



Ollscoil  
Teicneolaíochta  
an Atlantaigh

Atlantic  
Technological  
University

## ITT – Invitation to Tender – Atlantic Technological University

Description: Atlantic Technological University Provision a Multi Party Framework for Temporary Catering and Cleaning Staff Services 2025

## Request for Services

|                                         |                                                                                           |
|-----------------------------------------|-------------------------------------------------------------------------------------------|
| <b>Provision of Services for:</b>       | Provision a Multi Party Framework for Temporary Catering and Cleaning Staff Services 2025 |
| <b>Contracting Authority:</b>           | Atlantic Technological University                                                         |
| <b>Issue date:</b>                      | Monday 6 <sup>th</sup> October 2025                                                       |
| <b>Closing Date for Queries:</b>        | Wednesday 29 <sup>th</sup> October 2025 13:00                                             |
| <b>Closing Date for Tenders:</b>        | Wednesday 5 <sup>th</sup> November 2025 13:00                                             |
| <b>Contact for Queries:</b>             | etenders                                                                                  |
| <b>Format for Submission of Tender:</b> | etenders                                                                                  |

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## 1 About the Contracting Authority

### 1.1 The Contracting Authority

Atlantic Technological University, herein after referred to as the Contracting Authority, is the authority responsible for this procurement.

Further information is available at our corporate website [www.atu.com](http://www.atu.com)

### 1.2 Small and Medium Enterprise Participation

It is the policy of the Contracting Authority to encourage participation by Small and Medium Enterprises (SMEs) in this competition.

SMEs are encouraged to explore the possibilities of forming relationships with other SMEs or with larger enterprises to meet the financial, economic or technical capacity requirements of the competition, if required.

## 2 Scope of Requirement

### 2.1 Specification of Requirement

Atlantic Technological University seeks to appoint an agency to provide ad-hoc catering and cleaning staff cover on campus. The requirement is not for ongoing or regular staffing, but solely to cover situations where university staff are unexpectedly absent due to illness, emergency leave, or other unplanned circumstances.

The objective of this arrangement is to ensure that canteen services and cleaning operations remain uninterrupted and that students, staff, and visitors continue to benefit from a safe, hygienic, and customer-focused environment.

Atlantic Technological University wishes to engage an agency that shall provide trained and reliable catering staff to support the operation of the canteen, ensuring the delivery of safe, hygienic, and customer-focused food service in line with organisational policies and statutory requirements.

In addition, the agency shall supply trained and dependable cleaning staff to maintain high standards of cleanliness across university facilities, including teaching spaces, offices, communal areas, and toilets, in accordance with health, safety, and environmental standards.

### 2.2 Multi Party Framework

The Contracting Authority intends to establish a multi-supplier framework agreement.

Following the evaluation of tenders:

- The three (3) highest scoring tenderers will be appointed to the framework. Subject to meeting the minimum criteria and rules.
- These suppliers will be ranked first, second, and third according to their final evaluation scores.

The framework will operate on a rotational allocation basis:

1. The first call-off requirement will be offered to the first-ranked supplier.
2. The second call-off requirement will be offered to the second-ranked supplier.
3. The third call-off requirement will be offered to the third-ranked supplier.
4. The sequence will then repeat in rotation (i.e., the fourth call-off returns to the first-ranked supplier, and so on).

If any supplier in sequence is unable or unwilling to accept a call-off, the requirement will be offered to the next supplier in line.

## **2.3 Service Overview**

The agency will provide flexible, competent, and fully vetted staff to meet both planned and ad-hoc requirements for:

- Canteen operations (catering assistants, chefs, cashiers, supervisors).
- Cleaning operations (general cleaners, deep-clean teams, event support, supervisors).

Staff must be available at short notice, work to professional standards, and comply with university policies, procedures, and statutory requirements. This is not a guaranteed volume contract. Staffing requests will be ad-hoc and irregular, based solely on the University's operational needs.

## **2.4 Duration of the Framework**

The contract will be awarded for 1 year with option to extend for a further one year.

## **2.5 Estimated Value of the Framework Agreement**

The total estimated value of this framework agreement over its full term is approximately €100,000 – €160,000. This estimate is indicative only and is provided for budgeting and procurement evaluation purposes.

