

**OPEN PROCEDURE
REQUEST FOR TENDER
SINGLE - OPERATOR FRAMEWORK AGREEMENT**

Scope of Framework	Provision of Irish language Training to Public Service.
Procedure	Open Procedure with Negotiation Title III service under Directive 2014/24/EU
Issue Date	Tuesday, 14th October 2025
Closing Date for Queries	5pm (Irish time) Friday, 31st October 2025
Closing Date for Tender Submissions	12noon (Irish time) Tuesday, 11th November 2025
eTenders RFT ID	6770630
Contact for Queries	Via the messaging portal on eTenders.
Format for submission of tenders	Via www.etenders.gov.ie only
Please note that information relating to this Request for 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 accepts no responsibility for information relayed (or not relayed) via third parties.	
Contracting Authority have 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.	

Please Note: If you require a copy of this request for tender (RFT) and the tender response document (TRD) in Irish, please request via the messaging portal on eTenders website

CONTENTS

Disclaimer	6
Note	6
1 ABOUT THE CONTRACTING AUTHORITY	7
1.1 The Contracting Authority	7
1.2 Small and Medium Enterprise Participation.....	7
2 SCOPE OF THE FRAMEWORK AGREEMENT.....	9
2.1 Type of Framework.....	9
2.2 Scope of Requirements under the Framework.....	9
2.2.1 The Scope of the Framework.....	9
2.2.2 Numbers admitted to the Framework	9
2.2.3 Duration of the Framework Agreement	9
2.2.4 Estimated Value for the Framework Agreement.....	9
2.2.5 The Initial Contract.....	9
2.2.6 Duration of the Initial Contract.....	10
2.2.7 Awarding Contracts under the Framework Agreement.....	10
2.3 Details of Contracts arising over the life of the Framework Agreement	10
2.4 Anticipated Timeline.....	10
2.5 Right to tender outside of the Framework	11
2.6 Compliance with the Terms and Conditions of the Framework Agreement	11
2.7 Award to Runner Up	11
3 Detailed Specification of Requirements.....	12
3.1 Requirement Background	12
3.1.1 Context	12
3.1.2 Future	13
3.2 Scope of Requirement for the Initial Contract.....	13
3.2.1 Current Training Material	14
3.2.2 Updating content and additional modalities.....	14
3.2.3 Content and Course Delivery	14
3.2.4 Information Webinars.....	16
3.3 Organisational Capacity for service Delivery	16
3.4 Training Delivery.....	18
3.4.1 Learning Management System (LMS).....	18
3.4.2 Video Conferencing Platform	18
3.4.3 In-person instruction	18

3.5	Personnel – Instructors	18
3.5.1	Professional Conduct - Training	19
3.5.2	Replacement Personnel.....	19
3.6	Quality Assurance and Peer Review	19
3.7	Programme Administration and back office support	20
3.8	Updating and Maintenance of Content	23
3.8.1	Client-specific Customisation of Sessions.....	23
3.8.2	Intellectual Property	23
3.8.3	Training Materials	23
3.8.4	Accessibility	24
3.9	Value for Money (VfM)	24
3.10	Course Scheduling and Administration.....	24
3.11	Contract Management and Key Account Manager	25
3.11.1	Contract Management Requirements	25
3.11.2	Contingency Planning	25
3.11.3	Complaints Procedure	26
3.11.4	Key Account Manager.....	26
3.11.5	Contract Management Information Requirements.....	27
3.12	Administration Requirements.....	27
3.12.1	Service Levels and Key Performance Indicators (KPI's)	28
3.13	Payment and Invoicing Arrangements	30
3.13.1	General Requirements.....	30
3.13.1	Training Delivery Payment.....	30
3.13.2	Content Review and Update Payment	31
3.13.3	Penalty Clauses.....	31
3.14	Cancellation Policy	31
3.14.1	Deferred Programmes	31
3.15	Sustainability	32
3.16	Innovation and Added Value.....	32
3.17	Format of Response To Award Criteria	32
4	SELECTION CRITERIA.....	33
4.1	Use of the European Single Procurement Document	33
4.2	Relying on the Standing of Other Entities.....	33
4.3	General, Declarations and Financial Requirements	33
5	AWARD CRITERIA.....	36

5.1	Methodology for Calculating the Cost Score	38
5.2	Methodology for Scoring of Qualitative Criteria	38
5.3	Clarification and Verification Meetings	39
5.4	Clarification of Abnormally Low Tenders	39
6	INSTRUCTIONS FOR TENDERERS	40
(a)	Submission of Tenders.....	40
	Accessing Documents.....	40
	Submitting your Response	40
(b)	Closing date for Tenders	41
(c)	Queries	41
(d)	Extension of Tender Period	41
(e)	Tender Validity Period	41
(f)	Discrepancies between documents	42
(g)	Formatting of Tenders / Amending Tender Documentation	42
(h)	Collusive Tendering.....	42
(i)	Confidentiality.....	42
(j)	Clarification of Tenders.....	42
(k)	Correction of Errors	43
(l)	Change in the Composition of a Tender	43
(m)	Interference and Inducement to Purchase	43
(n)	Conflict of Interest	43
(o)	Publicity.....	43
(p)	Right Not to Award	44
(q)	Notification of Tender Evaluations	44
(r)	Award Notices	44
(s)	Policy on Personal Debriefings.....	44
(t)	Copyright.....	45
(u)	Brand Names, etc.....	45
(v)	Environmental Aspects.....	45
(w)	Knowledge and Skills Transfer	45
(x)	Currency and Payments	45
7	RELEVANT LEGISLATION.....	46
(y)	Irish Legislation and Law	46
(z)	Health & Safety	46
(aa)	Anti-Competitive Conduct.....	46

(bb)	Accessibility/Dignity at Work.....	46
(cc)	Withholding Tax.....	46
(dd)	Freedom of Information	46
(ee)	Late Payment	47
(ff)	Data Protection.....	47
(gg)	Changes in Legislation	47

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.

Note

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The Contracting Authority have 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.

1 ABOUT THE CONTRACTING AUTHORITY

1.1 The Contracting Authority

The Institute of Public Administration (IPA) (hereinafter referred to as the “IPA”) is the authority responsible for this procurement.

The IPA operates under a multifaceted legal, regulatory and governance framework (LRGF). The Institute is a publicly funded organisation under the aegis of the Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation (DPER), serving the interests of Government, taxpayers, students and public service employers. The IPA is also a company limited by guarantee and operates in compliance with all relevant elements of the Companies Acts 2014 and related obligations while also is a registered charity operating within the Charities Code. Finally, the IPA is a recognised college of the National University of Ireland (NUI) and complies with relevant agreements and national statutes.

The IPA’s Strategy Statement 2022–2027 – A New Era of Learning – defines its Mission and Vision as follows:

- **Mission:** To advance the understanding, standard and practice of public administration and public policy.
- **Vision:** To be Ireland’s recognised Centre of Excellence in building capacity and capability across the public service.

The IPA is unique in that it specialises in the Public Service and adopts a multi-faceted approach comprising accredited third-level education, professional learning and development, leadership development (SPS), digital learning solutions (OneLearning) in addition to advisory services. This cross-sectoral approach enables the IPA to apply a unique, whole-of-government perspective to its activities, providing solutions to the demands of state and government.

Further information is available at on www.ipa.ie

1.2 Small and Medium Enterprise Participation

It is the policy of the Contracting Authority to promote participation by Small and Medium Enterprises (SMEs) on a fair and equal basis.

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.

Tenderers may include individuals, partnerships, limited companies, groupings or any combination of the foregoing with or without legal personality. However, a grouping if successful will be required to establish legal personality to enter the contract.

Tenderers are reminded that they may rely on the resources of other entities to establish the requirements on condition that they can prove to the satisfaction of the Contracting Authority that they will have these resources at their disposal when necessary.

If the tender is from a consortium / joint venture, tenderers must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party. Relevant information relates to where a tenderer is relying on the resources to qualify (e.g. turnover, manpower, previous experience) and or to deliver contracts. The consortium must appoint a single point of contact who will assume overall responsibility for delivery, and who is authorised to sign the contract on behalf of all consortia members. The Contracting Authority will not act as an arbitrator between members of consortia.

