

**gretb**

Bord Oideachais agus Oiliúna
na Gaillimhe agus Ros Comáin
Galway and Roscommon
Education and Training Board

Call for Tenders

Contracting Authority	Galway and Roscommon Education and Training Board ("the Contracting Authority")
Nature of Procurement	Single Party Framework Agreement for the Provision of Managed IT Services
Type	Services
Procedure	Open - OJEU
Stage in Procedure	Single Stage Tender Procedure
eTenders CFT ID	CFT ID 6736907
Issue Date	Friday, 10 October 2025
Closing Date for Queries	Friday, 31 October 2025 at 15:00
Contact for Queries	Questions and Answers on https://www.etenders.gov.ie/
Closing Date for Receipt of Tenders	Monday, 10 November 2025 at 15:00

Please note that information relating to this Invitation to Tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal www.etenders.gov.ie

Registration is free of charge and there is no charge for documents.

Please note that the Contracting Authority cannot accept responsibility for information relayed (or not relayed) via third parties.

We provided a Tender Response Document as a separate document for tenderers to use in preparing their response to this tender. This document and format must be used.

Registered Charity Number 20083427

TABLE OF CONTENTS

1. Disclaimer	4
2. Summary	4
3. About the Contracting Authority	5
4. Scope of the Framework Agreement	5
4.1. Duration of Framework	5
4.2. Estimated Value of the Framework	5
4.3. Awarding Contracts under the Framework	5
4.4. Review of Performance	5
4.5. Account Management	6
4.5.1. Account Manager	6
4.5.2. Replacement Personnel	6
4.5.3. Award to Runner Up	6
4.6. Right to Tender Outside of the Framework	6
4.7. Changes	7
4.8. Acceptance of Mandatory Terms	7
4.9. Obligations Regarding End of Contract	7
5. Specification of Requirements	7
5.1. Delivery Locations	7
5.2. Pricing	7
6. Evaluation Criteria	8
6.1. Selection Criteria	8
6.2. General Information relating to the Tenderer	8
6.3. Legal Compliance	8
6.4. Financial Capacity	8
6.5. Technical Capacity	9
6.6. Status of Electronic European Single Procurement Document (ESPD)	10
6.7. Award Criteria	11
6.7.1. Approach and Understanding of the Delivery of ICT Managed Services to GRET B Sites	11
6.7.2. Quality of Personnel	11
6.7.3. Cost of Managed Services to GRET B	11
6.7.4. Sustainable Practices, Green Innovation and Corporate Social Initiatives of the Tenderer	11
6.7.5. Case Studies and Client References	11
6.8. Post Tender Clarification	13
6.8.1. Verification	13

6.8.2 Clarification of Abnormally Low Tenders	13
6.8.3 Right to Confirm Suitability	13
APPENDIX 1 – SERVICE REQUIREMENTS AND SPECIFICATIONS	14
MANAGED IT SERVICE	17
1. Network Management.....	17
2. Backups and Disaster Recovery	18
3. Patch Management	18
4. Active Directory and Group Policy Management.....	19
5. Hybrid Environment.....	19
6. Office 365, SharePoint and Teams Support	19
7. Security Management.....	19
8. Monitoring	20
9. Service Desk	21
10. Firewalls - Site to site VPNs	22
11. Wireless Networks	22
12. Microsoft Teams Voice	22
13. Asset and Location Management.....	23
14. Business Continuity and Disaster Recovery	23
ADDITIONAL ICT SUPPORT	24
ICT PROJECTS.....	25
APPENDIX 2 – Asset Register and Physical Locations	31
APPENDIX 3 – INSTRUCTIONS TO TENDERERS	35
APPENDIX 4 – CONTRACT TERMS AND CONDITIONS	43
APPENDIX 5 – FRAMEWORK TERMS AND CONDITIONS	43

1. Disclaimer

This document issued herewith ("the Document") is for information only and does not constitute, and shall not be interpreted as, an offer for sale, prospectus, or the basis of a contract.

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

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

2. Summary

Contracting Authority	Galway and Roscommon Education and Training Board ("the Contracting Authority")
Nature of Procurement	Provision of Managed IT Services
Type	Services
Procedure	OPEN - OJEU
Stage in Procedure	This is a single stage tender procedure whereby all interested parties may tender, but only those meeting the selection criteria (Financial and Technical capacity) will be deemed eligible for evaluation against the award criteria.

3. About the Contracting Authority

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

We offer an extensive range of education and training services across locations in Galway and Roscommon including Primary Education, Post Primary Education, Further Education and Training, Outdoor Education, Music Education and Youth Services. For more information visit www.gretb.ie.

4. Scope of the Framework Agreement

The Contracting Authority proposes to engage in a competitive process for the establishment of a Single-party framework agreement for the Provision of Managed IT Services to Galway and Roscommon Education and Training Board.

It is emphasised that a framework agreement constitutes no guarantee to purchase a specific quantity of supplies or services from the economic operator. The Contracting Authority reserves the right to operate outside of the framework at its discretion, particularly should it become apparent that doing so would offer greater value for money. Notwithstanding the foregoing, the framework agreement approach has been adopted in order to leverage efficiencies and maximise cost savings over the duration of the framework.

The Contracting Authority may cancel this competition, at any time prior to a formal drawdown contract being executed by or on behalf of the Contracting Authority.

4.1. Duration of Framework

Framework agreement will be for **two (2) years** duration, with the option to extend for **2 x 12 months**, totalling a maximum of **four (4) years** subject to satisfactory performance, business needs and budgetary constraints. For the avoidance of doubt, the Contracting Authority confirms that the period of any contracts awarded under the framework agreement may extend beyond the date of expiry of the agreement.

4.2. Estimated Value of the Framework

The estimated total value of expenditure (ex VAT) is in the region of €4,750,000 for the duration of the framework. This figure is provided strictly for indicative purposes only, based on current and future expected provisions and there is no guaranteed expenditure under the framework agreement.

4.3. Awarding Contracts under the Framework

Contract will be awarded by issue of purchase order.

4.4. Review of Performance

Supplier performance will be continually monitored over the term of the framework agreement. The format will be agreed between the Contract Manager and the supplier. Cost competitiveness, quality of service and delivery time will be the main criteria for measuring performance.

The precise KPIs for performance monitoring will be agreed with the framework member. It is expected that the successful tenderer(s) will take a proactive role in monitoring performance with a view to making appropriate recommendations where necessary for continuous improvement.

4.5. Account Management

4.5.1.Account Manager

The Contracting Authority requires tenderers 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 services required. The duties of the account manager will include the following:

Overall responsibility for a good working relationship with the Contracting Authority.

Meet as and when required to review the relationship and examine performance.

Deal with disputes, complaints or concerns that cannot be adequately resolved.

Regularly give and receive both formal and informal feedback on the relationship, workloads, processes, areas and suggestions for improvement and cost savings.

Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general.

Proactively discuss with the Contracting Authority ways of increasing sustainability in service delivery and suggest improvements in relation to how they can reduce their carbon footprint in the delivery of the framework without compromising the overall level of service.

Available to the Contracting Authority between the hours of 09.00 - 17.00 Monday to Friday or the nominated deputy account manager if they are unavailable.

NOTE: Tenderers will note that account management activities will be non-billable (i.e. the Contracting Authority will not pay separately for account management activities). The Contracting Authority will nominate authorised staff to liaise with the successful tenderer and delegate as required.

4.5.2.Replacement Personnel

Notification must be sent in writing 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 personnel originally nominated in terms of qualifications and experience.

4.5.3.Award to Runner Up

If for any reason it is not possible to establish the framework or award an initial contract to the designated successful tenderer emerging from this competitive process, or if having awarded the contract, the Contracting Authority considers that the successful tenderer has not met its obligations, the Contracting Authority reserves the right to invite the next highest scoring tenderer(s) to join the framework agreement as appropriate, at any time during the tender validity period. 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.

4.6. 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.

4.7. Changes

It shall be the responsibility of the successful tenderer to fulfil the obligations under the contract, notwithstanding any changes in circulars, laws, regulations, taxation, duties or other factors which might arise, i.e. withdrawal of the United Kingdom from membership of the EU.

4.8. Acceptance of Mandatory Terms

It should be emphasised that the evaluation of tenders received and whether such tenders will be considered for admittance to the framework will take place only where tenderers have unreservedly committed themselves to the unequivocal acceptance of all of the requirements and conditions set out in this tender document.