No minimum or maximum volume of work is guaranteed, and actual spend will depend on the number and duration of call-offs under the framework.

Any pricing provided by the contractor is subject to change in the event of amendments to Irish law, including but not limited to increases in minimum wage, PRSI, or other statutory employment costs.

Any such changes must be notified in writing to ATU and formally accepted by the ATU before the new rates take effect.

## **2.6 Awarding of Contracts under the Framework Agreement (call-off)**

ATU will issue a call off request by email to members of the multi-party framework following call off rules set out in 2.2 of these documents.

Contractor must respond to ATU within 12 hours of receiving the email confirming whether they can provide the requested staffing.

Duration: The approved staffing will be provided for a minimum of one week and can be extended up to a maximum of one month. If staff is required for excess of one month ATU will revert back to the framework for updated requirement.

## **2.7 Right to Tender outside of the Framework**

The Contracting Authority intends to use the framework for the procurement of requirements falling within its scope during the specified period; however, it reserves the right to go outside the framework for the procurement of any requirement without reference to the Framework Member[s]. Admission to a framework does not guarantee the award of any contract to any economic operator, nor does it give the member[s] the right to be consulted in respect of, or tender for, any contract.

## **2.8 Staffing Requirements**

- Provide sufficient staff to cover daily operations, staff absences, peak demand, and special events.
- Maintain a pool of trained reserves to ensure continuity of service.
- Supply supervisors to provide on-site leadership and liaise with university management.
- Ensure all staff wear clean and appropriate uniforms/PPE for their role.

## **2.9 Compliance & Vetting**

The agency must ensure all staff:

- Have legal Right to Work in Ireland in line with the Employment Permits Acts.
- Undergo Garda Vetting where required (e.g., vulnerable persons).
- Provide at least two years' verifiable references.
- Receive all mandatory training and induction before placement.

## **2.10 Service Standards**

- Canteen staff: courteous, efficient service, high hygiene standards, compliance with HACCP.
- Cleaning staff: facilities cleaned to agreed specifications, with high presentation standards.
- All staff must demonstrate punctuality, reliability, and professionalism.
- Staff must report hazards, incidents, or maintenance issues promptly.

## **2.11 Agency Responsibilities**

- Provide a contact point for staffing requests.
- Replace unsuitable staff promptly at no additional cost.
- Maintain and provide records of training, certification, and Garda Vetting for all staff.
- Provide usage reports, timesheets, and cost breakdowns as required by the university.

## 2.12 Performance Monitoring & KPIs

The agency's performance will be monitored against agreed Key Performance Indicators (KPIs), including:

- Staff punctuality and attendance.
- Compliance with Irish food safety and workplace safety training.
- Quality audits (canteen hygiene audits and cleaning inspections).
- Responsiveness to urgent staffing requests.
- Client satisfaction surveys.

## 2.13 Service Level Agreement (SLA)

The agency will be required to meet the following service levels:

| Requirement                          | Service Level                         | Response/Action                |
|--------------------------------------|---------------------------------------|--------------------------------|
| Staff punctuality                    | 95% on-time attendance                | Reported monthly               |
| Staff replacement (unsuitable staff) | Within 4 hours                        | No cost to university          |
| Urgent staffing requests             | Staff to be on-site within 24 hours   | Same/next-day fulfilment       |
| Training compliance                  | 100% of staff with valid certificates | Monitored quarterly            |
| Quality audits                       | 90% compliance or above               | Rectifications within 24 hours |

## 2.14 Scope of Services

### Canteen Requirements

#### Kitchen

- Chef de partie – (morning or evening shifts)
- Head Chef
- Kitchen Porter
- Wash Up Attendant

#### Canteen

- Canteen Attendant
- Canteen Cleaner
- Cash Register Operator
- Barista
- Canteen Supervisor