2 SCOPE OF THE FRAMEWORK AGREEMENT

2.1 Type of Framework

This competition relates to the provision of Irish language Training to Public Service.

The Contracting Authority proposes to engage in a competitive process for the establishment of a single operator framework agreement. A framework agreement constitutes a means of establishing overall terms and conditions in accordance with which, for a specified duration, individual contracts may or may not be awarded.

As this competition relates to the establishment of a single party framework. Thereafter contracts will be awarded in accordance with the rules contained herein.

2.2 Scope of Requirements under the Framework

2.2.1 The Scope of the Framework

The Institute of Public Administration invites tenders to this request for tenders from economic operators for the provision of the services as described in Section 3 of this RFT (the “Services”).

In summary, the services comprise of Irish language training to the Public service and any other relevant requirements for the duration of the framework.

2.2.2 Numbers admitted to the Framework

The framework agreement will be established as a single-party framework agreement with the tenderer selected following the tender stage and the application of the award criteria and subject to that tenderer meeting the minimum criteria and rules.

2.2.3 Duration of the Framework Agreement

The framework agreement will be for a maximum period of Four (4) years.

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.

2.2.4 Estimated Value for the Framework Agreement

It is envisaged that maximum spend under this framework agreement will not exceed **€6,000,000** excluding VAT.

It is emphasised, however, that this figure is provided strictly for indicative purposes only as there is no guaranteed expenditure under the framework agreement.

The likely value of contracts to be awarded under the framework will be in the region of **€500,000** to **€2,500,000**.

2.2.5 The Initial Contract

The initial contract awarded under the framework will be for the provision of Irish language training, and subsequent accreditation, in alignment with the Common European Framework for Languages (CEFR).

2.2.6 Duration of the Initial Contract

The initial Contracts(s) will be for a period of two (2) years, with an option to extend for two (2) periods of 12 months, for a total initial contract period of four (4) years.

2.2.7 Awarding Contracts under the Framework Agreement

Single-party framework agreement contracts may be awarded directly on foot of the original tender or by consultation with the Framework Member and invitation to provide a supplementary tender within the constraints laid down in this tender documentation and the framework agreement terms and conditions.

2.3 Details of Contracts arising over the life of the Framework Agreement

In addition to the initial contract, the framework agreement will also be used for the following types of contracts.

- Similar to the current contract awarded.
- The development of new Irish language programmes, content and resources for the public service;
- The development and delivery of core skills training to the public service through Irish (core skills training may include courses across learning themes such as communications and customer service)
- The development of digital resources to support programmes and learning objectives
- Advise and comment on Irish language training across the public service

Tenderers should be aware that the Contracting Authority shall be under no obligation to purchase any minimum value volume of such additional services. Where such services are required a daily rates for the provision of the services will apply. The daily rate is to be based upon a 7.5 hour day. Please refer to the response document for further details in relation to pricing.

There is no guarantee of additional contracts, but where they arise, the Contracting Authority will consult the members of the framework agreement in accordance with the rules of operation outlined in this Request for Tender.

2.4 Anticipated Timeline

The following indicative timeline is envisaged for this procurement:

Issue RFT	As specified on title page
Closing Date for Queries	As specified on title page
Closing Date for Tender Submission	As specified on title page
Clarification/verification meetings (if anticipated)	Week beginning 24 th November 2025
Award decision	December 2025
Framework Agreement Commencement	December 2025

The dates provided above are estimates at the time of publication of the Request for Tender. The Contracting Authority will endeavour to run the process to this timetable, but this cannot be guaranteed.

2.5 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.

2.6 Compliance with the Terms and Conditions of the Framework Agreement

Admission to the framework agreement will be conditional upon acceptance of the Contracting Authority's Framework Terms and Conditions as appended at the relevant Appendix.

Tenderers are required to review these terms and conditions and indicate their acceptance thereof as part of their tender submission. Any reservation with regard to these terms should be submitted as a query in accordance with the procedure described in the Instructions to Tenderers (*Section 6*) of this document.

2.7 Award to Runner Up

If, following the award of any contract under this framework agreement, the Framework Member cannot, for whatever reason, deliver the required services to the satisfaction of the Contracting Authority; the Contracting Authority reserves the right to award the contract to the next highest scoring tenderer emerging from the process at any time during the contract tender validity period.

3 Detailed Specification of Requirements

3.1 Requirement Background

OneLearning was established in 2017 to provide centralised learning and development solutions for the Civil Service. To enable the delivery, a Learning Management System (LMS) was introduced in 2019 which provides a catalogue of courses, including instructor-led, self-paced eLearning and other resources, such as webinars and videos.

OneLearning engaged in a comprehensive competition in 2021 to develop and deliver the 'Gen2' programme of courses, which included Irish language training for the Civil Service.

The OneLearning service was transferred to the IPA in 2024 to enable the further development of digital learning solutions in conjunction with the expansion of services from the Civil Service to the wider Public Service. A critical success factor in this transfer of services to the IPA is the need to maintain the current level of service to the Civil Service as the emerging strategy unfolds.

The IPA is therefore seeking a delivery partner to continue to deliver existing Irish language training to the current customer base. This service provision will co-exist with the ongoing development of new courses, and in time, courses that are delivered through this RFT will be replaced by new programmes on a planned and phased basis.

The immediate requirements are to deliver existing Irish language courses to current client groups across the Civil Service. Existing courses have been developed by OneLearning, training providers and subject matter experts across the Civil Service. Where required, the IPA will work with successful tenderer(s) to review and update existing material. However, it is anticipated that changes will be minimal and will focus on ensuring all content aligns to current government policy and is in line with IPA standards.

To ensure business continuity for the Civil Service, this RFT seeks training partners to deliver existing OneLearning courses and content for an initial period of 2 (two) years, with options to extend.

During this period, the IPA will work on the development of new courses that are part of comprehensive learning pathways, aligning to the Civil Service HR Capability Framework and other guiding policy documents. A separate procurement competition will commence shortly for this, which will establish a panel of suppliers to develop and deliver all requirements into the future.

Over the Framework period, under a separate competition, new courses may be introduced that replace courses that are included within this Framework. The IPA will work closely with successful tenderer(s) on the transition to new courses and plan accordingly for same.

Please note: the courses for delivery outlined in this tender have already been developed and the Intellectual Property (IP) is held by the IPA. The requirement in this tender is for the delivery of the required programmes, the IP of which is held by the IPA. In some cases, there may be minor review work required for identified courses.

3.1.1 Context

The National Plan for Irish Language Public Services 2024-2030 is a strategic roadmap for the public service to increase and improve the number and quality of Irish language public services provided, in a move towards a fully bilingual public service.

The Institute of Public Administration, through the OneLearning LMS, currently provides Irish language courses via an external training provider. Over two terms – Spring and Autumn, Irish language courses are delivered across three levels: beginner, intermediate, and advanced. These courses are aligned to the TEG syllabus for certification.

To date, approximately 3,000 participants have completed Irish language training through OneLearning.

3.1.2 Future

The interest and demand for Irish language courses have increased significantly in recent years, with attendance growing on a term-by-term basis.

OneLearning was transferred to the IPA in 2024 to enable the further development of digital learning solutions in conjunction with the expansion of services from the Civil Service to the wider Public Service. A critical success factor in this transfer of services to the IPA is the need to maintain the current level of service to the Civil Service as the emerging strategy unfolds.

The IPA is therefore seeking delivery partners to continue to deliver existing courses through OneLearning to the current customer base, including Irish language courses.

Working closely with stakeholders in the Department of Rural, Community Development and the Gaeltacht, the IPA will continue to develop a future focused strategy for the provision of Irish language learning and development opportunities for the wider Public Service. This strategy will include both instructor-led training with TEG certification, in addition to an expanded portfolio of offerings including digital learning resources.

3.2 Scope of Requirement for the Initial Contract

The framework agreement will be established on foot of this tender competition for an initial contract for the Provision of Irish language Training to Public Service. The initial contract will be awarded to the successful tenderer shortly after the formal establishment of the framework agreement.