4.9. Obligations Regarding End of Contract

On expiry of this contract/framework agreement the Framework Member may be required to provide a summary file of the goods provided during the contracted period.

5. Specification of Requirements

5.1. Delivery Locations

Appendix 2 - Asset Register and Physical Locations

5.2. Pricing

Tenderers are required to complete in full the Tender Response Document.

All prices quoted must be in euro (€) only. All prices quoted shall be NET of VAT and inclusive of all costs of services to the delivery location. Value Added Tax rates (VAT), where applicable shall be shown separately.

The Service provider's rates shall include mileage, travelling time, vehicle parking / subsidiary expenses and must be shown exclusive of V.A.T.

6. Evaluation Criteria

6.1. Selection Criteria

All interested parties may submit a tender, only those demonstrating that they can comply with the required level of financial and technical competence will be eligible for full tender evaluation.

To demonstrate a tenderers' suitability, tenderers must respond to the information set out in this tender by completing the Tender Response Document (TRD). Tenderers will either Pass or Fail the Selection Criteria. A tenderer who fails a criterion will be excluded from participating further in the tender process. The purpose of these criteria is to assess the capability of each tenderer to carry out the requirements as specified. The pass/fail criteria concern the capabilities of the service provider, rather than the work to be carried out. Those who do not meet the requirements will not be evaluated against the award criteria.

6.2. General Information relating to the Tenderer

Please provide company name, address, and contact details for individual responsible for this tender and company overview. If the Tenderer is a grouping, then separate information must be completed for each group member.

Tenderers must complete and sign the Form of Tenderers' Statement.

6.3. Legal Compliance

Tenderers must complete the Declaration of Bona Fides as per Article 57 of Council Directive 2014 / 24 / EC as implemented by SI 284 of May 2016. The declaration also covers compliance with relevant Statutory Obligations relating to labour law, employment law etc.

6.4. Financial Capacity

Tenderers must declare below that they satisfy the financial and economic standing requirements set out below and they are able, upon request and without delay, to provide the supporting documentation to the Contracting Authority.

- (i) Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant in accordance with the rules of the Irish Revenue Commissioners.
- (ii) Insurance - Tenderers must declare below that they satisfy the minimum insurance requirements set out below and they are able, upon request and without delay, to provide the supporting documentation to the Contracting Authority in each case:

Insurance Type	Minimum Indemnity Limit
(i) <i>Public Liability Insurance ** for any one claim or series of claims arising out of a single occurrence</i>	€6,500,000
(ii) <i>Product Liability Insurance for any one claim or series of claims arising out of a single occurrence</i>	€6,500,000
(iii) <i>Employer's Liability Insurance** for any one claim or series of claims arising out of a single occurrence not required for a sole trader.</i>	€13,000,000
(vi) <i>Professional Indemnity for any one claim or series of claims arising out of a single occurrence</i>	€1,000,000
<i>Cybersecurity for any one claim or series of claims arising out of a single occurrence</i>	€3,000,000

(iii) Confirmation of a minimum annual turnover in each of the last three financial years of €7,125,000.

****Insurance policies must be in the tendering party/registered company name.**

****The successful tenderer will be required to include a notation of an indemnity to the Contracting Authority on their insurance details in respect of their public liability policy.**

NOTE: Tenderers must be willing to provide evidence of the self-declared information within seven (7) working days of request, which will be made prior to any award decision. If the evidence required is not provided by the deadline date, then the tenderer in question will be eliminated. Furthermore, tenderers should note that the provision of inaccurate or misleading information in this declaration may lead to exclusion from participation in this and future tenders.

6.5 Technical Capacity

Tenderers must demonstrate that they have at their disposal effective and efficient technical systems to deliver the service.

- I. **Previous Contracts** - Information demonstrating successful delivery of two (2) previous comparable contracts in the past 3 years - that demonstrate your experience of successfully providing a service of similar scope, scale and complexity to the service anticipated under this contract. Our preference is to have a client reference from an education or public sector client although this is not an essential requirement. Tenderers must be very clear what your organisation delivered under this contract and confirm they have the capacity to deliver the services as outlined.
- II. Tenderers must be accredited by a third party to a recognised information security standard such as ISO 27001, or equivalent, and the accreditation must remain in place for the duration of the Contract Term.

Prior to the award of any framework agreement / contract, the Contracting Authority will request evidence of self-declared information prior to award decision. Failure to provide appropriate evidence within the required timeframe will result in the tenderer being deemed inadmissible for formal award.

6.6 Status of Electronic European Single Procurement Document (ESPD)

Under the 2014 Directives, suppliers may have compiled an ESPD which will be accepted as evidence of compliance with Section 6.1.2 (Legal) and Section 6.1.3 (Financial). However, the Contracting Authority requires evidence via completed submission of electronic ESPD or the document provided within the Tender Response Document relating to Technical Capacity Section 6.1.4 (online ESPD is also accepted). Mere confirmation will not be sufficient under these headings.

Tenderers are asked to demonstrate their legal, financial, and technical capacity by responding to all the information requested above. In addition, tenderers must ensure that they have completed and signed the Declaration of Bona Fides. Failure to supply the required information may result in elimination from detailed tender evaluation.

Prior to the award of any framework agreement / contract, the Contracting Authority will request evidence of self-declared information prior to award decision. Failure to provide appropriate evidence within the required timeframe will result in the tenderer being deemed inadmissible for formal award

6.7 Award Criteria

Only tenders meeting the selection criteria and confirmed as valid and responsive to the specifications set out in this document will be evaluated against the award criteria. Tenderers should ensure that they have submitted sufficient relevant information to allow their tenders to be assessed under each of the award criteria set out below. Responses are required through completion of the Tender Response Document.

The tender for the requested services will be awarded on the basis of Most Economically Advantageous Tender. Scores will be awarded according to the award criteria outlined in the table below:

6.7.1 Approach and Understanding of the Delivery of ICT Managed Services to GRET B Sites.

6.7.2 Quality of Personnel

6.7.3 Cost of Managed Services to GRET B

6.7.4 Sustainable Practices, Green Innovation and Corporate Social Initiatives of the Tenderer

6.7.5 Case Studies and Client References

Criteria	Weighting	Minimum Score Required	Maximum Score
A Approach and Understanding of the Delivery of ICT Managed Services to GRET B Sites. Please see Appendix 2 - Asset Register and Physical Locations - The submission is expected to demonstrate the approach to service delivery and tenderer's understanding of challenges and opportunities faced within the education and training sector. - The submission should evidence the tenderer's approach, resources, and proposed solutions to meet the Contracting Authority's complex requirements and must also address the following. - Network Management - Backups and Disaster Recovery - Patch Management - Active Directory and Group Policy Management - Hybrid Environment - Office 365, SharePoint and Teams Support - Security Management - Monitoring - Service Desk - Firewalls - Site to site VPNs - Wireless Networks - Microsoft Teams Voice - Asset and Location Management - Business Continuity and Disaster Recovery	3000	50%	3000
B Quality of Personnel	1000	50%	1000
C Cost of Managed Services to GRET B	3000	N/A	3000

D	Sustainable Practices, Green Innovation and Corporate Social Initiatives of the Tenderer	500	50%	500
E	Case Studies and Client References	2500	50%	2500
TOTAL		10000		10000

Meaning		Weighting
An outstanding response demonstrating extensive understanding offering full assurance to client – fully supported with no reservations.	Outstanding	90 – 100%
An excellent response demonstrating excellent understanding offering assurance to client – strongly supported.	Excellent	80 – 89%
A very good response demonstrating very good understanding offering assurance to client – fully supported.	Very Good	70 – 79%
A good response demonstrating good understanding offering assurance to client – well supported	Good	60 – 69%
An acceptable response demonstrating a minimum understanding offering assurance to client - satisfactorily supported.	Acceptable	50 – 59%
Unacceptable. Tenderers who do not meet the minimum score required to pass any one of the qualitative criteria will be eliminated from the competition	Unacceptable	Less than 50%

Marks between the base lines outlined above can be awarded where responses so merit additional marks.

NOTE 2: The lowest cost tender that also meets all of the minimum requirements of the qualitative award criteria will receive the maximum score achievable under this criterion. The scores of the other valid tenders will be calculated using the following formula:

Maximum Points available for Cost	3000
Lowest Cost from a Bona Fide Tender	B
Cost for the tender being evaluated	C
Formula employed	$\frac{3000 \times B}{C}$

NOTE 3: Tenderers should ensure in their tenders that they provide detailed information in respect of all aspects of the contract award criteria as stated above. This will enable the awarding authority to assess fully the extent of their offers.