### Cleaning Staff

- General Cleaners

- Deep Clean Teams
- Event Cleaning Support

**Areas to be Serviced**

- Offices & Administrative Areas
- Toilets
- Public & Reception Areas – lobbies, corridors, stairwells, lifts.
- Classrooms – Lecture Halls - Labs
- Library
- Staffrooms

| Role             | Minimum Qualifications                                                                                                                                                                                                                                                                                                                                               | Duties included in the role                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Typical Hours                                                                                                                |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| <b>Kitchen</b>   |                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                              |
| Chef de Partie - | Food Certification safety / HACCP Certification<br>QCI Professional Cookery qualification at NFQ Level 6 or QCI Level 5 FET award and Recognition of Prior learning (1-3 years previous kitchen experience) or equivalent.<br>Fluent spoken and written English                                                                                                      | Reporting to ATU Canteen Head Chef: Working on own initiative, catering for students & staff on campus, Food prep, service, Adherence to HACCP food safety standards, record keeping, allergen control, labelling, FIFO rules, high volume production, efficiency and consistency. Ensures food is replenished and attractively presented. May include catering for special events and higher end functions on campus. Compliance: Follow all food hygiene, allergen, and health & safety regulations, Report any hazards or food safety concerns to supervisors, Wear correct PPE/uniform                                                                                                                                                                                                                                                      | Hours occur between 7.30am to 7.30pm - Mon-Thurs & 7.30-5.00pm - Friday. (may include some later or weekend work for events) |
| Head Chef        | Food Certification safety / HACCP Certification<br>NFQ Level 7 – BA in Culinary Arts or City & Guilds 706/1 & 2 or QCI Professional Cookery qualification at NFQ Level 6, and Recognition of Prior learning (5+ years previous experience in senior culinary roles such as sous chef) in high volume or institutional settings.<br>Fluent spoken and written English | Strong track record of managing professional kitchens, overseeing all food production to ensure consistency, presentation and quality. Supervision of staff, team development, communication to kitchen and service staff, experience in implementing food safety systems, strong knowledge of HACCP and Food safety Legislation, enforce strict hygiene and compliance with EHO inspections, financial skills, (budgeting, food costing, profit management, stock control )Team management (Leadership & staff motivation), Food prep and quality control, Menu & Recipe development, adaptability for student events, theme days and changing demands, Computer literacy. Compliance: Follow all food hygiene, allergen, and health & safety regulations, Report any hazards or food safety concerns to supervisors, Wear correct PPE/uniform | Hours occur between 7.30am to 9.30pm - Mon-Thurs & 7.30-5.00pm - Friday. (may include some later or weekend work for events) |
| <b>Kitchen</b>   |                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                              |

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|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Kitchen Porter    | Food Hygiene cert Level 1, Health & Safety Training, HACCP Level 1 an advantage, Excellent written and spoken English, Maths skills, accuracy in checking weights and quantities. The role involves heavy lifting, pushing and pulling trolleys and chemical use. Hardworking and reliable, Able to follow instructions, working in a fast-paced environment, Organized and hygienic, A team player, but also able to work independently, good time management. | Reporting to ATU Head Chef, receiving goods to include perishables, recording of temperatures, weights and errors. Experience in stock management including FIFO, risk assessment & load assessment, Maintain a high level of hygiene in all food storage fridges and stores, Proper use of chemicals and cleaning equipment. Cleaning of specialist kitchen equipment and designated areas. Decanting and labelling foodstuffs and deliveries. Waste management & handling, Bin cleaning, Recycling, Yard cleaning & tidying, Washup pots, Trolley & equipment cleaning, Transport of stock from different areas, moving furniture & equipment include awkward and heavy loads and any other duties as assigned by supervisor. Manual Handling training and safety awareness are an advantage. Compliance: Follow all food hygiene, allergen, and health & safety regulations, Report any hazards or food safety concerns to supervisors, Wear correct PPE/uniform | Hours occur between 7.30am to 7.30pm - Mon-Thurs & 7.30-5.00pm - Friday. (may include some later or weekend work for events) |
| Wash up attendant | Basic education (Junior Cert or equivalent – not always necessary) Level 1 or 2 Food Hygiene Certificate (optional but desirable) Health & Safety or Manual Handling Training (optional but desirable) Hardworking & reliable, Hygienic, a team player.                                                                                                                                                                                                         | Dishwashing & Cleaning: Wash dishes, cutlery, pots, pans, and kitchen utensils, Load and unload industrial dishwashers, Hand-wash delicate or large items when necessary<br>Cleaning Kitchen Areas: Keep sinks, floors, surfaces, and bins clean and sanitized, Clean up spillages and remove rubbish regularly, Maintain cleanliness in food prep areas (as directed)<br>Supporting Kitchen Operations: Put away clean dishes and equipment, Refill cleaning supplies (soap, paper towels, etc.) Assist chefs with basic prep tasks (if required)<br>End-of-Shift Duties: Deep cleaning at the end of service (e.g., floors, extractor fans, etc.) Ensure dishwashing area is tidy and equipment is turned off.<br>Compliance: Follow all food hygiene, allergen, and health & safety regulations, Report any hazards or food safety concerns to supervisors, Wear correct PPE/uniform                                                                             | Hours occur between 7.30am to 9.30pm - Mon-Thurs & 7.30-5.00pm - Friday. (may include some later or weekend work for events) |
| <b>Canteen</b>    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                              |