The successful tenderer will be required to do the following:

- Deliver Irish language courses across three levels to the public service: Beginner, Intermediate, Advanced
- Review existing course material and identify changes required to ensure the content meets learning outcomes identified, and delivers the Teastas Eorpach na Gaelige (TEG) syllabus
- Ensure course content is aligned to the TEG syllabi during the lifetime of the Framework
- Deliver Irish language courses virtually and in-person, where required
- Provide suitably qualified and experienced instructors and subject matter experts to review and develop content, and deliver training

- Host all Irish language course material and resources on a tenderer-managed LMS
- Provide regular updates to the Contracting Authority
- Be responsible for the scheduling and administration of courses, including the assessment of applicants' language abilities, and the management and coordination of external learner examinations
- Provide a seamless process for assessment of applicants' language abilities aligned to the TEG framework, and be responsible for queries arising from the assessment
- Be accountable to the Contracting Authority through robust contract management, including appointing a dedicated Key Account Manager to oversee the effective and efficient operation of the Framework.

3.2.1 Current Training Material

The IPA holds the Intellectual Property (IP) of all training, which will be made available to the successful tenderer(s) for each lot, on signing of the relevant contract.

The material for Irish language training should follow the TEG syllabi (included in Appendix 1 – BAU courses TEG).

The requirement in this tender is for the delivery of the required programmes, the IP of which is held by the IPA. In some cases, there may be minor review work required for identified courses.

The review of this content will be dealt with on a case by case basis in agreement with the IPA.

3.2.2 Updating content and additional modalities

Over the lifetime of the Framework and the initial contract, the IPA are keen to see new approaches to education & learning, and how new technologies and methodologies can be applied to the current programmes.

These may include such things as:

- integration of AI and other technologies to language learning;
- online peer learning; and
- Video and audio resources e.g. podcasts

Tenderers are required as part of their response to award criterion C to detail how trends in education & training would be applied to the delivery of the programmes contained within this competition. The response does not need to detail what is currently available but what could be developed or included in the future and how it would be achieved.

3.2.3 Content and Course Delivery

The successful tenderer will deliver all Irish language training courses to participants across the public service.

The successful tenderer will deliver the existing courses that have been developed and delivered to date, which align to the TEG syllabi for the outlined levels.

Successful tenderers will be required to review the existing material to ensure its continued alignment with the TEG syllabi and identify new areas for self-paced content development that will support learners in developing and practicing Irish language.

The IPA as Contracting Authority reserves the right to review and amend course material in advance of delivery. The IPA or successful tenderer will not amend the TEG syllabi.

The Irish language training courses to be delivered are outlined in the table below. Further information on the courses is included in the Appendix.

Level	Course	Cumulative hours of study to reach level
TEG A1	Bonnleibhéal 1 (Foundation 1)*	80-100
TEG A2	Bonnleibhéal 2 (Foundation 2)	160-200
TEG B1	Meánleibhéal 1 (Intermediate 1)	350-400
TEG B2	Meánleibhéal 2 (Intermediate 2)	500-600
TEG C1	Ardleibhéal 1 (Advanced 1)	1000+

**Please note, TEG A1 is currently delivered to two separate class groups: those who have previously studied Irish in primary or secondary school, and those who are new to the Irish language and have never studied or interacted with it in advance of the course. The assignment of students into relevant A1 groups is determined following the initial assessment.*

The delivery of courses must utilize a range of teaching and delivery methods to ensure participants can pass the relevant examinations, including (for example):

- **“Classroom”** based contact teaching hours;
- **Continuous assessment** throughout the duration of the course (e.g. practice exercises, tests)
- **Self-directed learning** through additional digital resources (e.g. self-paced eLearning, podcasts, micro-learning videos)

It is not expected that any individual class will exceed three [3] contact hours duration. Each course/TEG level must have a minimum of twenty [20] hours class contact time over the term. Tenderers must also outline how learners should prepare during their self-directed additional study time. Successful tenderers are best placed to determine the appropriate duration of each course identified in the RFT, with the primary objective to be the preparation of learners to complete and pass the TEG examination.

The existing courses are currently delivered over a 10–12-week period, per semester, with a maximum of 3 hours of contact time per class.

The successful tenderer will develop and provide all relevant training materials to support the learning outcomes for each course, including continuous assessment activities and materials. When developing materials, the successful tenderer should be mindful of, and demonstrate, accessibility principles in all materials used. Further information available on www.nda.ie

The successful tenderer must also provide additional digital supports to learners to assist in the development of their Irish Language skills outside of the defined contact hours. Digital

resources should be developed and made available and accessible for self-directed study and on-demand learning. Resources should include presentations, self-paced eLearning, videos, podcasts, reading material etc. The content should address, for example, listening comprehension, grammar and vocabulary, and conversations, aligning to the TEG syllabi.

3.2.4 Information Webinars

The successful tenderer, if they wish, may provide information webinar(s) to explain the course content, learning outcomes etc. to potential participants through the OneLearning LMS. The IPA will work with suppliers to facilitate this option.

3.3 Organisational Capacity for service Delivery

The successful tenderer must have the organisational capacity to meet the demand for the delivery of Irish language courses.

Tenderers must demonstrate the following:

- Capacity to meet estimated demand
- Capacity to scale up to meet increased demand

The successful tenderer must be able to commence course rollout immediately following the initial Contract signing i.e. ability to administer and deliver the Spring 2026 semester, with courses commencing in February 2026.

For the duration of this Framework, the anticipated demand is outlined below. It is anticipated that demand for this training will increase over the lifetime of the Framework. For 2026, it is expected that courses will only be available to the Civil Service via OneLearning LMS.

2026	Spring Semester Learners	Autumn Semester Learners
A1	175	200
A2	180	200
B1	100	120
B2	100	120
C1	35	50

2027	Spring Semester Learners	Autumn Semester Learners
A1	200	220
A2	200	220
B1	120	150
B2	120	150
C1	50	50

The current delivery arrangement includes 3:1 morning vs afternoon sessions. Tenderers will be required to demonstrate sufficient capacity to deliver sessions concurrently.

For all levels provided, the minimum number of learners per session is 12, and the maximum number is 18. Successful tenderers will be required to demonstrate their organisational capacity to respond to the estimated demand, and ability to scale capacity if required.

Organisational Capacity Requirements	
Capacity to meet estimated demand	The successful Tenderer(s) must have sufficient Instructors to meet the Civil Service's demand for training under the tendered Lot.
Capacity to scale up organisation:	While the estimated number of course sessions are outlined, The successful Tenderer(s) must be in a position to scale up their organisation as necessary, if required, to meet any increased demand over the duration of the Contract(s).
Capacity to deliver multiple course sessions:	The successful Tenderer(s) must have sufficient capacity to deliver multiple course sessions concurrently, including delivery of multiple concurrent sessions on the same day virtually.
Capacity to deliver training nationwide:	From time to time, a cohort may require training to be carried out onsite. When requests are made for face-to-face training, a suitable venue will be identified by the client/Contracting Authority (e.g. client offices). On awarding of any contracts during the framework period, all travel and subsistence charges incurred must be: - Agreed in advance between the Contracting Authority and the successful tenderer on a case-by-case basis; - Vouched; and - Itemised separately on the relevant invoice to the Contracting Authority to verify that such charges are correct. All Domestic travel and subsistence rates, if agreed, shall be payable at a rate that does not exceed the rates specified in the below updated DPER circulars - Circular 17/2022: Domestic Subsistence Allowances - Circular 16/2022: Motor Travel Rates

3.4 Training Delivery

3.4.1 Learning Management System (LMS)

Due to the nature of the Irish language courses delivered, the successful tenderer should manage and maintain their own Learning Management System (LMS) which will be utilised by the tenderer for the administration and delivery of training. The tenderer-managed LMS will be made available to all successful applicants to the Irish language training, and will host all course content, additional resources, and act as a hub for learners to engage with additional material to supplement their instructor-led sessions.

The successful tenderer must also make the LMS available to members of the Contracting Authority who require access for oversight and quality assurance.

3.4.2 Video Conferencing Platform

All Irish language training will be delivered virtually, through a virtual video conferencing platform identified by the Contracting Authority. The current video conferencing platform utilized is Webex. Training on the platform will be provided to the successful tenderer.

