



INVITATION TO TENDER

Establishment of a Single Party Framework Agreement for	the provision of Website Design Development Hosting Maintenance and Support Services
Procedure	OPEN
eTenders RFT ID	6796177
Issue Date	Monday 17 th October 2025
Closing Date for Queries	Monday 29 th October 2025 12 noon
Contact for Queries	Questions and Answers facility on www.etenders.gov.ie
Closing Date / Time for receipt of Tenders	Friday 07 th November 2025 12 noon

Please note that information relating to this Invitation to Tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal www.etenders.gov.ie. Registration is free of charge and there is no charge for documents. Please note that the Contracting Authority cannot accept responsibility for information relayed (or not relayed) via third parties.



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1 Disclaimer

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

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

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

2 Summary

Contracting Authority:	Louth and Meath Education Training Board
Nature of procurement:	Provision of Website Design Development Hosting Maintenance and Support Services
Type:	Service
Procedure:	Open Procedure
Stage in procedure:	This is a single stage tender procedure whereby all interested parties may tender, but only those meeting the selection criteria (financial and technical capacity) will be deemed eligible for evaluation against the award criteria.

3 About the Contracting Authority

Education and Training Boards (ETBs) are statutory authorities which have responsibility for education and training, youth work and a range of other functions. Formerly known as Vocational Education Committees (VECs) ETBs manage and operate second-level schools, further education colleges, multi-faith community national schools and a range of adult, further education and training centres delivering education and training programmes, including 19 (former FÁS) training centres. There are 16 Education and Training Boards spread throughout the country with over 650 sites under their remit. The Chief Executive (CE) of each ETB carries out the executive functions of the ETB, including those in relation to procurement.

Education and Training Boards Ireland (ETBI), based in Naas, Co Kildare is the national representative association for ETBs. Its job is to represent ETBs and promote their interests. It also provides services to its members in areas such as Policy, HR/ IR, Corporate and Procurement & Reform. ETBI coordinates the **ETB Procurement Network**, which brings procurement personnel from the 16 ETBs together on a quarterly basis.

The Contracting Authority is an ETB responsible for the delivery of services in the following location; Louth and Meath.

The Education and Training Boards Act 2013 provided for the establishment of 16 new education and training boards to replace the existing 33 VECs. On July 1st, 2013 Co Louth VEC and Co Meath VEC merged to form Louth & Meath Education and Training Board (LMETB).

LMETB manages 18 Post Primary schools and 4 Community National schools, a Community Special School, a Centre for European Schooling, 2 Colleges of Further Education and is also responsible for an extensive range of Adult Services throughout both counties, including Adult Learning Services, Community Education, Back to Education Initiative, VTOS and Adult Guidance. There are 8 Youthreach centres spread across the two counties and 2 training centres - Dundalk Regional Skills & Training Centre and Drogheda Training College. LMETB is also joint patron of 6 Community Schools.

Louth and Meath Education and Training Board is funded by the Department of Education in respect of primary and post primary and related education and by SOLAS in respect of further education and training.

LMETB established the Advanced Manufacturing and Technology Training Centre of Excellence (AMTCE) located in the Xerox Park Industrial Estate in Dundalk. The AMTCE grew out of an identified need to provide trades people with new skills in anticipation of Brexit and in order to address identified industry needs. The training provided will enable both a regional and national response to the changing needs of the manufacturing sector which is driven by the need to adopt industry 4.0 technologies and practices in the face of both Brexit and global competition challenges. The centre will also provide training through apprenticeships and traineeships for people who are interested in pursuing careers in the advance manufacturing domain.

It is envisaged that the centre will become a focal point for the delivery of upskilling and reskilling opportunities for the manufacturing sector. The centre will deliver a wide variety of courses ranging from customised training on specific skills needs to apprenticeship and certificate level courses through instructor led, blended and on-line learning delivery approaches. The AMTCE is aims through the delivery of quality training to support and catalyse business development by giving companies the opportunity to transform innovation

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into profit and maintain/ increase their resilience, productivity and competitiveness by adopting new technologies.

For more information on LMETB go to <https://www.lmetb.ie/>

For more information on ETBs and ETBI go to www.etbi.ie

4 Scope of the Framework Agreement

The Contracting Authority proposes to engage in a competitive process for the establishment of a single party framework agreement for the services of suitably qualified, resourced, and experienced supplier to design, develop, maintain, host and support LMETB websites.

In the context of a single-party framework agreement, the successful framework member **does not** have to compete for each new contract. It is emphasised that a framework agreement constitutes no guarantee to purchase a specific quantity of supplies or services from a particular economic operator.

Indeed, the Contracting Authority reserves the right to operate outside of the framework agreement at its discretion, particularly should it become apparent that doing so would offer greater value for money. Notwithstanding the foregoing, the framework agreement approach has been adopted to leverage efficiencies and maximise cost savings over the duration of the framework.

4.1 Numbers Admitted to the Framework Agreement

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. Thereafter they will be considered for the award of all contracts within the scope of the framework agreement.

4.2 Duration of the Framework Agreement

The framework agreement will be for 1 years, with the option to extend for 1 year, subject to a maximum of three (3) such extensions subject to satisfactory performance, business needs and budgetary constraints.

For the avoidance of doubt, the Contracting Authority confirms that the period of any contracts awarded under the framework agreement may extend beyond the date of expiry of the agreement.