NOTE 4: Award of contract may be subject to attendance at a clarification and verification meeting. It would be essential that the key personnel assigned to this contract should be available and present at this meeting.

NOTE 5: Tenderers should note that the Contracting Authority reserves the right to confirm that the financial and technical capacity of the tenderer is valid and unchanged prior to the award of any contract.

If tenderers have previously been involved in providing goods or services to the Contracting Authority, they should not assume that Contracting Authority is aware of their ability to address the requirements set out in this tender. No

recognition will be given to information previously submitted. Only information provided in your tender response will be evaluated. The onus is on Tender's to ensure their tender response is complete and includes all relevant information.

6.8 Post Tender Clarification

At the discretion of the Contracting Authority, tenderers may be invited, in writing, to clarify certain aspects of their tender, particularly where information or documentation to be submitted appears to be incomplete or erroneous. However, all such requests will be made in full compliance with the principles of equal treatment and transparency and avoid any distortion of competition.

6.8.1 Verification

Award of contract/membership of the framework may be subject to attendance at a verification meeting. It would be essential that the key personnel assigned to this framework should be available and present at this meeting. If required, tenderers will be notified of the date, time, agenda and format for such meetings as soon as possible.

6.8.2 Clarification of Abnormally Low Tenders

If the Contracting Authority considers the tender submission to be commercially unsustainable or otherwise problematic considering the tendered price or any other financial matter (including proposed indicative hours), the tenderer shall be invited to provide clarification to the Contracting Authority in respect of all elements of the tender submission that the Contracting Authority deems relevant. Any failure to satisfactorily comply with such a request, or to satisfactorily address the Contracting Authority's concerns, may, at the discretion of the Contracting Authority, result in the elimination of the tender in question based on it being considered abnormally low.

6.8.3 Right to Confirm Suitability

Tenderers should note that the Contracting Authority reserves the right to confirm that the financial and technical capacity of the tenderer is valid and unchanged prior to the award of any contract during the life of the framework.

APPENDIX 1 – SERVICE REQUIREMENTS AND SPECIFICATIONS

We offer an extensive range of education and training services to over 27,000 learners across the Galway and Roscommon area and have a staffing of over 2300.

Our Head Office is based in Athenry, Co. Galway and from here we support all our schools and centres. Please see **Appendix 2 - Asset Register and Physical Locations**

Our education and training services include:

- Post Primary Schools
- Community National Schools
- Further Education and Training Centres
- Administration Offices
- Outdoor Education and Training Centre
- Youthreach Centres
- Music Education
- Community Education
- Local Training Initiatives and Contracted Training
- Youth Services
- Cooperation with Other Agencies including the Prison Education Unit at Castlerea Prison
- Apprenticeships
- Adult Guidance and Information Services

Note that any reference to “Service Provider” or “tenderer” also applies to any third-parties or subcontractors being used in your response.

As a publicly funded organisation, we are required to achieve the [Public Sector Cyber Security Baseline Standards](#) as well as the National Cyber Security Centre [Secure Configuration Framework for Office 365](#). As part of these requirements, we are in the process of preparing for ISO 27001 (Information Security Management Systems). We are currently not subject to Directive (EU) 2022/2555 of the European Parliament (NIS 2 Directive) however, during the lifetime of any agreement arising from this competition, we may be required to meet the directive either partially or in full.

We now wish to engage a suitably qualified Service Provider to support and maintain the core infrastructure of the organisation, including all server and network systems and devices, and to ensure that the infrastructure remains fully functional, available and relevant. Please see **Appendix 2 - Asset Register and Physical Locations**. Higher marks will be awarded to Service Providers that highlight sustainable practices, green innovation and corporate social initiatives in their submission.

For the avoidance of doubt, the Contracting Authority confirms that the services being sought as part of this competition is the current requirement however, during the term of any contract resulting from this competition, additions/deletions/revisions of services are possible. The details of any added/removed/revised services shall be mutually agreed upon by the Contracting Authority and the Service Provider. It should be noted that, since our

establishment in 2013, a limited number of sites have been onboarded/offboarded although there has been a significant growth in our service provision. It should also be noted that any additional services being added during the term of any contract resulting from this competition will be closely aligned to the services being sought in this competition and may include emerging technologies, hardware, software, licences, services or a revision of existing services e.g. on premise to cloud offerings. Service Providers are therefore asked to include a clear statement in terms of their contact management on service additions/deletions/revisions.

The Contracting Authority currently has a capital budget of more than €250,000,000.00 and, if realised, this could have a service altering impact to include additions/deletions/revisions of services. Note that this budget is dependent on final funding approval and is for the upgrade of existing premises and for the delivery of additional premises.

The successful Service Provider must also have a clear and well-defined service offering in terms of emerging technologies and Robotic Process Automation.

The Service Provider must have the ability to offer an out-of-hours support to avoid disruption to teaching and learning and administrative functions e.g. site/s offline in the morning. You are asked to confirm that you have the ability to deliver an out-of-hours support offering. The infrastructure is in various locations as outlined in **Appendix 2 - Asset Register and Physical Locations**. For the purposes of clarity, an out-of-hours support model is not currently being sought except where expressly stated below however, during the term of any contract resulting from this competition, such support may be required and shall be mutually agreed upon by the Contracting Authority and the Service Provider. **Note that 24/7 monitoring is required as part of this competition.**

The following projects are expected during the contract term and will therefore form part of any contract resulting from this competition. Such projects could have a service altering impact as highlighted below. Note that both projects are subject to approval and funding.

1. FET College of the Future in Galway City.

<https://www.solas.ie/about/fet-college-of-the-future/>

GRETB Project Stage: Pre-tender, Project Design, Planning and Procurement Strategy.

Impact for Service Provider: Service and/or Site Additions/Deletions/Revisions

FET College of the Future is an ethos, a way of delivering Further Education and Training into the future and of evolving our facilities and our FET provision into a distinct, integrated FET college offering. It is a major programme of capital investment that will modernise and upgrade Colleges of FET to provide transformational learner experiences. Sustainable campuses that will deliver modern skills development opportunities and learning spaces, and that will serve communities and learners alike.

SOLAS is working in collaboration with the Department of Further and Higher Education, Research Innovation and Science, and the Education and Training Boards (ETBs) to realise a shared, ambitious vision for the future of FET, through the management of capital investment aligned with the Transforming Learning Further Education and Training strategy.

2. Blended and Fully Online Programmes

<https://www.qqi.ie/>

GRETB Project Stage: Pre-application for QQI Approval.

Impact for Service Provider: Service/site additions/deletions/revisions with a possible requirement for out-of-hours and/or a 24/7 support offering to ensure network availability both on premise and in cloud.

Blended learning programmes may incorporate virtual labs, language apps, online simulations, augmented reality experiences and electronic proctoring for summative assessment and final examinations. There are many other possibilities. The important thing is that as we look to innovate and pilot new digital tools, we also evaluate them to ensure they contribute to a quality blended learning experience. A review of Disaster Recovery and Business Continuity Planning will be required to ensure system availability.

MANAGED IT SERVICE

The Managed IT Service component is based upon a fixed price per annum. Any price changes must be agreed between the Contracting Authority and the Service Provider in advance of any contract renewal. Any price changes must be aligned to the Consumer Price Index, as published by the Central Statistics Office. Note that prices may increase or decrease during the contract term due to factors such as the Consumer Price Index, market conditions and any additions/deletions/revisions of services.

The Service Provider must incorporate a risk management approach to their service delivery offering and should advise the Contracting Authority of any areas for improvement in terms of best practice configuration, any identification of misconfiguration, network security and/or any areas of concern. Hardware end of life planning should also feature in monthly/quarterly service review meetings. The Contracting Authority will then manage such risks through internal risk management processes.

The Service Provider must also adopt a best-practice credential management and ensure that default passwords are never used and are replaced with a strong password. Passwords should be unique and have MFA, where possible. The principles of least amount of privilege should also be applied. The Service Provider is also required to adhere to any of the Contracting Authority's policies and agreements which may include Access Control Policy and Procedures, Acceptable Usage Policy, Password Policy, Outsourcing and Acquisitions Policy, Data Processing Agreement, Service Level Agreement etc. The Contracting Authority reserves the right to audit.

Responses should address the following requirements as part of your submission.