For the purposes of this RFT, the successful tenderer is responsible for the following:

- Set-up, support and administration for learners on the tenderer-managed LMS for the lifetime of the Framework.
- Ensure all relevant content is uploaded to the LMS in a timely manner,
- Access and management of all video conferencing licenses for the services outlined
- Ensuring all instructors have the necessary equipment to facilitate training e.g. internet access, laptop or computer, microphone, camera, or webcam

3.4.3 In-person instruction

Occasionally, there may be a requirement for in-person instruction and delivery of Irish language courses. When required, all in-person deliveries will take place in a location identified and managed by the Contracting Authority.

3.5 Personnel – Instructors

The quality and experience of instructors is essential to the provision of high-quality Irish Language training.

All instructors must be identified in the Tender proposal for the Contracting Authority to review and deem acceptable.

If new instructors are proposed over the lifetime of the Framework, the successful Tenderer must provide evidence of their relevant subject matter expertise, training experience, and qualifications.

In the event that the Contracting Authority is dissatisfied with the performance of any nominated instructor, it may require, in its sole discretion, a replacement with appropriate experience be appointed by the Contractor within a timeframe specified.

Instructors must not be current serving public servants.

The following minimum experience and qualifications are required to deliver the course(s):

Experience	• Minimum of two [2] years' experience in Irish Language training to adult learners; AND • Minimum of one [1] years' experience delivering training in a virtual setting
Qualifications	• Minimum QQI Level 6 (or equivalent) in: ○ Irish (e.g. Irish language, translation, relevant qualifications fully delivered through the medium of Irish) ○ Education (e.g. Adult Education, Train the Trainer)

3.5.1 Professional Conduct - Training

All training provided by the successful tenderer(s) must be delivered in a professional and appropriate manner to all participants.

Feedback from participants on trainer conduct, which may include inappropriate comments or behaviour during training that is offensive to participants may be escalated through the agreed Contract Management Protocol.

Continued inappropriate behaviour or comments, or failure to address any issues identified may result in the IPA requesting the removal of instructors from the delivery of courses, or lead to the IPA terminating any contract(s) in place.

3.5.2 Replacement Personnel

All Instructors must be identified in the Tender proposal. Instructors must be acceptable to the Contracting Authority in its sole discretion. The Tenderer(s) should note that all Instructors identified in their Tender proposal will be regarded as "Key Personnel" for the purposes of clause 2 of Contract.

Where the successful Tenderer(s) is proposing to assign a new Instructor to deliver Services over the lifetime of the Contract, the IPA must be provided with written evidence of their relevant subject matter expertise, relevant experience and accredited academic qualifications to confirm they meet the minimum requirements set out in this RFT (through the CV template provided in the Tender Response document) . All proposed Instructors must be approved by the IPA prior to delivering services under this Contract.

In the event that the Contracting Authority, in its sole discretion, is dissatisfied with the performance of any nominated Instructor, it may require that a replacement, with appropriate experience, be appointed by the Contractor within a timeframe to be specified by the Contracting Authority.

3.6 Quality Assurance and Peer Review

The Contracting Authority reserves the right to nominate representatives to attend, observe and review training sessions delivered under this Framework Agreement for the purposes of quality assurance and continuous improvement. Contracting Authority representatives may

attend training, without prior notice to the training provider, and will ensure minimal disruption to training delivery.

Following attendance at training courses, and based on learner feedback, the Contracting Authority may provide feedback and recommendations to the training provider with a view to ongoing course development and improvement to ensure the high quality of all courses delivered.

To ensure the Contracting Authority can fulfil its obligations in this regard, the successful tenderer will be required to allocate and assign licenses (quantity to be determined by the Contracting Authority) to the Contracting Authority to access the Learning Management System and courses, as required.

3.7 Programme Administration and back office support

The successful tenderer should have a robust scheduling and administrative function in response to the demand outlined in this RFT. There are number of key processes the successful tenderer must manage and support as part of the tender.

1. Assessment administration

This is a joint task between the Contracting Authority and successful tenderer.

Working collaboratively, the Contracting Authority and successful tenderer will determine the timelines for learner assessment. This will include a sufficient lead in time for learners to complete the assessment in advance of enrolment.

The Contracting Authority will communicate the assessment with prospective learners and L&D Business Partners.

2. Learners' level assessment

The successful tenderer is responsible for this process.

The successful tenderer will conduct a robust Irish Language level assessment with all potential learners to determine their language abilities and assign them into an appropriate course level. The assessment must be in line with TEG's framework (CEFR) in order to assign learners to their level accurately.

The assessment should be undertaken online. The assessment tool should align with the TEG framework (CEFR) in order to assign learners to their level accurately. The assessment tool should also collect any necessary learner information required.

In addition, as part of this process, the successful tenderer may wish to collate which days/ times suit learners, to assist in the class scheduling process, and to reduce the number of learners cancelling their enrolment prior to course commencement due to the day/time not suiting them.

The logistical process must have the capacity to administer and manage the expected number of students for each term in an efficient manner.

3. Class scheduling

The successful tenderer is responsible for this process.

The successful tenderer will be responsible for scheduling a sufficient number of classes at each course level to meet applicant demand, based on the assessment undertaken.

The courses should be scheduled over a range of days, including varied over mornings and afternoons, during Monday-Friday, to maximize the opportunity for learners to attend.

The full assessment and class scheduling process must be completed by the successful tenderer within one [1] working week from the date of receipt of the applicant list.

When the full assessment and class scheduling process is completed, the successful tenderer will submit a Term Scheduling Summary Report to the Contracting Authority, which will include:

- Details of the term schedule, including training weeks and any breaks e.g. midterm
- Number of courses for each level, including the day and time for each course
- Details of which instructors are assigned to deliver the course
- Number and name of participants assigned to each course

4. Session set up

The Contracting Authority is responsible for this process.

Following receipt of the Term Scheduling Summary Report, the Contracting Authority will create the course sessions on the OneLearning LMS, making them available to learners who took the assessment to apply. Learners will then apply to attend Irish language course at the level they were assessed at via the OneLearning LMS. They must receive approval from their line manager and budget sign off from their Training Unit to enrol on the course.

The final list of approved applicants and their contact details will be provided by the Contract Authority to the successful tenderer, to ensure learners are enrolled on the suppliers LMS.

5. Course delivery and administration

The successful tenderer is responsible for this process.

The successful tenderers' responsibilities in respect of the delivery of the course term is outlined below.

Timeframe	Area of responsibility	Provider responsibilities
One [1] week before start of term	Learner set up	• Provide relevant log-in details to registered participants • Provide access to any systems required

		• Be available to assist learners encountering issues accessing the systems
Throughout term	Participant attendance	• Register attendance each week • Notify Training Unit if participants attendance falls below acceptable threshold • Notify Contracting Authority of any issues relating to attendance
	Training materials	• Ensure digital copies of all training materials are provided to learners • Ensure training materials are accessible to all learners
Post-term	Exam Administration	• Manage all administration associated with external examinations
	Post-notification of exam results	• Send results to individual learners • Send Term Completion Summary Report of learners' course completion status (e.g. pass, fail, did not complete) to the Contracting Authority within the agreed timescales

Alignment with the Common European Framework for Languages (CEFR) The Contracting Authority requires that its Irish Language courses, and subsequent accreditation, are aligned with the CEFR. The Official Languages Act 2003 makes specific reference to the CEFR as the benchmark for assessing competence in the Irish language and is already in use when assessing candidates' Irish language competency, for jobs in the EU Institutions and in Irish Language recruitment campaigns run by public jobs. It should be noted that, due to its membership in ALTE*, Teastas Eorpach na Gaeilge (TEG), administered by Maynooth University, is currently the only recognised provider of certified Irish language examinations held in accordance with the CEFR in Ireland. In this context, it is expected that, prior to submitting a tender, tenderers will have engaged with officials at Maynooth University regarding the tenderer's proposed timetable for TEG testing.

* Association of Language Testers in Europe

The Irish language courses will be followed by a TEG-administered examination, to give the learner the opportunity to demonstrate their learning as well as providing an objective assessment on the standard of training for the public service.