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|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Canteen attendant | Level 1 or 2 Food Hygiene Certificate, Allergen Awareness Training, Health & Safety Certificate, Basic Maths and English. Friendly and polite with good customer service skills<br>Able to work quickly and efficiently, able to follow food safety and hygiene rules, good teamwork and communication, basic numeracy (for portioning, till work, or stock counts) | Food Preparation & Serving: Assist in preparing simple meals or snacks (e.g., sandwiches, salads, hot food) Portion food according to guidelines, Serve food to staff, pupils, or customers, Replenish food and drink displays as needed<br>Hygiene & Cleaning: Maintain cleanliness of kitchen and serving areas, Wash dishes, trays, and utensils (manually or using dishwashers), Clean tables, counters, and food service equipment, Ensure all work surfaces are sanitised regularly<br>Cash Handling & Stock: Operate tills or payment systems (if required) Take and record food orders, Monitor stock levels, stock up areas and report shortages, Help receive and store deliveries<br>Compliance: Follow all food hygiene, allergen, and health & safety regulations, Report any hazards or food safety concerns to supervisors, Wear correct PPE/uniform                                                                                     | Hours occur between 7.30am to 9.30pm - Mon-Thurs & 7.30-5.00pm - Friday. (may include some later or weekend work for events) |
| Canteen Cleaner   | Level 1 or 2 Food Hygiene Certificate, Health & Safety Certificate, Able to work quickly and efficiently, able to follow food safety and hygiene rules, COSHH and Manual Handling training desirable                                                                                                                                                                | General Cleaning Responsibilities: Clean and sanitise: Dining tables and chairs, Floors (sweeping, mopping, vacuuming), Food preparation surfaces, Serving counters and trays, Empty and disinfect bins, Clean glass surfaces (e.g., sneeze guards, windows), Clean walls, doors, and skirting boards as needed<br>Kitchen-Specific Cleaning: Wash and sanitise dishes, cutlery, pots, pans (if required), Clean kitchen equipment (e.g., microwaves, trolleys, sinks), Clean fridges, freezers, and storage areas (if trained to do so), Assist with deep cleaning tasks (e.g., ovens, extractor fans)<br>Health, Safety & Compliance: Use appropriate PPE (gloves, aprons, etc.), Store cleaning chemicals safely according to COSHH guidelines, Report maintenance or hygiene issues to supervisor, Follow infection control procedures.<br>Compliance: Follow all food hygiene, allergen, and health & safety regulations, Wear correct PPE/uniform | Hours occur between 7.30am to 7.30pm - Mon-Thurs & 7.30-5.00pm - Friday. (may include some later or weekend work for events) |
| <b>Canteen</b>    |                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                              |