Network Management, Backups and Disaster Recovery

The Service Provider will be responsible for maintaining a fully functional network infrastructure and the management and maintenance of our backup and disaster recovery plans and procedures. Cybersecurity Awareness Training is mandatory for all personnel accessing the Contracting Authority's systems. The Service Provider must ensure that all personnel, as well as any third parties, take annual cybersecurity training and it should be able to provide evidence upon request from the Contracting Authority. The Service Provider must provide the following services:

1. Network Management

The Service Provider shall:

1.1	Service Providers are required to assume full responsibility for maintaining fully functional Local and Wide Area network components including but not limited to switches, SAN, routers, firewalls, VPNs, Government Network Connections and VLANs including the inter-agency VLANs. Tenderers will be responsible for any additions (e.g. new VMs, firewalls, SANs, locations etc.) to the network infrastructure during the term of the agreement. The services will also extend to the development/maintenance of associated documentation, network diagrams, etc. for any additions/deletions/revisions of services. Please see Appendix 2 - Asset Register and Physical Locations .
1.2	End to end management of the Local and Wide Area Network connectivity and our hybrid tenancy on Microsoft Azure.
1.3	Management, and where appropriate, configuration/reconfiguration of network components

1.4	Active Directory, DNS and DHCP, Group Policy, server and Microsoft 365 and Azure management. Note that daily management of Microsoft 365 and Azure is not expected however, the Service Provider must have the ability to carryout such tasks including auditing, reporting and configuring.
1.5	Application of service packs, firmware, patches and upgrades, monthly and/or quarterly or for immediate security issues as agreed with the Contracting Authority. Please see Appendix 2 - Asset Register and Physical Locations .
1.6	Support all day-to-day administration activities including, but not limited to, allocating system disk resources, operating system set up and maintenance, modifying system parameters to suit operating environment, Site to Site VPN etc.
1.7	Any other services are necessary for the maintenance of a fully functional Local and Wide Area Network infrastructure.
1.8	Service Providers must state that they will assume initial responsibility for the diagnosis of all network errors, issues and any other items which have a negative impact on the performance of the Local and Wide Area Network infrastructure and take corrective action.

2. Backups and Disaster Recovery

The Service Provider shall:

2.1	Manage and maintain the current backup and recovery activities. The Contracting Authority currently uses and is licenced for Veeam.
2.2	Provide recommendations on the optimal backup and disaster recovery plans.
2.3	Deploy, manage and monitor backup software and agents on new and existing sites and servers.
2.4	Ensure that critical data and configurations are backed up and provide verification on request.
2.5	Troubleshooting failed backups and taking corrective action
2.6	Test file and data restorations as agreed with the Contracting Authority
2.7	Test disaster recovery processes as agreed with the Contracting Authority
2.8	Provide ICT support and technical advice relating to continuity planning and failover management.

3. Patch Management

The Service Provider will be required to take full responsibility for establishing an effective patch management process to keep the Contracting Authority's network infrastructure up to date. Please **see Appendix 2 - Asset Register and Physical Locations**. The Service Provider will be required to work closely with Contracting Authority to agree on the process and ensure its operational effectiveness and end of support planning. The Service Provider must adopt a proactive out-of-hours remediation to address patching-related service disruptions to mitigate potential outages during business hours. The Service Provider should outline their approach to handling patching-related service disruptions.

The Service Provider shall:

3.1	Only deploy software patches (system and third-party applications) that are obtained from trusted sources and verified for authenticity and are compliant with the manufacturers recommended configuration and security/firmware updates.
3.2	Assess patches appropriately and document the assessment
3.3	Deploy approved patches within agreed timelines with the Contracting Authority
3.4	Implement checks and process to remediate any patching-related service disruptions to the production environment and ensure that out-of-hours support is available to correct such disruptions.
3.5	Provide a formal, documented patch management process
3.6	Provide adequate notification of implementation and risk assessment
3.7	Maintain records of applied patches against ICT assets. Please see Appendix 2 - Asset Register and Physical Locations.
3.8	Outline how zero-day threats are addressed

4. Active Directory and Group Policy Management

The Service Provider shall:

4.1	Provide support for the configuration of Active Directory services, using best practice guidelines and gap analysis tools and techniques as agreed timelines with the Contracting Authority
4.2	Provide support for the management of Group Policies, including the application of any administrative and security policies as agreed timelines with the Contracting Authority

5. Hybrid Environment

The Contracting Authority operates a hybrid environment of local and azure joined sites.

The Service Provider is expected to demonstrate its experience and ability at managing hybrid environments. The Service Provider should confirm and outline organisational certifications, staffing levels and their qualifications.

6. Office 365, SharePoint and Teams Support

The Contracting Authority has an Office 365 environment based in an Azure tenancy. The Service Provider is expected to demonstrate its experience at managing Office 365 environments, knowledge, and expertise in key areas such as Office 365 online, Exchange online, Teams and SharePoint. The Service Provider should confirm and outline organisational certifications, staffing levels and their qualifications.

7. Security Management

The Service Provider will manage all security features associated with the Contracting Authority's infrastructure. Please see **Appendix 2 - Asset Register and Physical Locations.** This includes the implementation of any security measures necessary for maintaining the security and integrity of the infrastructure and data.

The Service Provider shall provide the following services:

7.1	The Service Provider must indicate that they have a proven corporate capability in the management and provision of Information Security (“IS”) and ICT services.
7.2	Provide the complete management, maintenance and support of the Contracting Authority’s firewalls including but not limited to hardware, software, firmware updates, monitoring, security/policy settings, VPN settings, DMZ configurations and access control lists. Ensuring site to site VPNs remain stable.
7.3	Maintain and support the Contracting Authority’s anti-virus solution (Defender for Endpoint) on physical and Hyper-V servers.
7.4	The Service Provider must confirm that they have a proven corporate capability in dealing with cybersecurity issues including, but not limited to, identification, containment, eradication, recovery, lessons learned etc. and outline how such capabilities are incorporated into the delivery of the service.
7.5	The Service Provider must provide evidence of all personnel qualifications and accreditations on the request of the Contracting Authority.
7.6	Access rights and privileges will be reviewed and revalidated periodically. The Service Provider must advise us of any personnel changes or departures that were assigned to the Contracting Authority’s system.
7.7	The Service Provider must inform the Contracting Authority of any breaches or security incidents that may impact the Contracting Authority’s system.
7.8	The Service Provider must confirm that it has a Business Continuity Plan to ensure the continuity of services to the Contracting Authority. Such plans relevant to the Contracting Authority must be supplied upon the request of the Contracting Authority.
7.9	The Service Provider will be required to work with the Contracting Authority to agree what-if scenarios, roles, responsibilities and remediation strategies in the event of a major security incident.

8. Monitoring

The Service Provider will be responsible for proactive 24/7 monitoring relating to server and network infrastructure. Please see **Appendix 2 - Asset Register and Physical Locations**. This will include but is not limited to the following activities:

The Service Provider shall:

8.1	Specify the approach and any utilities or software applications that will be used as part of the proposed monitoring solution
8.2	Network monitoring and performance management, including the performance of individual servers and making proposals for improvement where appropriate. Server performance will be expected to include the monitoring of disc capacity, CPU utilisation and memory utilisation
8.3	Network error detection and diagnostic measures and the related management
8.4	Availability and event log monitoring. This includes monitoring the availability of services such as file and print, e-mail, internet and all other services critical to the Windows infrastructure supporting the Board
8.5	Monitoring and troubleshooting of Veeam backups
8.6	Alerting the Contracting Authority and third-party application providers when appropriate (e.g. system unavailability)
8.7	Performance improvement recommendations

8.8	Monitoring of scheduled reporting
8.9	Maintain and monitor a record of SSL certificates and their expiry date. Manage the renewal of certificates as required. Public facing websites are not included.
8.10	Provide monitoring reports for infrastructure health and reporting.

9. Service Desk

The Service Provider will be required to provide a fully operational and appropriately manned service desk that will provide operational support (1st, 2nd and 3rd level will be required from the Service Provider) to nominated Contracting Authority users.

The Contracting Authority operates an in-house service desk for internal users.

Only nominated Contracting Authority users will log requests to the service provider. For indicative purposes, based on recent service desk activity, the Service Provider should allow for approximately 40 support tickets per month. This number may vary upwards or downwards throughout the year e.g., July vs September and does not include system generated alerts.