TEG offer the following examinations: (1) full exam – written and oral, and (2) oral exam only. At present, TEG examinations take place in June and December, with specific dates to be confirmed at the outset of a semester.

The expectation and goal of the Contracting Authority is that learners will complete full exams. However, it is envisaged for 2026, learners will only complete the oral exam.

The successful Tenderer will work with the Contracting Authority and TEG to confirm the examination process in advance of each term. Furthermore, the successful tenderer will be responsible for the following:

- Liaise with TEG to arrange exams on completion of their course;
- Registration of participants in relevant TEG exams;
- Communicate details of exams to participants;
- Receive exam results from TEG and communicate them directly to participants

Examination fees set by TEG are not included in the per participant cost. TEG will invoice learners' Departments directly for examination costs.

3.8 Updating and Maintenance of Content

Working with the IPA, the successful tenderer(s) may be required to update course content. Updates to course content will be in alignment with the TEG syllabus for the specific course identified. In addition, content will be updated to reflect and respond to participant feedback, both from evaluations and “on the ground” (e.g. common queries raised in course sessions).

On a formal written request to review course content, successful Tenderers are required to confirm this will be met within an agreed range of 3 to 7 days for IPA approval and sign off.

To assist with the evaluation of this requirement, the IPA have provided sample course content for tenderers to provide proposed methodology and process of how a course would be updated. This content is available in Appendix 7.

3.8.1 Client-specific Customisation of Sessions

The successful Tenderer(s) must be responsive to and allow for course customisation requests when required by the IPA in response to client needs. This may include making appropriate changes to content ensuring relevancy to specific organisations or to specific target developing audiences, developing specific case studies focusing on a topic or issue of relevance to the client, or adjusting content to align with organisation's business priorities. Customisation may also be required for target audiences e.g. Senior Public Service, or grade-specific cohorts e.g. Clerical Officers.

3.8.2 Intellectual Property

All training materials must be the intellectual property of IPA and must be returned to IPA at its request, or on termination of any contract, and must not be used by the successful the successful Tenderer outside of the contract.

3.8.3 Training Materials

The Contracting Authority will provide all successful tenderer(s) with materials required for the delivery of training. Successful tenderer(s) will engage in a process with the Contracting

Authority to review and identify material to update. All training materials must be compliant with copyright, intellectual property and licensing requirements. Successful tenderer(s) must keep a record of any materials and models for use within the courses where permissions are required and received.

Successful tenderer(s) must keep a repository of all training materials, including previous versions, and provide these to the Contracting Authority upon request.

Successful tenderer(s) must ensure all training materials are available in soft copy in the specified format (to be determined on a course by course basis) and made available to learners.

3.8.4 Accessibility

All training materials should be accessible to learners, including those who use assistive technologies such as screen readers.

On a case-by-case basis, successful tenderer(s) will be required to make requested course content accessible to ensure compliance with the European Accessibility Act (2025).

3.9 Core Skills Training courses delivered through Irish

From time to time IPA will require the development and delivery of core skills training to the public service through Irish. A sample list of course types is available in Appendix 2 – Delivery of Existing Courses through Irish.

When a need for this arises the successful tenderer will be required to provide a cost for any translation services, or development and delivery of the specific programme, based on the rate card provided in Table 2.2 of the Form of tender, which is part of the Tender Response Document. No new contracts will be issued without the formal written approval by the contracting authority.

3.10 Value for Money (VfM)

It is important to establish that the training offered is delivering Value for Money (VfM) for the Civil Service. This is in line with the obligation on all Irish public bodies to treat public funds with care, and to ensure that the best possible value for money is obtained whenever public money is being spent or invested.

Spending should take place in the context of clearly identified objectives, with actions and processes to review the outputs and outcomes achieved. This will provide assurance in terms of delivering value for money, as well as providing evidence to assist in future decision making.

3.11 Course Scheduling and Administration

Successful tenderer(s) will be responsible for a number of administrative tasks.

All scheduling and administration tasks associated with the Contract are routed to the successful Tenderer(s) via the IPA's OneLearning team.

Business processes will be kept under constant review to ensure maximum efficiency and a focus on continuous improvements for customers. Tenderers should be aware these processes may be subject to change over the lifetime of the Contract.

3.12 Contract Management and Key Account Manager

3.12.1 Contract Management Requirements

The successful Tenderer will ensure a high level of performance under the Contract throughout its lifetime. This includes the initial contract mobilisation period and the day-to-day management of the contract.

The successful Tenderer must:

1. Achieve all Service Levels and Key Performance Indicators outlined in this Request for Tender and accompanying Services Framework Contract throughout the lifetime of the Contract;
2. Attend regular contract review meetings;
3. Promptly notify the Contracting Authority in writing of any changes in key personnel including Instructors and the Key Account Manager.
4. Respond to feedback addressing unsatisfactory results in agreement with OneLearning;
5. Proactively inform the Contracting Authority of any issues that may occur during service delivery and steps to resolve or mitigate same;
6. Have internal control procedures for adhering to the quality standards outlined in this RFT;
7. Ensure 100% compliance to GDPR requirements in all interactions and correspondence with the Contracting Authority and learners; and
8. Timely and accurate provision of Management Information and Reporting and compliance documentation;

The successful Tenderer must not use the time spent delivering services under this Contract to market or advertise their other business offerings to any learners.

The Contracting Authority will decide if contract performance has been achieved by the successful Tenderer based on the Key Performance Indicators outlined within the Service Levels. Where outcomes have not been achieved, the Contracting Authority will request a Performance Improvement Plan which the successful Tenderer will design, develop and agree milestones and deliverables with the Contracting Authority.

3.12.2 Contingency Planning

The successful Tenderer must ensure they have robust contingency plans in place to ensure the uninterrupted delivery of Irish Language training to the Contracting Authority. The successful Tenderer must have an appropriate risk register in place, identifying the relevant risks that could potentially disrupt or impact delivery of the Services. For example:

- a) If an Instructor/ personnel member supplied by the successful Tenderer is unable to deliver the required Service for any reason, the successful Tenderer will supply an Instructor /personnel member of equal capability/ experience/ knowledge in sufficient time to ensure that the Service is not disrupted. Any replacement Instructor must be approved in advance by the Contracting Authority.
- b) If any equipment used by the successful Tenderer should fail during a session, the successful Tenderer will have suitable back up arrangements in place to avoid loss of

learning time. For the avoidance of doubt, broadband and internet access which may be used by an Instructor delivering a virtual session is considered part of the equipment.

Any contingency plan must include clear timelines for resolution of issues.

3.12.3 Complaints Procedure

The successful Tenderer must have in place robust and auditable procedures for logging, investigating, managing, escalating and resolving complaints initiated by the Contracting Authority. The procedure must allow for the identification and tracking of individual complaints from initiation to completion.

The successful Tenderer will ensure that any complaints received are dealt with as a matter of priority and the successful Tenderer must seek to minimise the disruption caused.

Complaints must be acknowledged by the Tenderer by e-mail within **one [1] working day** of the details of the complaint being received by the Service Tenderer. Thereafter updates on how the successful Tenderer is proactively working to seek a resolution of the complaint must be made by the successful Tenderer to the Contracting Authority at intervals of two [2] working days, until a satisfactory resolution has been agreed which is mutually acceptable to both parties.

The successful Tenderer will keep the complainant informed with the progress of their complaint at regular intervals, until the complaint is resolved.

The successful Tenderer will record all complaints and must provide comprehensive reports on all complaints. These reports will include the date the complaint was received and resolved, complainant contact details, the nature of the complaint, actions and timescales taken to resolve the complaint.

The successful Tenderer must provide details of the process for escalation where a complaint cannot be resolved satisfactorily by the Key Account Manager, this must include the name and position of the person who the complaint will be escalated to.

3.12.4 Key Account Manager

The successful Tenderer must provide a dedicated Key Account Manager to oversee the effective and efficient operation of the Framework Contract.