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|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Cash register operator | Basic Numeracy and Literacy for handling cash, Level 1 or 2 Food Hygiene Certificate, Basic Health & Safety Training, Customer Service Training, POS System Training                                                                                                  | Cash & Payment Handling, Process cash, card, and contactless payments accurately, Issue receipts and provide correct change, Ensure float is correct at start of shift & report discrepanciesFood Service Support: Serve customers politely and efficiently at the counter or till Answer basic questions about menu items, prices, or dietary information, Work alongside catering staff to maintain smooth service, Assist with stocking drinks, snacks, and other front-of-house itemsHygiene & Cleanliness: Keep the till area, counter, and front of house clean and tidy, Ensure personal hygiene is maintained (in line with food safety standards), Occasionally help with light cleaning (e.g., wiping counters, emptying bins)Other Responsibilities: Monitor stock of till supplies (e.g., till rolls, receipt paper), Follow all food hygiene, allergen, and health & safety protocols, Report equipment faults or security issues to supervisors | Hours occur between 7.30am to 9.30pm - Mon-Thurs & 7.30-5.00pm - Friday. (may include some later or weekend work for events) |
| Barista                | Barista training / experience, Level 1 or 2 Food Hygiene Certificate, Allergen Awareness Training, Health & Safety Training, Customer Service Training                                                                                                                | Coffee & Beverage Preparation<br>Food Handling<br>Customer Service<br>Till Operation & Payments<br>Cleaning & Hygiene<br>Stock & Inventory                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Hours occur between 7.30am to 7.30pm - Mon-Thurs & 7.30-5.00pm - Friday. (may include some later or weekend work for events) |
| <b>Supervisor</b>      |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                              |
| Canteen Supervisor     | Level 2 or 3 Food Hygiene & Safety Certificate, Allergen Awareness Training, Health & Safety Training (e.g. COSHH, Manual Handling), Supervisory or Leadership Training, Basic First Aid Certification (optional), NVQ/SVQ in Catering, Hospitality, or Food Services | Staff Supervision & Team ManagementOperational OversightEnsure the canteen is fully operational and well-prepared for serviceMonitor food quality, presentation, and portion controlEnsure the smooth flow of service during peak periods (breakfast/lunch rush)Respond to student and staff queries or complaints effectivelyFood Safety & Hygiene ComplianceMaintain stock records and order supplies as neededStock & Inventory ControlCustomer Service & StandardsCash Handling & Reporting                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Hours occur between 7.30am to 9.30pm - Mon-Thurs & 7.30-5.00pm - Friday. (may include some later or weekend work for events) |
| <b>Attendants</b>      |                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                              |

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|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Attendants | <p><b>Qualifications:</b> Basic education (Junior Cert or equivalent – not always necessary)</p> <p><b>Training:</b><br/>Manual Handling<br/>Safe use of Equipment and chemicals<br/>Garda Vetting</p> <p><b>Language skills:</b> sufficient English for communication and safety</p> <p><b>Legal Compliance:</b> Permit to Work in Ireland</p> | <p><b>General Cleaning</b></p> <ul style="list-style-type: none"> <li>• Sweeping, mopping, vacuuming, dusting, polishing surfaces.</li> <li>• Cleaning restrooms, replenishing soap, paper, and other supplies.</li> <li>• Emptying bins and disposing of waste safely.</li> <li>• Cleaning windows, glass doors, mirrors, and other fixtures.</li> </ul> <p><b>Use of Equipment</b></p> <ul style="list-style-type: none"> <li>• Operating cleaning machinery (e.g., buffers, scrubbers, vacuums).</li> <li>• Safe use and storage of chemicals (COSHH compliance).</li> <li>• Reporting faults or issues with equipment.</li> </ul> <p><b>Health, Safety &amp; Compliance</b></p> <ul style="list-style-type: none"> <li>• Following manual handling procedures.</li> <li>• Wearing PPE (gloves, masks, uniforms, safety shoes where required).</li> <li>• Reporting hazards, spills, or damages promptly.</li> <li>• Adhering to health &amp; safety policies, fire safety rules, and emergency procedures.</li> </ul> <p><b>Customer Service &amp; Teamwork</b></p> <ul style="list-style-type: none"> <li>• Responding politely to staff, students.</li> <li>• Liaising with supervisors to report shortages of supplies.</li> <li>• Supporting colleagues to ensure all areas are covered.</li> </ul> | <p>Hours between</p> <p>8am to 9.30pm - Mon-Thurs</p> <p>8am- 5.00pm - Friday.</p> <p>(may include some later or weekend work for events)</p> |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|

## **2.15 Staffing Terms and Conditions**

### **Direct Hire**

Contractors acknowledge that the ATU may, at its discretion, directly hire staff supplied under the framework agreement.

Any such direct hire will be subject to a **fee or arrangement** as specified in the framework terms (e.g., a recruitment or placement fee), to be agreed in advance. Please see Tender response document.