The Service Provider shall:

9.1	Provide a manned service desk during standard office hours, which are Mon-Fri, 8:00 am to 6:00 pm, excluding bank and public holidays. Provide telephone and email support from 8:00 am to 6:00 pm on weekdays and an emergency out of hours service if required, in the event of an emergency. Issue notifications to the customer in the event of system failure and confirm ability to meet the following initial response and resolution times. <table><tr><th>Call Priority</th><th>Initial Response</th><th>Resolution Time</th></tr><tr><td>1 (high)</td><td>within 15 mins</td><td>within 3 working hours</td></tr><tr><td>2 (medium)</td><td>within 1 hour</td><td>within 1 working day</td></tr><tr><td>3 (low)</td><td>within 8 hours</td><td>within 3 working days</td></tr></table>	Call Priority	Initial Response	Resolution Time	1 (high)	within 15 mins	within 3 working hours	2 (medium)	within 1 hour	within 1 working day	3 (low)	within 8 hours	within 3 working days
Call Priority	Initial Response	Resolution Time											
1 (high)	within 15 mins	within 3 working hours											
2 (medium)	within 1 hour	within 1 working day											
3 (low)	within 8 hours	within 3 working days											
9.2	Confirm whether it is in a position of offer an out-of-hours support service. If so, please confirm the out-of-hours coverage available.												
9.3	Implement robust procedures and systems to manage all aspects of the service desk. These include managing the process of recording issues and requests, classifying them, tracking their progress, setting escalation and automatic notification procedures and reporting on calls raised and their outcomes.												
9.4	Provide ICT support, technology advice, future system consultation and assist with the implementation of ICT projects or procurement												
9.5	Collaborate with third party suppliers or sub-contractors to resolve issues when the need arises												
9.6	Provide contact details of the service desk manager and confirm that this person is the point of contact for nominated Contracting Authority users.												

9.7	Confirm that the service desk will provide us with an expectation as to when the issue will be addressed/resolved or when we can expect to receive further information. The user must then be updated as and when new information is received
9.8	Only act on the instructions of nominated Contracting Authority users for callouts or items of additional expenditure, notable change etc. This can be through email or the logging of a ticket by nominated Contracting Authority users and/or the sign off by nominated Contracting Authority users on Scope of Work/Change Requests etc. This will be included in the SLA.

10. Firewalls - Site to site VPNs

The Contracting Authority has site to site VPNs between all sites and Head Office with a managed firewall and core switch in each location. The VPNs ensure Active Directory services are fully supported in remote sites.

The Service Provider shall:

10.1	The Service Provider shall support and maintain these VPN connections. The Contracting Authority currently has a mix of Meraki and Fortinet firewalls. The Service Provider is responsible for a full handover of firewall documentation including configurations and keys and passwords if and when requested by the Contracting Authority. The Service Provider should have Meraki and Fortinet capabilities.
10.2	The service provider should make recommendations to limit VPN downtime including the removal of any single point of failure.

11. Wireless Networks

The Contracting Authority has a mixture of Meraki and Aruba wireless networks.

11.1	The Service Provider is responsible for monitoring the wireless networks and ensuring ongoing availability together with IP/VLAN/SSID management. The Service Provider should have Meraki and Aruba capabilities.
11.2	The Service Provider must provide support as above to any new wireless framework agreements that may arise throughout the duration of the service contract.

12. Microsoft Teams Voice

The Contracting Authority is actively expanding its Microsoft Teams voice offering to end users.

12.1	The Service Provider must support and ensure Microsoft Teams voice traffic is accessible through all The Contracting Authority firewalls and switches. This also applies to any additional or replacement VoIP services.
12.2	The Service Provider must confirm whether it has the organisational qualifications and expertise in configuring Microsoft Teams voice services. Although not a requirement as part of this competition, the Service Provider may be required to deliver such services during the term of any contract resulting from this competition.

12.3	The Service Provider should also confirm whether it has the ability to carry Teams Voice call traffic either directly or using the services of a third party. This is for informational purposes only and no marks will be awarded or deducted for the evaluation of this tender however, such services, if available, may be required during the term of any contract resulting from this competition.
------	--

13. Asset and Location Management

The Service Provider must confirm that it will maintain an internal asset and location management system to capture additions/deletions/revisions of services or locations.

14. Business Continuity and Disaster Recovery

The Service Provider must support any existing documented and undocumented Business Continuity and Disaster Recovery responses of the Contracting Authority which may include security or weather-related disruptions.

DISCLAIMER:

Whilst the technical information set out in this document has been prepared in good faith, it does not purport to be a comprehensive statement of all matters relevant to the requirements of the Contracting Authority. The Contracting Authority will not accept any liability or responsibility for its adequacy, accuracy or completeness, nor does it make any representation or warranty, expressed or implied, with respect to the information contained within the document.

ADDITIONAL ICT SUPPORT

During the lifetime of any agreement arising from this competition, there may be requirement for ad hoc additional supports as outlined below for reasons such as audit findings, security events, network configuration and onsite cover for periods of leave, illness or additional workload during busy periods.

Please complete the following table and note that this is **for informational purposes only and no marks will be awarded or deducted for the evaluation of this tender** however, such services, if available, may be required during the term of any contract resulting from this competition.

Due to the ad hoc nature of this requirement and previous utilisation of such services, **no marks will be awarded or deducted for the evaluation of this tender** however, such services, if available, may be required during the term of any contract resulting from this competition.

Drawdown of Professional Service Days		
Role required (or equivalent)	Title of role if different from role provided	Daily Rate (€)
Senior Project Manager		
Project Manager		
Architect - Network		
Architect - Server		
Architect - Security		
Architect - Storage		
Engineer - Network		
Engineer - Server		
Engineer - Security		
Engineer - Storage		
Senior Technician		
Junior Technician		
Deskside Support Engineer		
Total Blended Daily Rate (ex-VAT)		

ICT PROJECTS

This tender is issued for the provision of IT services and solutions, with the understanding that individual projects and associated pricing will be negotiated at the point when each project is formally scoped. The contracting authority reserves the right to define the scope, deliverables and technical requirements for each IT project as needs arise. Pricing for each project will be agreed between the parties based on the detailed scope, complexity and resources required, ensuring flexibility to accommodate evolving technology requirements, budget availability and organisational priorities. This approach enables the delivery of tailored IT solutions and ensures value for money, while allowing both parties to respond effectively to changes in project scope and market conditions.

For scoring purposes, you are asked to provide a case study for projects delivered in **each of the following areas**:

1. Transitioning from On Premise Domain to Cloud Services

Incorporating Business Continuity and Disaster Recovery Planning to the Cloud Solution.

1250 Marks.

2. Experience in delivering post-incident Disaster Recovery Services.

Reinstating Services and “Business as Usual”: Recovering or Rebuilding after a Major Incident.

1250 Marks.

Note that one case study per scenario is required and must include client reference. Our preference is to have a case study and client reference from an education or public sector client although this is not an essential requirement.

You are requested to provide a detailed response outlining your approach, experience and expertise to each of the above scenarios whilst maintaining your client's confidentiality. You should also include information on designing and implementing business solutions to each of the above.

For the purposes of clarity, you should supply sufficient information to outline your corporate ability, experience and expertise in each of the above scenarios whilst maintaining your client's confidentiality as insufficient information will be reflected in the scoring.

Responses should include the methodologies used to ensure minimal disruption as well as strategies for data integrity, security, and compliance.

Scoring Note: Higher marks will be awarded to responses of similar implementations in organisations comparable in scale and complexity to ours.

The following is a non-exhaustive listing of other projects that may be required during the term of any contract resulting from this competition therefore, you must have the ability to deliver such services. Note, due to emerging technologies, additional projects may also be required and will form part of this competition. All projects are subject to funding.

Project Title	Project Description	Ability and Experience to Deliver (Yes/No)
Identity and Access Management	Using existing systems like Core HR, Student MIS, School Data Sync, ADManager, implement an IAM to streamline staff and learner JML processes including but not limited to GPO, Address Book Policies, Access Management, Licensing, OU Management etc.	
Automation and Emerging Technologies	Using Power Automate, RPA, GPO, emerging technologies etc., reduce the level of repetitive tasks involved in processes e.g., user management, administrative tasks, security etc.	
Windows Virtual Desktops and Azure Lab Services	Using Windows Virtual Desktops and Azure Lab Services to provide additional and shared resources to offices, schools and centres e.g., virtual testing environments, virtual environments with specialist software, access to restricted areas etc.	
Office 365 Projects	Projects may involve: • Teams – management, naming conventions, policy development and application • Azure Active Directory • Compliance / Endpoint Manager / Security / Search and Intelligence • Develop Power BI using various datasets. • SharePoint • Voice services • Streamlined OneDrive experiences – mapping etc.	
Security / Audit	Provide consultancy services and implement systems, processes, procedures and policies to address any requirements such as NCSC Baseline Standard for Public Sector Bodies, Cyber Security Essentials, audit findings or any other standards that the Contracting Authority is required to meet during the term of any contract resulting from this competition.	
Cloud Joined Sites	Provide full maintenance and support for existing cloud joined sites, ensure VPN's and single sign on is in place and stable.	
	Design Firewall and Switch Design Documentation for cloud joined sites.	