3.12.4.1 Key Account Manager Responsibilities

The dedicated Key Account Manager will be required to develop a good understanding of the operation and composition of the contract and must, inter alia:

- a) Be responsible for the day-to-day management of the Contract;
- b) Be available for regular update meetings that will be either face to face or via teleconference as required by the Contracting Authority;
- c) Provide the Contracting Authority with timely and ongoing feedback and quality assurance information;
- d) Ensure efficient and effective running of the service and proactively address any problems or issues that may arise in a timely manner;

- e) Consult with the Contracting Authority on any issues identified;
- f) Be contactable and available to resolve problems and provide direction/advice during the term of the Contract;
- g) Ensure full cover is in place at all times and, where required, that contact details for alternate contact points are provided to the Contracting Authority should the Key Account Manager be unavailable;
- h) Ensure a quick response to queries within agreed timelines;
- i) Provide reports and training statistics as required; and
- j) To monitor, manage and review Key Performance Indicators (KPIs) with the Contracting Authority.

3.12.4.2 Key Account Manager Specification

The Key Account Manager proposed must have suitable experience to perform the role effectively. This includes:

- A minimum of two [2] years' experience in an Account Manager role;
- Experience in serving as an Account Manager to a client of a similar size and scale as required for this Contract.

No change shall be made to the identity of the dedicated Key Account Manager without notifying and agreeing the change with the Contracting Authority. The Key Account Manager is deemed as Key Personnel. In the event that the Contracting Authority, in its sole discretion, is dissatisfied with the performance of Key Account Manager, it may require that a replacement, with appropriate experience, be appointed by the successful Tenderer within a timeframe to be specified by the Contracting Authority.

3.12.5 Contract Management Information Requirements

The successful Tenderer must provide contract management information to the Contracting Authority as required.

The Contracting Authority will require the following reports from the successful tenderer:

- End of term summary report
- Quality assurance reports, which will include Instructor evaluation of courses; Trend analysis of common queries / issues being raised to Instructors in courses; and Details of any relevant matters / issues arising. These reports are required at the end of term and as requested by the Contracting Authority.

3.13 Administration Requirements

The successful tenderer(s) are required to undertake a number of administrative responsibilities to satisfy the requirements of the tender and support the delivery of an effective and efficient service.

The administrative responsibilities of the successful tenderer include:

- Working with the OneLearning to complete language assessment and scheduling of courses;

- Moderation of Irish language classes
- Technical troubleshooting, including verifying technical readiness (audio, video and platform functionality), troubleshooting basic technical issues (e.g. audio and camera problems) and offering immediate support where possible, and escalating unresolved issues to OneLearning promptly.
- Accurate completion of attendance data, ensuring the timely issuing of invoices to the Contracting Authority
- Use of any administration and operational tools as requested by OneLearning for the successful delivery of this contract. Initial training will be provided on the use of such tools.

3.13.1 Service Levels and Key Performance Indicators (KPI's)

The performance of the successful Service Provider will be subject to monitoring, management and review against agreed quality aspects in provision of the Services.

The Service levels and KPI's from which performance will be reported against are set out below:

Category	Service Level	Estimated Timescales	% Ratings to be achieved
Day to Day Administration	Response time to routine enquiries.	1 working day	> 95%
	Response time to urgent enquiries (e.g. Instructor no show).	Immediate	100%
	Response to non-routine enquiries.	3 working days	> 95%
Participant Attendance	Notify relevant Training Unit of their learners' who did not commence course (i.e. did not attend Weeks 1 & 2 of the Term)	2 working days after second absence occurs	>95%
	Notify relevant Training Unit of repeated absences from their learners' (i.e. after 3 cumulative absences in a Term)	2 working days after third absence occurs	>95%
Cancellations	Acknowledgement of course cancellations by Contracting Authority	As soon as possible and no later than 1 working day	>95%
	No short notice course cancellations by Service Provider	For the duration of the Contract	<5%

	"Short notice" = outside of Cancellation Policy timelines (i.e. within 5 working days of session commencement)		
Training Materials	All materials are compliant with copyright, IP, and licensing requirements, and a register is kept of any materials or models where permissions are required	For the duration of the contract	100%
	Repository of all learning materials including previous versions, to be held by the Service Provider	For the duration of the contract	100%
Equipment	No disruption to learners due to instructor equipment issues	For the duration of the contract	100%
	Contingency plan in place and adhered to by all instructors to ensure contingency of training delivery and instructor self-sufficiency	For the duration of the contract	>95%
Instructors	Experience and qualifications for all instructors	For the duration of the contract	100%
Contract Management	<u>Contract / Service Review meetings</u> : Attendance at Review Meetings as and when specified by the Contracting Authority.	For the duration of the Contract	100%
	<u>Performance Improvement Plan</u> : When requested by the Contracting Authority, the Provider will design and develop a Performance Improvement Plan and agree milestones and deliverables with the Contracting Authority.	Timely and accurate completion of key actions due within the reporting period, for the duration of the Contract	100%

3.13.1.1 Course Delivery Performance Key Performance Indicators (KPI's)

KPIs	How it will be measured
Exam pass rates of 80% + across all levels	This will be measured based on the number of learners who complete exams.
Learner satisfaction 85% +	This will be measured via the learner's survey post-completion of the course.
Demonstrable learner progression (A1 ->A2 ->B1-> B2-> C1).	At least 25% of the learners must have completed a lower level in the previous term. This KPI will be measured from the second term onwards.

Service Levels and KPI's, to which the parties must agree to measure are outlined above and be detailed in Schedule D of the Services Contract prior to contract signing. The actual Services to be measured will be reviewed on a regular basis.

Where outcomes have not been achieved, the Contracting Authority will request a Performance Improvement Plan from the successful Tenderer(s) whereby milestones and deliverables must be agreed with the Contracting Authority. Failure to provide or agree a Performance Improvement Plan or, having provided a Performance Improvement Plan, failure to implement the agreed milestones within the time limit indicated by the Contracting Authority will constitute a serious breach within the meaning of clause 9 of the Contract at Appendix 6 of this RFT.

3.14 Payment and Invoicing Arrangements

3.14.1 General Requirements

The Contracting Authority is responsible for the centralised payment of all invoices. For the avoidance of doubt, the Contracting Authority is responsible for issuing invoices to client Departments for learner attendance. The successful tenderer will not invoice end-user organisations directly.

The successful tenderer must issue the invoice to the Contracting Authority no later than the end of the 3rd week of the term. Invoices must include the purchase order number provided by the Contracting Authority, and a detailed description of the services provided.

The successful tenderer will be provided with the Contracting Authority process for invoice payment upon signing contracts.

Tenderers should note the invoicing process may be subject to revision and review over the lifetime of the Contract.

- Cost for virtual course delivery (minimum of 30 hours contact time per term) - unit rate per participant.

The above costs are required for each TEG level outlined. Please refer to the Form of Tender within the Tender Response documents for guidance.

3.14.1 Training Delivery Payment

The successful Tenderer(s) will agree in advance a scheduling of invoices with the Contracting Authority in respect of the courses they are contracted to deliver.

The information to be included on invoices in respect of the service provided must include details of course sessions including course name, date of course, and any other information requested by the IPA.

Note: All training will be charged as a cost per participant.

3.14.2 Content Review and Update Payment

Payment for content updates will only be made when the course content, including all training materials, has been finalised by the successful Tenderer(s) and agreed and signed off by the Contracting Authority. For the avoidance of doubt, this includes completion and sign off of additional accessibility requirements.

The information to be included on any invoices in respect of the service provided must include details of the content reviewed and updated and the number of days applied, and any other information requested by the Contracting Authority in respect of the work completed.

3.14.3 Penalty Clauses

Prior to any invoicing period, the IPA will issue details of any attendance errors identified. These errors will result in a 10% reduction in the cost of that specific training course. Please refer to the key performance indicators in section 2.24.2 of this Tender document for further details.

Any errors identified which have not been flagged in the current invoicing period will be applied in the following or subsequent period, for example, programmes that are run the day prior to invoicing, or a delay from a Contracting Authority in alerting the IPA of an issue.

3.15 Cancellation Policy

In the event a course is cancelled by the Contracting Authority with more than five [5] business days' notice in advance of the proposed start time, no costs will be applicable to the Contracting Authority.