## **2.16 Delivery Locations**

ATU Galway City

Dublin Road

Galway

H91 T8NW

## **2.17 Review of Performance**

A quality service is required under this contract. Therefore, performance will be continually monitored over the term of the contract. Cost competitiveness, performance, quality of service and turnaround time will be the main criteria for measuring performance.

### **2.17.1 Account Management**

Economic Operators submitting a tender are required to nominate a dedicated account manager who will act as the main point of contact for the duration of the contract. This person shall have the authority to deal with all matters in relation to the contract and be responsible for the satisfactory delivery of the supplies/services required.

### **2.17.2 Invoicing**

Invoices shall be submitted by the successful Economic Operator on a monthly basis for all costs incurred in the preceding month, or as otherwise agreed by the parties. All official invoices must quote a Contracting Authority purchase order number. All invoices which do not quote the relevant order number(s) will be returned to the supplier/service provider.

## **2.18 Award to Runner-Up**

If for any reason, it is not possible to award the contract to the successful Economic Operator emerging from this competitive process, or if having awarded the contract, the Contracting Authority considers that the successful Economic Operator has not met its obligations, the Contracting Authority reserves the right to award the contract to the next highest scoring Economic Operator on the basis of the terms advertised, at any time during the tender validity period of 6 months.

## 3 Evaluation Criteria

### 3.1 Suitability

The Contracting Authority will only consider tenders from competent and financially sound and compliant Economic Operators. To this end, you are required to confirm the following by completing the self-declaration contained in the separate Tender Response Document (QRD).

- (a) General Economic Operator information.
- (b) Confirmation of tax compliance.
- (c) Confirmation that the Economic Operator is appropriately insured.
- (d) Confirmation via declaration that the Economic Operator is not bankrupt, guilty of corruption, fraud, money laundering, membership of a criminal organisation, not involved in child labour and/or human trafficking and is fully compliant with all its statutory obligations.

### 3.2 Award Criteria

The contract will be awarded based on a quality and cost evaluation as assessed by the Contracting Authority, who is not obliged to accept the lowest or indeed any tender. The following criteria will be applied:

| Criterion A        | Weighting                                                                                                                                                                                                                                                                                                                 | Maximum Marks |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
|                    | 40%                                                                                                                                                                                                                                                                                                                       | 4000          |
| <b>Title</b>       | Cost                                                                                                                                                                                                                                                                                                                      |               |
| <b>Description</b> | Pricing for each staff category supplied on an ad-hoc basis, including all statutory costs / Uniforms / Training / Insurance / agency margin.<br>Hourly/daily rates for attendants.<br>Full cost transparency (wages, overheads, consumables).<br>Compliance with minimum wage, PRSI, holiday pay.                        |               |
| Criterion B        | Weighting                                                                                                                                                                                                                                                                                                                 | Maximum Marks |
|                    | 20%                                                                                                                                                                                                                                                                                                                       | 2000          |
| <b>Title</b>       | Service Delivery                                                                                                                                                                                                                                                                                                          |               |
| <b>Description</b> | Ability of the agency to provide staff quickly and efficiently on an ad-hoc basis; contingency planning; communication procedures; escalation for urgent requests.<br>Must demonstrate capacity to supply staff within [24 hours];<br>provide a clear communication and escalation process.<br>Maximum 2 A4 Pages Font 11 |               |
| Criterion C        | Weighting                                                                                                                                                                                                                                                                                                                 | Maximum Marks |
|                    | 20%                                                                                                                                                                                                                                                                                                                       | 2000          |
| <b>Title</b>       | Staff training & compliance                                                                                                                                                                                                                                                                                               |               |
| <b>Description</b> | Evidence of staff training in Food Safety, Hygiene, Manual Handling, PPE use, Health & Safety; Garda Vetting; Right to Work verification.<br>All staff supplied must have valid certifications, be Garda vetted, and meet statutory Irish training requirements.<br>Maximum 2 A4 Pages Font 11                            |               |
| Weighting          |                                                                                                                                                                                                                                                                                                                           | Maximum Marks |

|                    |                                                                                                                                                                                                                                                                                                                                                  |      |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| <b>Criterion D</b> | 20%                                                                                                                                                                                                                                                                                                                                              | 2000 |
| <b>Title</b>       | Environmental and Sustainability                                                                                                                                                                                                                                                                                                                 |      |
| <b>Description</b> | Describe in detail how your organisation delivers environmentally sustainable catering and cleaning services under this framework. Your response must be bespoke to ATU requirements. Eg Policies and procedure in place to reduce environmental impacts staff training and engagement in environmental practices.<br>Maximum 2 A4 Pages Font 11 |      |

