.5	Tenderers in their response must outline the minimum browser versions supported by their proposed platform. The proposed platform must work on all the latest versions of mainstream internet browsers (e.g. Edge, Chrome, Firefox or equivalent).
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 3: Client and Programme Management

C3.1	Tenderers in their response must describe the centralised administrative dashboard. The description at a minimum should address how the dashboard will provide at-a-glance, customisable widgets for key statistics (e.g., number of clients per programme phase, pending applications, upcoming deadlines). The proposed platform should also feature a powerful, searchable, and filterable list of all clients, with filtering capabilities based on client name, company, assigned advisor, LEO/Agency, and programme status.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C3.2	Tenderers in their response must detail the functionality for assigning roles. The response must include how an administrator can assign an Export Advisor or In-Market Specialist to a client from a pre-approved list. The system should support the ability to re-assign roles and maintain a clear, auditable history of all assignments, including who made the change and when.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C3.3	Tenderers in their response should describe how the system will visually track and display client progress through the Get Exporting programme. This could be a timeline, progress bar, checklist, or Kanban-style view. This visual tracker should be visible on the client's profile and clearly delineate between completed, current, and future programme phases. It should also show the status of key milestones and deliverables within each phase (e.g., "Export Health Check: Submitted").
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C3.4	Tenderers in their response must describe how the system will track the status of each client e.g Active, Inactive, Paused, Awaiting further info.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C3.5	Tenderers in their response should detail how private notes can be assigned to client records on the proposed platform. These notes should only be visible by specific back-office roles and/or administrators of Get Exporting.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C3.6	Tenderers in their response should detail how the platform supports "live" digital documents or forms. This should include the use of pre-defined forms or document templates (e.g., for the Export Market Selection Plan) that can be auto-populated with client data from their profile. The system should track the status of each document (e.g., Not Started, In Progress, Submitted for Review, Approved) and support version history, allowing users to view or restore previous versions.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C3.7	Tenderers in their response should describe the permission model for these "live" documents. This should confirm that clients and their assigned advisors have edit rights, while other stakeholders (e.g., LEOs, Programme Leads) have view-only access. The system should include a commenting and annotation feature, where all comments are timestamped, attributed to the user who made them, and trigger a notification to the document owner(s).
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 4: Content and Learning Management

C4.1	Tenderers in their response must describe the e-learning module's content management capabilities. This should include confirmation of an administrative interface for uploading and managing various content types (e.g., video, PDF, web links etc). Tenderers should also describe how content can be organised into a structured library using modules, categories, or tags to facilitate easy navigation for clients.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C4.1	Tenderers in their response must detail the content access control functionality. This should include the ability for administrators to create defined learning paths, assigning specific modules or content items to clients based on their programme phase. Tenderers should also describe the ability to assign content based on other client attributes (e.g., industry sector) or to individual clients on an ad-hoc basis.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C4.3	Tenderers in their response must describe the system's reporting capabilities for client engagement with learning materials. This should include tracking metrics such as video watches and/or video completion rates, live documents. If the platform supports quizzes or assessments, tenderers should confirm that scores and completion statuses are tracked and visible to administrators. These activities must be reflected on the client's progress profile.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C4.4	Tenderers in their response should detail how the platform can support the tracking of attendance for in-person or virtual live events (e.g., workshops). This should include an interface for an administrator to mark clients as "Attended," "Absent," or "Registered," and this status should be reflected on the client's progress profile.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 5: User Roles and Permissions