	Implementation and or upgrades to sites with single on environments, support, and deployment of services such as print and software through Azure / Office 365 groups.	
	Monitoring: Support to set-up monitoring of new hardware as applicable.	
	Setup, monitoring, updates, and support for cloud joined devices in these sites.	
	Provide / Suggest new ways of administering and deploying new and existing the Contracting Authority cloud joined sites.	
Microsoft and Google Workspace Migration	This project involves the migration of two Microsoft 365 tenants and a Google Workspace into the primary Microsoft 365 tenant. It must centralise user accounts, data and collaboration resources to the primary tenant. The project will require minimal disruption, robust data integrity, and comprehensive user communication and support. The outcome will be an efficient, centralised Microsoft 365 environment with the flexibility to leverage both Microsoft and Google platforms as needed.	
Disaster Recovery and Business Continuity Planning	This project will develop, maintain and test robust Disaster Recovery (DR) and Business Continuity Planning (BCP) for all critical systems, following key findings from a recent internal audit. It will involve comprehensive scenario analysis and "what-if" exercises to identify and address potential vulnerabilities and operational disruptions. The end solution must include clear steps for recovering critical systems and services and must document procedures for failover, fallback and the continuity of business functions during unexpected events. Regular testing of these plans must be established to validate effectiveness and maintain readiness. It must also include escalation paths as well as clearly defined roles and responsibilities.	
Aruba Central Review	A comprehensive review of the current Aruba Central instance, to identify any security, system performance or configuration errors that may be affecting network reliability and to ensure the environment is secure, optimised for peak performance, and free from misconfigurations that could lead to service disruptions or vulnerabilities. It should be noted that this system is stable and operational however, additional reviews may be required together with end of support planning.	

Although our preference is for a cloud-first future, the following may be required during the term of any contract resulting from this competition therefore, you must have the ability to deliver such services. All projects are subject to funding.

Project Title	Project Description	Ability and Experience to Deliver (Yes/No)
Server Upgrades	The Service Provider will be asked to design a solution to provide a replacement physical server for sites and install newer updated virtual servers running the latest Windows Operating Systems.	
	The service provider will use service improvement processes to make pragmatic recommendations to improve the service with due attention to priority and affordability	
	The Server design must deliver a resilient, robust, secure, and scalable architecture. The design will follow best practice guidelines to ensure a standard and supported implementation.	
	Management and where appropriate configuration/reconfiguration of network components.	
	Activity 1 – Server Platform deployment • Deploy new Server equipment • Create Hyper-V Virtualisation platform • Create Servers to provide: ○ Domain Controller (Active Directory) Server ○ File Server ○ Print Server	
	Activity 2 – Site setup • Setup new File shares / folders permissions • Setup and configure Group Policy and Logon Scripts • Setup Management and Backup agents • Decommission existing Domain Controller and File Servers	
	Activity 3 – Decommission legacy equipment • Decommission physical Hyper-V Host.	
	The Contracting Authority will replace out of support servers with a new physical server for each school / centre upgrade, running Microsoft Windows Server. These will have the Hyper-V	

	virtualisation platform installed to enable running of multiple virtual servers.	
	The Servers will also be assigned IP addresses for remote monitoring, management, and configuration.	
	Any other services are necessary for the maintenance of a fully functional Local and Wide Area Network infrastructure.	
	All Servers will receive an installation of Microsoft Defender for Endpoint anti-virus client. In addition, the servers will receive a backup agent connected to the central backup solution, which backs up to Veeam.	
	The build of both physical and virtual servers will be recorded and documented and be appended to the end of the design document during the implementation.	
	Legacy file shares will be migrated to SharePoint sites where appropriate.	
	Each site will use a managed print solution – Papercut or Printix. This application will be installed onto the new printer server by the current managed print provider. The requirement for the service provider is to provide the base Operating System, perform the domain join process and migrate any currently used printer queues from the existing Print Server; this will also require an update of any logon scripts or group policies.	
	Server Role • Hyper-V Host • Hyper-V Host • (Remote Management) • Domain Controller • File Server • Print Server	
Firewalls	Provide full maintenance and support for existing and new site firewalls, ensure VPNs are in place and stable. Installation, replacement etc.	
	Design Firewall and Modem Design Documentation.	
	Implementation and or replacement:	
	Offsite preparation work Firewall and Modem racking and remote support Firewall, Modem Configuration and VPN setup	

	Monitoring: Support to set-up monitoring of new hardware as applicable.	
Network Switches	Provide full maintenance and support for existing and new switches, ensure DHCP/VLANs/Trunks are in place and stable. Installation and replacement projects as required.	
	Design Switch Design Documentation.	
	Implementation and or replacement: Offsite preparation work Switch racking and remote support Switch Configuration and VPN setup	
	Monitoring: Support to set-up monitoring of new hardware as applicable.	

APPENDIX 2 – Asset Register and Physical Locations

Asset Register

Device Category	Manufacturer	Model/s	OS/Firmware	Quantity
Server	Dell	T610/T550/R740	2016/2019/2025	46
Hyper-V Servers - File/Print/Application	-	-	2016/2019/2025	160
Access Point	Meraki	MR36/MR46	Current	314
Access Point	Aruba	AP-303/AP-305/AP-505	Recent/2024	625
Network Switch	Meraki	MS130/MS210/MS225	Current	132
Network Switch	Aruba	Aruba 2540/2930/6100/6200	Recent/2024	78
Firewall	Meraki	MX67/MX75/MX95	Current	58
Firewall	Forinet	FG120G	Current	4
Site to Site VPN	-	-	-	56
SAN	Dell		Current	1
Backup Server	Dell		Current	1

Locations

Site ID	Name	Category	Address	Eircode
EG001	GRETB - Head Office	Administration	An Coiléar Bán, Station Road, Athenry, Co. Galway	H65 AT81
EG136	Breacadh	Administration	Casla, Conamara, Co. na Gaillimhe	H91 E76C
EG353	GRETB Training Centre	Administration and FET Centre	Mervue Business Park, Mervue, Galway	H91 CDW6
EG030	Youthreach - Letterfrack	FET - Youthreach	Letterfrack, Co. Galway	H91 PA89
EG044	Youthreach - Ballinasloe	FET - Youthreach	Unit 3, Pollboy, Ballinasloe, Co. Galway	H53 X9X0
EG075	Youthreach - Tuam	FET - Youthreach	Tuam, Co. Galway	H54 YD59
EG203	Youthreach - Portumna	FET - Youthreach	Abbey Street, Portumna, Co. Galway	H53 VW99
EG246	Youthreach - Galway City	FET - Youthreach	Liosbaun Industrial Estate, Tuam Road, Galway	H91 E7DV
EG262	Youthreach - Ballaghaderreen	FET - Youthreach	Old Vocational School, Ballaghaderreen, Co. Roscommon	F45 TX97