### 3.3 Methodology for calculating the cost Score

The price element will be evaluated using the following formula:

$$\text{Tender Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times \text{Maximum Points for Price}$$

The tender with the lowest total price will receive the maximum points. All other tenders will receive a proportionally lower score.

### 3.4 Methodology for Scoring Qualitative Criteria

| Scoring range                                                                             | Meaning            | Interpretation                                                                                                                          |
|-------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| 90% – 100 %                                                                               | Exceptional        | An exceptional response demonstrating extensive understanding offering full assurance to client – fully supported with no reservations. |
| 80% – 89 %                                                                                | Excellent response | An excellent response demonstrating excellent understanding offering assurance to client – fully supported.                             |
| 70% – 79 %                                                                                | Very good response | A very good response demonstrating very good understanding offering assurance to client – strongly supported                            |
| 60% – 69%                                                                                 | Good response      | A good response demonstrating good understanding offering assurance to client – well supported.                                         |
| 50% – 59%                                                                                 | Acceptable         | An acceptable response demonstrating a minimum understanding offering assurance to client - satisfactorily supported.                   |
| <b>Less than 50% is unacceptable and considered ineligible from further consideration</b> |                    |                                                                                                                                         |

## 4 Format of Response

Works Providers are required to complete the separate Tender Response Document which contains:

- General Economic Operator Information
- Information regarding compliance with the Suitability Criteria – tax, insurances and declarations
- The Tender Form and where relevant response to the Qualitative Award Criteria

Please ensure you read the Instructions to Economic Operators Quoting as detailed in Section 5.

## **5 Instructions for Economic Operators Quoting**

### **5.1 Closing Date**

The closing date for receipt of tenders is listed on the title page of this document. Tenders that are received late will not be considered in this competition.

### **5.2 Submission of Tenders**

Tenders must be submitted to the email address listed on the title page of this document.

### **5.3 Queries**

All queries regarding this tender must be submitted to the email address listed on the title page of this document. Queries must also be marked as “Query for Tenders” and with the name of the Provision of Works as indicated on the title page.

Queries should be raised as soon as possible and, in any case, at least 3 days before the closing date.

For the purpose of circulating responses, queries will be edited to avoid disclosing the identity of the querist, and any sensitive information included in the query should be clearly indicated.

### **5.4 Currency and Payments**

The currency and invoices in which all prices and rates shall be quoted, and which payments under the contract will be paid, shall be euro (€). All prices and rates quoted should be exclusive of VAT.

A schedule of payments will be agreed with the successful Economic Operator and invoices shall be submitted in accordance with the terms agreed with the Contracting Authority. The Contracting Authority operates in accordance with the European Communities (Late Payment in Commercial Transactions) Regulations 2012.

### **5.5 Confidentiality**

The distribution of the tender documents is for the sole purpose of obtaining offers. The distribution does not grant permission or licence to use the documents for any other purpose. Economic Operators are required to treat the details of all documents supplied in connection with the tender process as private and confidential.

### **5.6 Conflict of Interest**

Any conflict of interest involving an Economic Operator (or Economic Operators in the event of a consortium bid) must be fully disclosed to the Contracting Authority. Any registrable interest involving the Economic Operator and The Contracting Authority or employees of the Contracting Authority or their relatives must be fully disclosed in the tender submission or should be communicated to the Contracting Authority immediately upon such information becoming known to the Economic Operator, in the event of this information only coming to their notice after the submission of a bid and prior to the award of the contract. The terms ‘registrable interest’ and ‘relative’ shall be interpreted as per Section 2 of the Ethics in Public Office Act, 1995. Failure to disclose a conflict of interest may

disqualify an Economic Operator or invalidate an award of contract, depending on when the conflict of interest comes to light.