C5.1	Tenderers in their response must describe how the proposed solution's role-based access control (RBAC) system will be configured and managed by an administrator. The description should address how the system can securely and effectively enforce the specific permissions and restrictions outlined for each user role below.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C5.2	Client: Tenderers should describe how the client role will have the following permissions: • Profile Management: Ability to view and edit their own contact and company profile information. • Dashboard View: Access to a personalised dashboard showing their current programme phase and information about the programme. • Document/form Interaction: Full create, read, update, and delete (CRUD) permissions on their own "live" documents or forms.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C5.3	Programme Lead / New Exporters Team (Admin): Tenderers should describe how the "super user" role will have global permissions, including: • User Management: Full CRUD permissions for all user accounts of any type (Client, Advisor, etc.). • System-Wide Access: Unrestricted access to view and edit all client profiles, forms, reports, and data across the entire platform. • Configuration: Ability to manage all system settings, including branding, form templates, email templates, and user roles. • Reporting: Full access to all reporting and analytics dashboards with the ability to export any data set.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C5.4	Export Advisor / In-Market Specialist: Tenderers should describe how this role is strictly firewalled to assigned clients, with permissions including: • Restricted View: Can only view the profiles, forms, and data of clients they have been explicitly assigned to by an administrator. They must not be able to see or search for any other clients on the platform. • Document/Form Review: Ability to view, comment on, and edit their assigned clients' forms or documents. • Form Completion: Ability to complete and submit specific forms related to their role (e.g., Post-Advisory Session Report, Market Validation Report).
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C5.5	LEO / Client Advisor (Stakeholder): Tenderers should describe how this role has restricted, view-only access: • Portfolio View: Access is limited to a pre-defined portfolio of clients. They can view a list of their assigned clients and their high-level progress. • Read-Only Access: Can view the full profile, progress status, and key reports for clients within their portfolio but cannot edit any information. • Commenting: Ability to add comments to specific forms or documents where permitted by an administrator, to provide feedback into the process.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 6: Communication and Collaboration

C6.1	Tenderers in their response should describe the platform's integrated email engine. The description should address the platforms ability for administrators to create and manage customisable email templates using a rich text editor with personalisation placeholders. The system should support both automated, trigger-based emails (e.g., upon phase completion) and manual bulk emails to segmented user lists (e.g., all clients in a specific sector). Tenderers should also provide details on email deliverability, tracking (opens, clicks), and provide a full audit log of all communications sent from the platform.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C6.2	Tenderers in their response should describe how the platform may facilitate meeting management between clients and advisors. This could include an interface for advisors to propose meeting slots, which clients can accept or decline, or integration with external calendars (e.g., Outlook, Google Calendar) by providing downloadable .ics files. Automated email reminders for upcoming meetings for both parties is a favourable feature.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C6.3	Tenderers in their response should describe the platform's flexible survey and form builder. This should include the ability for an administrator to create custom feedback forms and surveys using a variety of question types (e.g., rating scales, multiple choice, open text). The system should ideally support the ability to trigger these surveys automatically at key programme milestones (e.g., post-advisory session, programme completion) and allow for the tagging of internal stakeholders on forms to notify them for review or comment.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C6.4	Tenderers in their response should describe if the platform includes a secure in-platform messaging or notification centre. This feature would allow for direct, auditable communication between clients, their assigned advisors, and programme administrators, separate from email. Favourable features include real-time notifications for new messages and an unread message indicator.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C6.5	Tenderers in their response should describe how e-mail communications between the Get Exporting team and the client can be suspended or disabled. This can be at the request of the client (opting out of e-mail communications) or at the request of the Get Exporting team.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 7: Reporting and Analytics

C7.1	Tenderers must clearly demonstrate the reporting and analytics capabilities of their proposed platform. At a minimum, your response should address how the solution can deliver: • Comprehensive Reporting Dashboard A centralised dashboard providing an overview of all participating companies across each phase of the programme. • Advanced Segmentation Capabilities The ability to segment and filter data by: ○ Agency (e.g. LEO, Enterprise Ireland, Údarás na Gaeltachta) ○ Company profile (e.g. size, turnover, export sales, employees) ○ Sector ○ Target markets (e.g. UK, US, EU) ○ Programme progression (e.g. number of companies that have completed Phase 3) • Detailed Activity Tracking and Reporting Functionality to track and extract reports on e.g.: ○ Workshop attendance ○ Online webinar completion rates ○ Advisory service hours (broken down by advisor)
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 8: User Experience (UX) & Accessibility