EG283	Youthreach - Roscommon	FET - Youthreach	Lisnamult, Roscommon, Co. Roscommon	F42 H985
EG264	FET - Lanesboro Street	FET Centre	Lanesboro Street, Roscommon, Co. Roscommon	F42 NA72
EG026	Petersburg OEC	FET Centre	Clonbur, Co. Galway	F12 X589
EG028	VTOS - Letterfrack	FET Centre	Letterfrack, Co. Galway	H91 FY9W
EG049	VTOS - Tuam	FET Centre	Airglooney, Tuam, Co. Galway	H54 C597
EG068	VTOS - Ballinasloe	FET Centre	Sarsfield Road, Ballinasloe, Co. Galway	H53 A5F1
EG076	VTOS - Rosmuc	FET Centre	Glinn Chatha, Ros Muc, Co. na Gaillimhe	H91 K761
EG247	VTOS - Galway City	FET Centre	Tuam Road, Galway	H91 Y8C2
EG255	VTOS - Castlerea	FET Centre	St. Patrick's Street, Castlerea, Co. Roscommon	F45 X431
EG264	VTOS - Roscommon	FET Centre	Lanesboro Street, Roscommon, Co. Roscommon	F42 NA72
EG282	VTOS - Boyle	FET Centre	Marian Road, Boyle, Co. Roscommon	F52 X580
EG019	Adult Education Centre - Tuam (Weir Road)	FET Centre	Weir Road, Tuam, Co. Galway	H54 X938
EG037	Adult Education Centre - Casla	FET Centre	Casla, Conamara, Co. na Gaillimhe	H91 XP6E
EG047	Adult Education Centre - Moycullen	FET Centre	An Fuarán, Moycullen, Co. Galway	H91 P XK4
EG057	Adult Education Centre - Tuam	FET Centre	Chapel Lane, Tuam, Co. Galway	H54 YC42
EG069	Adult Education Centre - Loughrea	FET Centre	Mount Carmel Road, Loughrea, Co. Galway	H62 T262
EG106	Adult Education Centre - Oughterard	FET Centre	Camp Street, Oughterard, Co. Galway	H91 ADW7
EG128	Adult Education Centre - Gort	FET Centre	Ennis Road, Gort, Co. Galway	H91 W443
EG146	Adult Education Centre - Portumna	FET Centre	Portumna, Co. Galway	H53 A263
EG149	Adult Education Centre - Clifden	FET Centre	Clifden, Co. Galway	H71 HD68
EG182	Adult Education Centre - Headford	FET Centre	Main Street, Headford, Co. Galway	H91 DD29
EG238	Adult Education Centre - Dunmore	FET Centre	Main Street, Dunmore, Co. Galway	H54 Y827

EG239	Galway Adult Basic Education Service	FET Centre	Seville House, New Dock Street, Galway	H91 CKV0
EG269	Adult Education Centre - Ballaghaderreen	FET Centre	Old Vocational School, Ballaghaderreen, Co. Roscommon	F45 RX89
EG003	Archbishop McHale College	Post Primary School	Dublin Road, Tuam, Co. Galway	H54 KC66
EG004	Coláiste an Chreagáin	Post Primary School	Mountbellew, Ballinasloe, Co. Galway	H53 XT54
EG005	Coláiste na bPiarsach	Post Primary School	Ros Muc, Co. na Gaillimhe	H91 R838
EG007	St. Brigid's College	Post Primary School	Mount Pleasant, Loughrea, Co. Galway	H62 XF63
EG009	St. Killian's College	Post Primary School	New Inn, Ballinasloe, Co. Galway	H53 KW93
EG011	Coláiste Cholmcille	Post Primary School	Aille, Indreabhán, Co. na Gaillimhe	H91 YH30
EG012	Coláiste Naomh Éinne	Post Primary School	Cill Rónáin, Inis Mór, Oileáin Árann, Co. na Gaillimhe	H91 K5K8
EG013	Coláiste Naomh Feichín	Post Primary School	Corr na Móna, Co. na Gaillimhe	F12 YV84
EG015	Clarín College	Post Primary School	Newford, Athenry, Co. Galway	H65 KC65
EG021	Coláiste Ghobnait	Post Primary School	Baile An tSeipeil, Inis Oirr, Co. na Gaillimhe	H91 V215
EG061	Coláiste Naomh Eoin	Post Primary School	Inis Meáin, Oileáin Árann, Co. na Gaillimhe	H91 V2R4
EG159	Coláiste an Eachréidh	Post Primary School	Athenry, Co. Galway (former Presentation College)	H65 WD54
EG236	Coláiste Bhaile Chláir	Post Primary School	Claregalway, Co. Galway	H91 XY8V
EG241	Galway Technical Institute	Post Primary School	Father Griffin Road, Galway	H91 KA49
EG242	Coláiste na Coiribe	Post Primary School	Bóthar Bhaile na mBúrcach, Cnoc na Cathrach, Gaillimh	H91 RC97
EG243	Galway Community College	Post Primary School	Móinín na gCiseach, Galway	H91 K642
EG244	Merlin College	Post Primary School	Doughiska Road, Doughiska, Galway	H91 309Y
EG256	Abbey Community College	Post Primary School	Upper Marian Road, Boyle, Co. Roscommon	F52 HK46
EG261	Elphin Community College	Post Primary School	Elphin, Castlerea, Co. Roscommon	F45 NF83
EG267	Roscommon Community College	Post Primary School	Lisnamult, Roscommon, Co. Roscommon	F42 P959
EG357	Lecarrow Community National School	Primary School	Knockanyconor, Lecarrow, Co. Roscommon	F42 HC83
EG358	Galway Community National School	Primary School	An Cimín Mór, Cappagh Road, Knocknacarra, Galway	H91 KX30

EG405	Ábalta Special School	Special Schools	Parkmore East Business Park, Parkmore, Galway	H91 V9K4
--------------	-----------------------	-----------------	--	----------

APPENDIX 3 – INSTRUCTIONS TO TENDERERS

Submission of Tenders

The Contracting Authority is using the Tender Post-box facility and tenders must be submitted electronically via the etenders post-box facility on www.etenders.gov.ie only. Only Tenders submitted to the electronic post-box will be accepted. Tenders submitted by any other means (including but not limited to by email, fax, post or hand delivery) will not be accepted.

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation before the Tender Deadline. Tenderers should consider the fact that upload speeds vary. It is not advisable to wait until the last moment to upload documents in case of internet connection difficulties or other technical problems. The Contracting Authority takes no responsibility for documents which are not submitted by the Closing Date, for any reason. We advise that you should give sufficient time to upload all documents. Tenderers are fully responsible for the safe and timely delivery of the Tender via the etenders platform.

In order to submit a response to the electronic post-box, please note that you must ensure you have submitted the response completely. It is advisable to familiarise yourself with the new platform prior to the closing date.

Below we provide an overview of the key steps. Please note that the Contracting Authority take no responsibility for these steps being the totality of the steps required as different processes may require different actions.

If in doubt, please ensure you contact the etenders helpdesk as follows:

Email: irish-eproc-helpdesk@eurodyn.com

Phone: +353-818001459

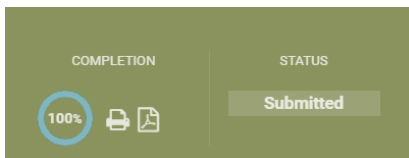
Accessing documents

It is important to note that you must ensure you **ASSOCIATE** your company with this competition in the first instance. To do this you must do the following:

- (a) Log-in to the system
- (b) Locate the competition using the Advanced Search by Contracting Authority or Resource ID
- (c) Click on the hyperlink for the competition which will bring you to the CfT Workspace
- (d) In the Show CfT Menu for the competition click on the “Expression of Interest” in the drop-down menu
- (e) Complete the “Association with the CfT” tab.
- (f) This will then provide you with a link to “Tender” under the Show CfT Menu

Submitting your Response

In responding to a competition without an electronic ESPD, several steps are required. The final step involves clicking on a Submit button and receiving the following status:



If you do not receive a message like above, you have not submitted your response.

Please note that the screen may say OFFLINE, this is a technical feature of etenders and does not mean you cannot submit. Also, please note, you may see the percentage field also saying 100% before you submit, this still requires you to go through the submit button.

Please upload your response as a ZIP FILE to protect the integrity of the file names.

It is the responsibility of the Tenderer to ensure that their tender is complete and is uploaded in accordance with the instructions provided on etenders prior to the deadline as per the front page.

Closing date for Tenders

The closing date for tender submission is specified on the title page.

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

Tenders that are received late or via other means will not be considered in this public procurement competition.

It is important to note that only persons who have downloaded and accepted a document can upload a submission

Queries

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

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

All queries regarding this tender should be through the Questions and Answers facility on www.etenders.gov.ie The closing date for receipt of queries as shown on Page 1 of this document.

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

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

Sufficiency and Accuracy of Tender

Tenderers will be deemed to have examined all the documents enclosed and by their own independent observations and enquiries will be held to have fully informed themselves as to the nature and extent of the requirements of the tender.

Tenderers are cautioned to check the accuracy of their tender prior to submission. A tender found containing any clerical errors or omissions may, at the sole discretion of the Contracting Authority, be referred to the tenderer for correction. Any subsequent adjustment(s) must be confirmed in writing. The Contracting Authority reserves the right to disqualify incomplete tenders.

Qualification of Tenders and Referential Bids

Please note that qualifications to a Tender may be considered a counteroffer and may render the tender invalid. Tenders made by reference to other tenders are not valid and cannot be considered.