In the event a course is cancelled by the Contracting Authority with less than five [5] business days' notice in advance of the proposed start time, the amount paid will be the total cost of the 'per participant rate' up to a maximum of one [1] week's training (calculated as on a pro rata basis) and at the minimum number of participants.

If the successful Tenderer cancels a Training Course with more than five [5] business days' notice in advance of the proposed start time, no associated costs will be charged.

If the successful Tenderer cancels a Training Course with less than five [5] business days' notice in advance of the proposed start time, the successful Tenderer will be liable for all associated costs where they have been incurred by the Contracting Authority.

3.15.1 Deferred Programmes

In the event of a successful Tenderer(s) unable to deliver a contingency plan for interrupted delivery, the successful Tenderer(s) will reschedule the course at no cost to the Contracting Authority.

3.16 Sustainability

Tenderers are required as part of their response to detail how the three pillars of sustainability (social, environmental and economic) might be applied in the delivery of the requirements outlined in this RFT.

3.17 Innovation and Added Value

Tenderers are required as part of their response, any innovation or added value they can provide to enhance the participant experience without any additional cost to the Contracting Authority.

3.18 Format of Response To Award Criteria

Tenderers must align their responses to the particular requirements as set out in the RFT and the TRD. Tenderers must respond to ALL questions in the TRD using Arial Font Size 11. Please also refer to Part 2 Instructions to Tenderers, paragraph 2.6 (Tender Submission Requirements) of this RFT.

4 SELECTION CRITERIA

The Contracting Authority is using the **Open** procedure for the award of this framework agreement, therefore, while all interested parties may submit a tender, only those demonstrating that they have the required level of financial and technical capacity will have their tender considered. In order to demonstrate a tenderers' qualifications, tenderers are required to provide the information set out below in the Tender Response Document (TRD) which is based on a self-declaration model, however tenderers are required to provide the minimum information required.

4.1 Use of the European Single Procurement Document

In accordance with Directive 2014/24/EU, tenderers may have compiled a European Single Procurement Document (ESPD) which will be accepted as evidence of compliance with Sections 4.3 and 4.4 on condition that all information self-declared will be provided promptly on request at any time prior to an award decision.

4.2 Relying on the Standing of Other Entities

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.

Tenderers are reminded that they may rely on the resources of other entities to establish the requirements on condition that they can prove to the satisfaction of the Contracting Authority that they will have these resources at their disposal when necessary.

If the tender is from a consortium/joint venture, tenderers must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party. The consortium must appoint a single point of contact who will assume overall responsibility for delivery, and who is authorised to sign the framework agreement / contract on behalf of all consortia members. The Contracting Authority will not act as an arbitrator between members of consortia.

4.3 General, Declarations and Financial Requirements

Tenderers are required to provide information on the following in the Tender Response Document. The criteria and rules outlined below are assessed on a pass/fail basis. Failure to comply with the requirements will result in the tender being considered inadmissible.

General Information (1.1)
Provide contact and general information on the tendering organisation - company name, address and contact details for individual responsible for this tender and company overview as well as information on sub-contractors and consortium members if applicable.
Declarations (1.2)
Complete the Declaration of Bona Fides as per Art. 57 of Directive 2014/24/EU as implemented by Regulation SI 284 of May 2016 and as contained in the Tender Response Document.

Complete the Declaration regarding compliance with relevant statutory obligations as contained in the Tender Response Document. Where tenderers are established and operating outside of the jurisdiction of supply, compliance with equivalent legislation as applicable in the country of establishment / operation is required.

Financial and Economic Standing (1.3)

Tax	Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant. Please refer to the tax rules contained in the Tender Response Document.
Turnover and Financial Standing	(a) Confirmation that the tendering party turnover exceeded €250,000 during each of the last three years or pro-rata if more recently established firms are tendering – however the firm must have been in existence for at least 6 months. In addition (b) Confirmation of financial standing ensuring the tendering party has the financial capacity to pay its debts identified on the current statement of assets and liabilities as being the debts as they fall due. Evidence of both statements will be required prior to the award of any contract.
Insurance	Confirmation of the following insurances being in place:
Insurance Type	Required Value €
Employer's Liability	€13 million
Public Liability	€6.5 million
Professional Indemnity	€6.5 million
Cyber Liability	Please indicate if in place.

Tenderers are required to provide information on the following in the Tender Response Document. The criteria and rules outlined below are assessed on a pass/fail basis. Failure to comply with the requirements will result in the tender being considered inadmissible.

Personnel and Skills (1.4)

Tenderers must provide information which demonstrates access to the minimum number of skilled personnel as indicated below and outlined in the TRD.

Skillset Required	Minimum Number
Qualified Trainer/ Facilitator	5
Translators	2
Account Managers	2
Administration Support	2
ICT Support	1

Technical Resources (1.5)	
Tenderers must provide information which demonstrates access to the required level of technical resources as indicated below and outlined in the TRD.	
Technical Resource Required	Details
ICT Equipment	List of equipment available to meet the training requirements within this Lot and the relevant number of courses contained within.
Inhouse Learning Management System (LMS)	1
Online training platforms (eg. MSTeam, Zoom, etc.)	1
Previous Experience (1.6)	
Tenderers must provide information clearly demonstrating successful delivery of one (a) previous comparable experience.	
Tenderers should provide information which clearly demonstrates experience of delivering similar type Training contracts. Please refer to the response documents for further details.	
Health & Safety (1.7)	
Tenderers must provide information which demonstrates operation of health & safety systems and procedures in line with all relevant Safety Health & Welfare at Work legislation.	
Quality Assurance (1.8)	
Tenderers must provide information which demonstrates a commitment to quality assurance and provide details of quality assurance policies and systems and whether 3rd party certified. Please complete the TRD.	

5 AWARD CRITERIA

Only tenders which meet the Selection Criteria and are 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.

The framework will be awarded on the basis of the most economically advantageous compliant tender considering the following award criteria and weightings*. Please refer to the Framework Terms and Conditions for details of the award criteria which would apply in the case of mini tenders under the framework agreement.

Criterion A	Weighting	Maximum Marks	Minimum Marks – 50%
	25%	2,500	1,250
Title	Training Resource Allocation		
Description	Tenderers are required to provide details of the proposed training and content reviewer resources to fully provide with the delivery of the requirements outlined in this RFT. This should include, but not limited to: • Roles and responsibilities of each team member • CVs of all proposed resources demonstrating their qualifications, skills and expertise – in the CV template provided. Tenderers must populate the trainer overview table presented in the response document. Please refer to section 3.5 of the Tender document for guidance. Page Limit – 2 (two) pages per CV in the template presented in the response document.		
Criterion B	Weighting	Maximum Marks	Minimum Marks – 50%
	30%	3,000	1,500
Title	Account Management and Administration		
Description	Tenderers must provide a detailed description of how this requirement will be managed over the lifetime of the Contract outlining: • Nominated Account Manager (CV to be provided – please complete the CV table presented in the response document) • Deputy Account Manager (no CV required) • Communication Plan (how and when) • Contingency planning • Complaints and escalation procedure		

	Tenderers must also provide details of the personnel responsible for the administration requirements as detailed in section 3.7 of the Tender document. This must include: • The lead administration CV • One support administration CV in the templates provided in the response document.		
Criterion C	Weighting	Maximum Marks	Minimum Marks – 50%
	25%	2,500	1,250
Title	Methodologies for updating and maintain course content, delivery of courses, and new trends in learning.		
Description	Tenderers must also confirm their understanding and acceptance to follow the Training Delivery requirements and Administration requirements sections, as set out in sections 3.4 and 3.7. Tenderers are required provide details of how trends in learning and training, including new and emerging technologies, might be applied now and/or in the future. Please refer to section 3.2.2 of the RFT for guidance. In relation to course delivery, Tenders must detail how, if required, how capacity can be increased to respond to additional demand. Please note: the response to this criterion will be evaluated in its totality.		
Criterion D	Weighting	Maximum Marks	Minimum Marks – 50%
	5%	500	250
Title	Sustainability, Innovation and added value		
Description	With reference to Sections 3.15 and 3.16 of the tender document, Tenderers must outline their proposals for integrating sustainable considerations into the service. Proposals must be pertinent to the subject matter, and appropriate. Finally, tenderers must provide details of how innovation or value add might be applied over the term of the contract without any additional cost to the Contracting Authority.		
Criterion E	Weighting	Maximum Marks	Minimum Marks
	15%	1,500	N/A
Title	Ultimate Cost – For the purpose of evaluation		

Description	Tenderers are required to populate Tables 1.1 and 1.2 so as to provide a total cost for the propose of evaluations, and the Rate Cards contained in Tables 2.1 and 2.2. All of which are contained within the Form of Tender as part of the Response Document.
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NOTE 1: Tenderers should ensure in their tenders that they provide detailed information in respect of all aspects of the framework award criteria as stated above. This will enable the awarding authority to assess fully the extent of their offers.