C8.1	Tenderers in their response must describe the platform's whitelabeling capabilities. This includes the ability for an administrator to easily update the platform's logo, colour scheme, and other branding elements to align with Enterprise Ireland guidelines without requiring developer intervention.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C8.2	Tenderers in their response should describe their design and prototyping process and how they can carry out bespoke design or templating, for the user interface. This should include details on how they ensure the final interface is clean, modern, professional, and intuitive for all user roles, requiring minimal training. Tenderers should provide examples of user journey mapping, wireframes, or high-fidelity mock-ups.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C8.3	Tenderers in their response must describe how the platform will provide a seamless and fully functional experience across desktop, tablet, and mobile devices. Tenderers should address in their response their testing strategy, specifying the range of browsers, operating systems, and device types (including portrait and landscape orientations) they test against to ensure consistent usability.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C8.4	Ireland is mandated by legislation to ensure all platforms and content are accessible to all. Tenderers in their response should describe how their solution is designed to be accessible to differently abled users (including those with visual, auditory, motor, and cognitive impairments) in compliance with WCAG (Web Content Accessibility Guidelines) and meets WCAG 2.1 AA Standard at a minimum. The tenderers response to this requirement should at a minimum address the following • Video and Media Content Accessibility – Describe if and how your solution includes accessible features such as captions, audio descriptions, and transcripts to ensure all video and media content is accessible to all learners. • Text and Document Accessibility – Describe if books, articles, and other text-based content support screen readers and include accessible features such as zoom in/out, adjustable text size, background colours, and other relevant accessibility features. • Audiobook Accessibility—Detail whether your solution provides captioning and transcripts for audiobooks and narration speeds where applicable. • Interactive elements – Describe if interactive elements (such as quizzes, simulations and games) can be navigated using a keyboard and other relevant accessibility features. • Other Formats – Describe if and how your solution includes accessibility features for other formats, such as illustrations, flowcharts, and quizzes. the steps taken by the Tenderer to ensure adherence to the WCAG 2.1 AA requirements. The tenderer’s response can include screenshots and/or visual representation.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 9: Technical Requirements

C9.1	Tenderers in their response must confirm the platform is built on a secure architecture that complies with GDPR. They must confirm that all data is encrypted both in transit (using a minimum of TLS 1.2) and at rest (using a minimum of AES-256 or equivalent).
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C9.2	Tenderers in their response should indicate if the proposed solution is configured for Single Sign-On (SSO) for Enterprise Ireland staff and stakeholders via Azure B2C. If so, details of the supported protocols (e.g., SAML 2.0, OpenID Connect) must be provided. In the absence of SSO capability, or for external users (clients, advisors), tenderers must in their response demonstrate how user accounts are protected, detailing configurable password policies (e.g., minimum length, complexity, history, expiry) and mandatory multi-factor authentication (MFA) options (e.g., authenticator app, SMS).
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C9.3	Tenderers in their response must describe their processes for proactive security management. This could include details on regular vulnerability scanning, annual third-party penetration testing, and the Service Level Agreements (SLAs) for remediating identified vulnerabilities based on their severity (e.g., Critical, High, Medium, Low). Tenderers should note that Enterprise Ireland reserves the right to have a third party carry out penetration testing on their behalf.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C9.4	Tenderers should in their response provide details of any relevant independent external security audits that have been conducted on any system or infrastructure that will hold or process Enterprise Ireland information including vulnerability assessments or penetration tests
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C9.5	Prospective tenderers must provide details of arrangements for migrating data out of the proposed platform, including mechanisms for secure and non-recoverable deletion of all data, and removal of audit trail/log data
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C9.6	Prospective tenderers should provide details of their risk management strategy and how it specifically relates to cyber and information security and their processes for reviewing risk levels and the effectiveness of existing controls.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C9.7	Tenderers in their response should describe how the system will maintain a comprehensive and immutable audit log of all user actions. Tenderers should specify what actions are logged, for example, user logins (successful and failed), data creation/modification/deletion, document uploads/downloads, report generation, and changes to user permissions.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C9.8	Tenderers in their response must detail the proposed hosting environment, confirming it is physically located within the EU. They should describe the architecture's scalability and performance monitoring capabilities to ensure a consistently responsive experience for all users.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C9.9	Tenderers in their response must provide details on their backup and disaster recovery procedures. This must include their Recovery Point Objective (RPO) and Recovery Time Objective (RTO). Tenderers must also describe their DR testing policy, including the frequency and type of tests conducted, as well as annual uptime statistics.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 10: Integration