Extension of Tender Period

The Contracting Authority reserves the right, at its sole discretion, to extend the closing date for receipt of tenders by giving notice in writing to all parties who have expressed an interest in the notice via etenders no later than six days before the original closing date.

Modifications to Tenders prior to the Closing Date for Receipt of Tenders

Modifications to Tenders will be accepted in the form of supplementary information and/or addenda, provided they are submitted before the closing date for receipt of tenders and clearly marked as part of the tender. Any modifications received, by whatever means, after the closing time for receipt of tenders will not be considered.

Cost of Preparation of Tender

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

Tender Validity Period

To allow sufficient time for Tender assessment a Tender Validity period of 12 months is required, this period commencing on the closing date by which the Tenders are to be returned.

Currency and Payments

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

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

Conflict of Interest

It will be a condition of award of this contract and any subsequent contract that the successful tenderer(s) that any conflict of interest involving a tenderer (or tenderers in the event of a consortium bid) must be fully disclosed to the Contracting Authority. Any registrable interest involving the tenderer 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 tenderer. The terms 'registrable interest' and 'relative' shall be interpreted as per Section 2 of the Ethics in Public Office Act, 1995. Failure to disclose a conflict of interest may disqualify a tenderer or invalidate an award of contract, depending on when the conflict of interest comes to light.

Freedom of Information Acts

All responses to this Call 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 call for tenders should not be disclosed because of its sensitivity. If this is the case, tenderers should specify the information that is sensitive and the reasons for its sensitivity. 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, EU and Irish Government Procurement Procedures. 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.

Tax Clearance

It will be a condition of award of this framework and any subsequent contract that the successful tenderer(s) comply with all EU and national tax laws. Tenderers are referred to the Irish Revenue web site <http://www.revenue.ie>. Non-resident tenderers should apply to the Office of the Revenue Commissioners, Non Resident Tax Clearance Unit, Office of the Collector General, Sarsfield House, Francis Street, Limerick, Ireland; e-mail: nonrestaxclearance@revenue.ie. the Contracting Authority will satisfy themselves that any tenderers being considered for award of a framework are appropriately tax compliant by checking their status via the online system for which **tenderers are requested to provide their Tax Clearance Access Number and Tax Reference Number to facilitate verification**. By supplying these numbers of tenderers acknowledge and agree that the Contracting Authority has the permission to verify its tax cleared position at any time during the term of the framework agreement.

Withholding Tax

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

Irish Legislation and Law

The contract[s] awarded on foot of this tender process will be governed by Irish law.

Dignity at Work

The successful tenderer(s) shall comply with all relevant legislation relating to dignity at work. As a public body and employer, the Contracting Authority is committed to a policy of equality of opportunity for all personnel.

Clarification of Tenders

The Contracting Authority is entitled, but not obliged, to seek clarification of tenders, including pricing breakdowns in the course of the evaluation process. No change in the price or substance of the Tender shall be sought, offered or permitted. To assist in finalising the tender evaluation, selected tenderers may be invited to attend clarification meetings with the Contracting Authority.

Correction of Errors

Detailed pricing of all tenders will be examined for errors that might alter the tender pricing as determined from the figures on the tender form or as between the hard copy and electronic versions of the tender. In general, the following approach will be applied to manifest errors - where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern.

The amount stated in the tender form will be adjusted by the Contracting Authority in accordance with the above procedure and, with the agreement of the tenderer, shall be considered as binding upon the tenderer. Without prejudice to the above, a tenderer not accepting the correction of their tender as outlined may have their tender rejected.

Change in the Composition of a Tender

The Contracting Authority reserves the right, but is not obliged, to disqualify any Tenderer that makes any change to its composition after submission of a Tender.

Interference and Inducement to Purchase

Any effort by the tenderer 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. In accordance with Section 38 of the

Ethics in Public Office Act 1995 any money, gift or other consideration from a person holding or seeking to obtain a contract will be deemed to have been paid or given corruptly unless the contrary is proved.

Notification of Tender Evaluations

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

On a voluntary basis the Contracting Authority undertakes that no framework agreement will be signed or take effect until at least seven (7) calendar days after the day on which the unsuccessful Tenderers have been sent the appropriate notice informing them of the result of this public procurement competition ("Standstill Period"). The preferred bidder will be notified of the decision of the Contracting Authority and of the expiry date of the Standstill Period.

Award Notices

Following the award of contract, award notices will be dispatched to tenderers announcing the results of the competition.

Policy on Personal Debriefings

Based on the provision of the information to unsuccessful tenderers as outlined above and due to resourcing constraints, the Contracting Authority will not be offering individual debriefing meetings to unsuccessful bidders.

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 service provider may have a nonexclusive licence to use such material but only for its own purposes (to be agreed with the successful tenderer).

Brand Names, etc.

Please note in relation to this tender document; where reference is made to a particular make, source, process, trademark, type or patent, that this is not to be regarded as a de facto requirement. In all such cases it should be understood that the reference in question is accompanied by the words "or equivalent".

Payment

A schedule of payments will be agreed with the successful tenderer. The Contracting Authority operates in accordance with S.I. 580 of 2012 which transposes EU Directive 2011/7/EU on combating Late Payment in commercial Transactions. The method of payment used by the Contracting Authority is normally Electronic Funds Transfer

Right Not to Award

The Contracting Authority does not bind itself to accept the most economically advantageous tender or any tender. It also reserves the right to accept or reject in whole or in part any or all tenders received, and to source the requirement with more than one service provider.

The call for tender is issued in good faith; however, the Contracting Authority at its sole discretion shall not be obliged to award a contract or proceed to further stages in the procurement process and reserves the right to cancel the procurement process.

Environmental Aspects

The Contracting Authority is committed to the principles of environmental management in its activities, and it encourages the implementation of sustainability principles in its procurement practices. Tenderers/service providers should make all reasonable efforts to minimise adverse environmental impact in the methods of services delivery and in materials used.

Accessibility

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

Knowledge and Skills Transfer

It will be a condition of the contract that opportunities for the transfer of skills and/or knowledge from the Tender/Tender's staff to the Contracting Authority staff will be availed of during the course of the contract or prior to the handing over of the finished work/product.

Collusive Tendering

If any Tendering Party is found to have, at any time, offered to give or to have agreed to offer or give to any person, any bribe, gift, gratuity, commission or consideration of any kind as an inducement or reward for taking or forbearing to take any action in relation to the obtaining of its Tenders, or for showing or forbearing to show any favour or disfavour to any person in relation to its Tenders, the bid submitted by such Tendering Part shall be automatically disqualified and the circumstances surrounding such action shall be referred to the appropriate authority.

Confidentiality

After the official opening of Tenders, information relating to the examination, clarification, evaluation and comparison of Tenders and recommendations will not be disclosed to tenderers or other persons not officially concerned with such process until the award decision with the successful Tenderer has been announced and in conformity with national laws.

Tenderers shall treat the details of all documents supplied to them in connection with this contract as private and confidential and shall not disclose the contents to a third party without the permission of the Contracting Authority.

Any effort by the Tenderer to influence the Contracting Authority or their staff in the process of examination, clarification, evaluation and comparison of Tenders and in decisions concerning the award of the contract may result in the rejection of that Tender.

Consortia and Prime Subcontractors

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

Larger enterprises are also encouraged, subject to this paragraph, to consider the practical ways that SMEs can be included in their proposals to maximise the social and economic benefits of any Services Contracts that may result from this Competition.

Where a group of undertakings (in whatever form and regardless of the legal relationship between them) come together to submit a Tender in response to this RFT the Contracting Authority will deal with all matters relating to this Competition through the entity who will carry overall responsibility for the performance of the Services Contract only (the “Prime Contractor”), irrespective of whether or not tasks are to be performed by a subcontractor or other consortium member (the “Subcontractor”). The Tenderer must clearly and comprehensively set out the name, title, telephone number, postal address, facsimile number and email address of the nominated contact personnel of the Prime Contractor authorised to represent the Tenderer and to whom all communications shall be directed and accepted until this Competition has been completed or terminated. Correspondence from any other person (including from any Subcontractor) will NOT be accepted, acknowledged or responded to.

Anti-Competitive Conduct

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

Changes in Legislation

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.

APPENDIX 4 – CONTRACT TERMS AND CONDITIONS

To be completed on award.

APPENDIX 5 – FRAMEWORK TERMS AND CONDITIONS

To be completed on award.