5.1 Methodology for Calculating the Cost Score

The following formula will be applied to the cost score:

The lowest cost tender that also meets all 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:

Lowest Cost from a Bona Fide Tender	A
Cost for the tender being evaluated	B
Maximum Points available for Cost	1,500
Formula employed	$\frac{1,500 \times A}{B}$

5.2 Methodology for Scoring of Qualitative Criteria

Score	Meaning	Interpretation
90 – 100%	Outstanding	An outstanding response demonstrating detailed and very clear understanding offering full assurance to client – fully supported with no reservations.
80 – 89%	Excellent	An excellent response demonstrating excellent understanding offering assurance to client – fully supported.
70 – 79%	Very good	A very good response demonstrating very good understanding offering assurance to client – strongly supported.
60 – 69%	Good	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.

Less than 50% is unacceptable

Marks in the score ranges outlined above can be awarded where responses so merit additional marks.

5.3 Clarification and Verification Meetings

Award of contract/membership of the framework may be subject to attendance at a clarification and 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.

A visit to the Tenderer's premises may be required to clarify any questions or queries regarding the tender offer.

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 establishment of the framework and award of any contract.

5.4 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 INSTRUCTIONS FOR TENDERERS

(a) Submission of Tenders

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

Tenderers must ensure that they give themselves enough time to upload and submit all required documentation before the closing date/time noting the use of the new eTenders platform. Tenderers should consider the fact that upload speeds vary. 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

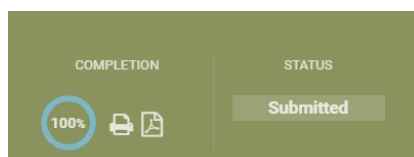
Accessing Documents

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, a number of steps are required. The final step involves clicking on a Submit button and receiving the following status:



If you do not receive a message similar to 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.

(b) Closing date for Tenders

The closing date for tenders	is 12noon (Irish time) Tuesday, 11th November 2025
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It is the responsibility of the tenderer to ensure that their tender is complete and is uploaded / submitted by the designated deadline.

(c) Queries

All queries regarding this tender should be through the Questions and Answers facility on www.etenders.gov.ie, including any omissions which would prevent tenderers from submitting a comprehensive tender. Please submit queries as soon as possible.

The closing date for queries	Is 5pm (Irish time) Friday, 31st October 2025
Process for submitting queries	Via www.etenders.gov.ie only

In circulating responses, queries will be edited to avoid disclosing the identity of the querist and will be circulated to all parties who have expressed an interest in the procurement on the eTenders website.

(d) 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 (by post or electronic means) to all parties who have expressed an interest in the notice via eTenders no later than six days before the original closing date.

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.

(e) 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.

(f) Discrepancies between documents

A pdf version of the Request for Tender has been made available on eTenders. This document will be considered as the primary source document in this procurement process, word versions of documents where they are provided are being made available to assist tenderers in responding to the tender competition. Where there is a discrepancy between a pdf version and a word version, the pdf version will take precedence. Tenderers are requested to notify the Contracting Authority immediately of any anomaly. Where applicable the Contracting Authority will issue amended versions.

(g) Formatting of Tenders / Amending Tender Documentation

Tenderers must ensure the following:

- (a) The first page of their tender contains all relevant contact information.
- (b) All responses should include page numbers and a contents page.
- (c) Follow, where possible the number structure of the Invitation to Tender.
- (d) Ensure that the tender response is structured in a format for ease of evaluation customised to the RFT.

Tenderers are prohibited from amending any text or content of forms or declarations or templates provided as part of this tender competition in their tender responses. Where amendments have been identified, the Contracting Authority may at its discretion eliminate the tenderer from further consideration. Likewise, failure to use the template documentation provided particularly in relation to costing / pricing may result in tenders being eliminated.

(h) 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 Party shall be automatically disqualified and the circumstances surrounding such action shall be referred to the appropriate authority.

(i) 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 his 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.

(j) 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.

(k) 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.

(l) 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.

(m) 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. 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.

(n) Conflict of Interest

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, 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. 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.

(o) Publicity

Tenderers shall not undertake (or permit to be undertaken) at any time, whether at this stage or after the award of the contract, any publicity activity with any section of the media in relation to this tender/agreement other than with the prior written consent of the Contracting

Authority. Such consent shall extend to the content of any publicity. For the purposes of this paragraph, the word “media” includes (but is not limited to) radio, television, newspapers, trade and specialist press, the Internet and e-mail, accessible by the public at large and the representatives of such media.

The Contracting Authority will have the right to publicise or otherwise disclose to any third-party information regarding this process and the agreement.

(p) 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, in particular, to source the requirement with more than one service provider.

The invitation to 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.

(q) Notification of Tender Evaluations

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

Potential outcomes can be:

- a) Establishment of Framework/Award of Contract
- b) Letter of Regret
- c) Decision not to proceed with the establishment of the Framework

The following information will be provided in the Letter of Regret – name of successful tenderer designate; the applicable standstill period (for EU tenders only); scores of tenderer and that of successful tender; features and characteristics of successful tender where they scored higher marks in specific criteria.

In the case of EU tenders only, the Contracting Authority will undertake not to award the contract for a period of at least 14 (or whatever period is stated in the notification letters) days from the date of notification of unsuccessful tenderers (‘standstill period’).

(r) Award Notices

Following the award of contract, an award notice will be despatched to the Official Journal of the European Union announcing the results of the competition. It should be noted that it is standard practice for the Contracting Authority to include the price of the winning tender or the range of prices of tenders received in the publication of the award notice as required under European procurement rules.

(s) 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.

(t) 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 non-exclusive license to use such material but only for its own purposes (to be agreed with the successful tenderer).

(u) 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".

(v) 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/contractors should make all reasonable efforts to minimise adverse environmental impact in the methods of services delivery and in materials used.

(w) 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.

(x) 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 euro (€).

All prices and rates quoted should be on the basis of both VAT exclusive and VAT inclusive costs, clearly identifying the applicable rate of VAT.

A schedule of payments will be agreed with the successful tenderer and invoices shall be submitted in accordance with the terms agreed with the Contracting Authority.

7 RELEVANT LEGISLATION

The place of supply will determine the applicable terms and conditions under which supply will be made and place specific obligations on the Contracting Authority to comply with relevant legislative requirements as follows:

(y) Irish Legislation and Law

Tenderers should be aware that national legislation applies in other matters such as Employment, Working Hours, Official Secrets, Data Protection and Health and Safety. Tenderers must have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in the Contracting Authority tenders and in delivering contracts awarded to them. The contract[s] awarded on foot of this tender process will be governed by Irish law.

(z) Health & Safety

With respect to the jurisdiction where the supply of goods or services will be provided, the successful Tenderer must comply with the following Health and Safety legislation as applicable;

- The Safety, Health & Welfare at work Act 2005

(aa) Anti-Competitive Conduct

Tenderers attention is drawn to the following legislation:

- The Competition Act 2002

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.

(bb) Accessibility/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.

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

(cc) 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: +353-67-63400).

(dd) Freedom of Information

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. 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.

(ee) Late Payment

The Contracting Authority operates in accordance with EU Directive 2011/7/EU on combating Late Payment in commercial Transactions transposed into national legislation as S.I. 580 of 2012 and amended by S.I. No. 281 of 2016.

(ff) 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 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.

(gg) 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.