C10.1	Tenderers in their response must outline the platform's capability to integrate with third-party systems. They should confirm the availability of a well-documented, secure (e.g., using OAuth 2.0) RESTful API or alternative interface that allows for programmatic access to key data entities (e.g., clients, forms, reports). Tenderers should outline data flow both in and out of their platform.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C10.2	Tenderers should describe their approach, with reference to previous projects, to integrating with external systems, such as CRM platforms (e.g., Salesforce, Dynamics 365), video conferencing tools (e.g., Microsoft Teams, Zoom), and financial systems.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 11: Project Planning and Implementation

C11.1	Tenderers in their response must outline their proposed project management methodology (e.g., Agile, Waterfall). This must include details on the project governance structure, communication plan (including frequency and format of progress meetings), change management process, and risk management approach.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C11.2	Tenderers in their response must provide a detailed project plan (e.g., Gantt chart). This plan must clearly define all project phases (e.g., Discovery, Design, Development, UAT, Go-Live), key milestones, dependencies, and specific deliverables associated with each phase. Please upload this Gantt chart as a separate document with your response.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C11.3	Tenderers in their response should describe their Testing and Quality Assurance (QA) strategy. The response should include the plan for User Acceptance Testing (UAT), including how they will support Enterprise Ireland in developing test scripts and managing the UAT process.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C11.4	Tenderers in their response should include a comprehensive training plan tailored to each user role. The plans must outline the delivery methods and specify the training materials that will be provided, such as user guides and quick reference cards.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C11.5	Tenderers in their response should describe their proposed approach for migrating existing data from the pilot programme (e.g., from spreadsheets or other systems) into the new platform, if required. The response should be supported by reference to previous projects.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 12: Set up, Structure, and Maintenance

C12.1	Tenderers in their response should set out details on the licensing model and support model for the proposed solution, which at a minimum must address the following: a) Describe how licensing works e.g. annual reset or over the lifetime of contract recognising staff turnover. b) Describe your flexibility and scalability - i.e. revise numbers of users upwards and downwards to facilitate movement of workers without impacting the service (e.g. interns are employed for one year, graduates for two years, contract workers) c) List any software or other licence agreements (including third-party Licence agreements) that must be signed by Enterprise Ireland before the commencement of the contract. d) Specify any additional fees, such as setup fees, maintenance fees, or usage fees Tenderers are not required as part of their response to this section to set out their pricing structure. All pricing must be set out separately in the TRD-PS (uploaded separately as an excel workbook).
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C12.2	Tenderers in their response should describe how reporting will work, which at a minimum should address the following a) Provide details on the types of reports that can be generated by the EI New Exporter team and the Appointed Programme Provider and pulled into from the platform, such as completion rates, assessment scores, participant progress, advisory sessions progression, user engagement, and time spent on export plan. b) Provide examples of visualisations and reports that can be generated, such as charts, graphs, and tables. c) Outline how the tenderers proposed solution can customise reporting from the dashboard/console (e.g. ability to change view and layout of reports for ease of review and use) d) Describe any additional reporting features available outside of the Export Digital Platform, such as standalone reporting tools or analytics platforms. e) Provide screenshots of the reporting interfaces and dashboards, showcasing key features and functionalities.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

C12.3	Tenderers in their response should provide details on how their proposed platform can manage the personal data of a user and how it could remove their personal identifiable information in a way that does not compromise the integrity of reporting (e.g., when a user leaves Enterprise Ireland). The Tenderer's response can include screenshots and/or visual representation.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 13: Support	
C13.1	Tenderers in their response should provide comprehensive details on the ongoing support for the proposed Digital Export Platform. The tenderers response to this requirement must at a minimum address the following: a) Support Team – Describe the support structure that would be in place to assist admins/super-admin. b) Documentation - Describe how the tenderer will provide detailed user guides, manuals, and FAQs to help end-users navigate the platform and troubleshoot common issues. c) Live Support Options – Detail the live support options, such as chat support and phone or email support, and describe time response expectations. d) Define expected response times for different types of support requests (e.g., critical, high, medium, and low priority). The response can include screenshots and/or visual representation. See ITT, Section 4.5 below.