## **5.7 Freedom of Information Acts**

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

Tenderers are asked to consider if any of the information supplied by them in response to this request for tenders should not be disclosed because of its sensitivity. However, any blanket or all-encompassing request for exemption from disclosure is not acceptable; tenderers must identify explicitly any such information and give relevant reasons for considering it to be economically sensitive or confidential in nature. If this is the case, tenderers should specify the information that is sensitive and the reasons for its sensitivity. The Contracting Authority cannot guarantee that any information provided by tenderers, either in response to this tender or in the course of any contract awarded as a result thereof, will not be released pursuant to the Contracting Authority's obligations under law, including the Freedom of Information Act 2014, or to those under EU and Irish Government Procurement rules. The Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released, or in respect of any consequential damage suffered as a result of such disclosure.

## **5.8 Data Protection**

Data Protection Laws" means all applicable national and EU data protection laws, regulations and guidelines including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the "General Data Protection Regulation"), the Data Protection Act, 2018 and any guidelines and codes of practice issued by the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time.

The Contracting Authority will be a Controller (where Controller has the meaning given under the Data Protection Laws) in respect of any Personal Data (where Personal Data has the meaning given under the Data Protection Laws) required to be provided by the tenderer in response to this Request for Tender.

The tenderer, as Controller in respect of any Personal Data provided by it in its tender, is required to confirm by way of statement in the "Declarations" section of the accompanying Tender Response Document (QRD) that all Data Subjects (where Data Subject has the meaning given under the Data Protection Laws) whose Personal Data is provided by the tenderer have consented to the processing of such Personal Data by the tenderer, the Contracting Authority, the Evaluation Team and the supplier of the etenders.gov.ie website, for the purposes of the participation of the tenderer in this competition or that the tenderer otherwise has a legal basis for providing such Personal Data to the Contracting Authority for the purposes of its participation in this competition.

## **5.9 Tax Compliance**

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

## **5.10 Withholding Tax**

Relevant payments shall be subject to Irish 'Professional Services Withholding Tax' at the prevailing rate (currently at 20%) as laid down by the Revenue Commissioners in Ireland. Non-residents may be able to reclaim such deducted Tax from the Office of the Revenue Commissioners in Ireland, International Claims Section located currently at Government Buildings, Nenagh, Co. Tipperary, Ireland (Tel: +353 (0) 67 63400).

## **5.11 Interference and Inducement to Purchase**

Any effort by the Economic Operator to unduly influence the Contracting Authority, relevant agency personnel or any other relevant persons or bodies in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning the Award of Contract shall have their tender rejected. The presumptions (including as to any gift, consideration or advantage) and other provisions under the Criminal Justice Act 2018, and all other measures for the time being governing the subject-matter in any applicable jurisdiction, shall be applicable.

## **5.12 Notification of Evaluations**

All parties will be informed of the outcome of their proposals following evaluation and any necessary clarifications.

## **5.13 Award to Runner-Up**

If for any reason, it is not possible to award the contract to the designated successful party emerging from this competitive process, or if having awarded the contract, the Contracting Authority considers that the successful party has not met its obligations, the Contracting Authority reserves the right during the tender validity period to award the contract to the next highest scoring party on the basis of the terms advertised without re-opening the competition. This shall be without prejudice to the right of the Contracting Authority to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion.

## **5.14 Replacement Personnel**

Notification must be sent in writing (electronic means) as soon as possible to the Contracting Authority on any proposed change of nominated personnel, such change to be subject to the written approval of the Contracting Authority. Replacement personnel must be of equal or better standing than the existing personnel in terms of qualifications and experience.

### **5.15 Copyright**

The Contracting Authority will have copyright ownership of any material developed for use by the Contracting Authority under the terms of this tender. The Works Contractor may have a non-exclusive licence to use such material but only for its own purposes (to be agreed with the successful Economic Operator).

### **5.16 Responsibility of Successful Party**

As a condition of award, it shall be the sole responsibility of the tenderer (in the event of success in this competition) to fulfil the obligations under the contract, notwithstanding any changes in circulars, laws, regulations, taxation, duties or other factors which might arise following the withdrawal of the United Kingdom from membership of the EU.