Tenderers, please use this free text for your response (i.e. do not respond in the box)

Requirement 14: Service Delivery of Cloud Hosted Solution

C14.1	Tenderers in their response should provide details on each of the following: a) System availability and notification periods (e.g., available 24 hours a day, 365 days a year, notice periods if service should be unavailable). A minimum uptime of 98% is required. b) How service redundancy, system capacity, and backups are managed. c) Updating procedures for new enhancements and updates that become available.
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Tenderers, please use this free text for your response (i.e. do not respond in the box)

3.2.2 Award Criterion C - Contract Management Proposals

Criterion C	Weighting	Maximum Marks	Minimum Marks 60%
	20%	2000	1200
Title	Contract Management Proposals		
Description	Tenderers are referred to the ITT Sections 4.4 and 4.5 Tenderers in their response must address each of the following: i) Provide a CV for the nominated Contract Manager, using the template below, demonstrating their relevant contract management experience. ii) Identify a deputy Contract Manager iii) Their proposed Service Level Agreement addressing each of the requirements set out in Section 4.4.2 and requirements in Section 4.5 <i>This criterion will be evaluated strictly on the basis of the totality of the tenderer's submission and no sub-criteria will be used.</i>		

Tenderer's Response

(i) Contract Manager

Please use the template below for your response

Format of Contract Manager CV	
Name	
Please provide details demonstrating how the Contract Management requirements are met by the proposed Contract Manager addressing the requirements set out in the ITT, Sections 4.4 and 4.5	
Detail any other relevant experience in relation to contract management	

(ii) Deputy Contract Manager

Deputy Contract Manager (name)	
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(iii) Service Level Agreement

Tenderer's Response

Please use this free text page(s) for your response.

3.2.3 Award Criterion D – Overall Quality, Balance and Management of the Human Resources Proposed

Criterion D	Weighting	Maximum Marks	Minimum Marks 60%
	20%	2000	1200
Title	Overall Quality, Balance and Management of the Human Resources Proposed		
Description	Tenderers are referred to the ITT Section 4.4 Tenderers in their response must address each of the following: (i) Tenderers must submit CVs (not to exceed two (2) A4 pages each and using the format in the TRD) for the core team resources proposed for the roles set out in the ITT section 4.3.1 above, clearly setting out their individual roles, responsibilities and relevant experience and how the individual(s) will add value to the delivery of the contract. (ii) Separately Tenderers must complete the Resource Allocation table in the TRD indicating the time commitment for each of the core team resources proposed for the delivery of Stage 1 and Stage 2 and include the number of support and maintenance resources required. The Resource Allocation table must also indicate whether the resources are the tenderer's own and/or contractor and/or third party. (iii) Tenderers must submit as part of their tender response a contract specific organisational structure reflecting the management structure and all resources proposed, including contractors and/or third party. In addition, tenderers should address how this management structure will support the delivery of the services set out in, the ITT section 4.2 scope of requirement; and (iv) Tenderers shall submit as part of their tender a response demonstrating how they will have sufficient replacement personnel (of at least equal quality and experience to the core resources) available, so as to ensure that the services will not be interrupted or delayed for any reason. Tenderers are reminded that the Contracting Authority considers that the availability of suitably experienced personnel is vital to the successful delivery of the services. As part of their response, Tenderers should set out the numbers of replacement personnel available to them in the same areas of expertise as each of the core resources. Enterprise Ireland will be assessing (i) and (ii) above on the balance of the resources proposed (both in terms of seniority and in terms of coverage of the service requirements) and their relevant experience in terms of coverage of the service requirements.		

	Enterprise Ireland will be assessing the responses to (iii) and (iv) above on the level of confidence they give the Contracting Authority that the service will be high quality and continuously available. Tenderers should note that, as set out in the contract documents, the proposed resource(s) will be required to deliver the services, having regard to the nature of the particular call-off, although Enterprise Ireland reserves the right to seek additional personnel in any call-off contract. Tenderers should note that Framework Members may, at call off stage, be permitted to supplement their resources with a Consultant/Specialist(s) where, in their opinion, there is a requirement to do so given the nature of the requirements under the call-off. The Consultant / Specialist(s) will be assessed as part of the call off competition. Rates for any agreed supplementary resources must be in line with the rates submitted for the resource types in the Form of Tender where applicable. <i>This criterion will be evaluated strictly on the basis of the totality of the tenderer's submission and no sub-criteria will be used.</i>
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Tenderer's Response

(i) Core Team Members CVs

Tenderers should copy the format below and complete for each team member proposed.

Format of CV for Core Team Members	
Name	
Role on the team	
Relevant qualifications: relevant professional qualifications (institution(s), award(s) conferred, and date(s) obtained)	
Years' experience	

Detail experience **relevant to role on the team**, with examples of specific projects where the relevant experience has been gained. Ensure the relevance of the experience is clearly highlighted. If the details of projects are confidential, ensure sufficient information is included to demonstrate their relevance.

*Please use this free text page(s) (i.e. **do not** type in the box) for your response.*

(ii) Resource Allocation Schedule

Tenderers must complete the table below and can expand table as necessary

Role	Name	No. of Days (time commitment)	Confirmation CV / Bio is enclosed.

(iii) Contract Specific Organisation Chart

Contract Specific Team Organisation Chart included - tick Yes or No (Please submit with your tender response)	Yes		No	
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(iv) Replacement Personnel

Tenderers shall submit as part of their tender a response demonstrating how they will have sufficient replacement personnel (of at least equal quality and experience to the core resources) available, so as to ensure that the services will not be interrupted or delayed for any reason. Tenderers are reminded that Enterprise Ireland considers that the availability of suitably experienced personnel is vital to the successful delivery of the services. As part of their response, Tenderers should set out the numbers of replacement personnel available to them in the same areas of expertise as each of the core resources.

Tenderer's Response

3.2.4 Award Criterion E – Sustainability

Criterion E	Weighting	Maximum Marks	Minimum Marks 60%
	10%	1000	600
Title	Sustainability		
Description	Tenderers are referred to the ITT, Section 4.6		
	Tenderers in their response should provide information on the proposed ESG initiatives for the provision and support of the service in terms of social and environmental sustainability as follows: • describe the measures and steps that your organisation will implement for the term of this framework which will promote environmental sustainability and reduce any harmful impact on the environment associated with delivering the relevant services. • describe measures and steps that your organisation will implement for the term of this framework which will promote social impact/inclusion associated with delivering the relevant services. • clearly outline how these initiatives will be monitored and measured in terms of their impact. Any relevant organisational policies/standards should also be referenced. • describe initiatives which support the circular economy that your company will carry out for the term of this framework. These must be specific to the services under the framework. <i>This criterion will be evaluated strictly on the basis of the totality of the tenderer's submission and no sub-criteria will be used.</i>		

Tenderer's Response

Please use this free text page(s) (i.e. **do not** type in the box) for your response.

4 Confirmation Check

Relevant Documents Completed				
I confirm that I have completed the relevant elements of this Tender Response Document	Yes		No	
I have completed the Export Development Platform TRD – PS (Pricing Schedule, separate excel workbook)	Yes		No	
I confirm that I have completed the Art. 57 declaration and other declarations contained in this Tender Response Document, and I acknowledge that any changes in the circumstances confirmed in the declarations will be notified immediately to Enterprise Ireland	Yes		No	
I confirm that I have read and accept the terms of the Contract and/or the Framework Agreement Terms and Conditions.	Yes		No	
I confirm that I have opted to provide a completed European Single Procurement Document in place of Selection Criteria / Art. 57	Yes		No	
Where I have used an ESPD, I confirm that I will provide all relevant information promptly on request.	Yes		No	