4.3 Estimated Value of the Framework Agreement

The estimated total value of purchases pursuant to the framework agreement is in the region of €180,000 to €200,000 (ex. VAT) over the lifetime of the agreement. It is emphasised, however, that this figure is provided strictly for indicative purposes only as there is no guaranteed expenditure under the framework agreement and will in any case never exceed the EU threshold of €221,000 (ex. VAT).

4.4 Awarding Contracts under the Framework Agreement

In the case of a single party framework agreement contracts may be awarded directly on foot of the original tenders 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.

4.5 Review of Performance

Supplier performance will be continually monitored over the term of the framework agreement. The format will be agreed between the Contracting Authority and the framework member.

Cost competitiveness, quality of service and turnaround time will be the main criteria for measuring performance.

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

4.6 Account Management

4.6.1 Account Manager

The Contracting Authority requires tenderers to nominate a dedicated account manager who will act as the main point of contact for the duration of the contract. This person shall have the authority to deal with all matters in relation to the contract and be responsible for the satisfactory delivery of the services required. The duties of the account manager will include the following:

- Overall responsibility for a good working relationship with the Contracting Authority;
- Meet as and when required to review the relationship and examine performance;
- Deal with disputes, complaints or concerns that cannot be adequately resolved;
- Regularly give and receive both formal and informal feedback on the relationship, workloads, processes, areas and suggestions for improvement and cost savings;
- Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general.

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

4.6.2 Replacement Personnel

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

4.6.3 Invoicing

The Contractor shall be entitled to invoice the Contracting Authority for the Supplies on or at any time after the Supplies are delivered to the Contracting Authority. All official invoices must

quote a Contracting Authority purchase order number. All invoices which do not quote the relevant order number(s) will be returned to the supplier.

4.6.4 Award to Runner Up

If for any reason it is not possible to establish the framework agreement or award the initial contract to the designated successful tenderer emerging from this competitive process; the Contracting Authority reserves the right to establish the framework with the next highest scoring tenderer on the basis of the terms advertised at any time during the tender validity period. This shall be without prejudice to the right of the Contracting Authority to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion.

4.7 Right to Tender outside of the Framework

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

Admission to the framework will be conditional upon acceptance of the Contracting Authority's framework terms and conditions (Appendix 9).

Tenderers are required to review these terms and conditions and indicate their acceptance thereof as part of their tender submission. Any reservation about these terms should be submitted as a query in accordance with the procedure described in Appendix 1 Section (b) of this document.

4.8 Changes

It shall be the responsibility of the tenderer (in the event of success) to fulfil the obligations under the Framework Agreement, 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.

5 Specification of Requirements for Initial Contract under the Framework (if applicable) OR Requirements under Framework Agreement

The framework agreement will be established on foot of this tender competition. The initial contract will be awarded to the successful tenderer shortly after the formal establishment of the framework agreement.

5.1 Detailed Specification of Requirements

Louth & Meath Education & Training Board is seeking to establish a Single Party Framework Agreement (“Framework”) for the provision services of a suitably qualified, resourced, and experienced supplier to design, develop, host, maintain and support LMETB websites, which are combined into a single lot. The lot includes:

- LMETB Corporate Website, Irish and English
- AMTCE, LMETB Colleges of FE and FET websites
- Post-Primary Schools websites
- Community National Schools websites
- Community Special Schools website

5.1.1.1 MANAGEMENT OF LMETB DOMAIN NAMES

- Assume responsibility for all associated LMETB domain names, purchase of new domain names
- Management of existing domain names
- Consolidation of existing domain names under one account
- Facilitate the payment and upkeep of all LMETB domain names

5.1.1.2 MANAGEMENT OF LMETB WEBSITES

- Assume responsibility for all elements of the website such as hosting, support, and maintenance as well as SEO functionality.
- Maintain both the English and Irish sites where required, ensuring parity between the content in both.
- Conduct an initial review to understand the current architecture and content.
- Ensure compliance with WCAG 2.1 guidelines and the EU Website Accessibility Directive.
- Ensure the security of the website, including patching and GDPR compliance.
- Provide ongoing maintenance and support, ensuring high availability and performance.
- Provide reports on usage statistics, accessibility scoring, and advise on areas of improvement.
- Manage and maintain all software packages and source code, currently WordPress is being used to standardise Code and to facilitate easier staff training and easier updating for local personnel.

- Modern, dynamic, fully (not partially) responsive websites. The website must deliver multiple, separate layouts of content and design to different devices depending on screen size - desktop / laptop computer, tablet and smartphone.
- All domain names must be standardised, e.g. “.ie”, which will be agreed with the LMETB contract manager. All domain names must be agreed with the LMETB contract manager who will remain the sole owner.
- Provision of agreed stock images and videos, (which have complied with copyright regulations).
- Each school or centre will have input into how their website looks and feels. The common features will apply across all websites.
- Each school/centre will edit the website content locally via a content management system.
- The winning tenderer must provide training and user guides to allocated staff in LMETB.
- While the content management system will offer embedding within the website’s pages developers are free to suggest effective and imaginative ways of organising and presenting all content in the LMETB website.
- Updating content changes within agreed timeframes is critical for delivery of services in this framework agreement.
- The winning tenderer must supply the SSL Certificate for the duration of the contract.
- The winning tenderer must supply and manage the cookie popup plugin (which must comply with Data Protection legislation as directed by the Data Protection Officer (DPO) and all outcomes must be reported to the LMETB DPO contact on a quarterly basis.
- The websites must be fully functional in all browsers, and usable to a functional level in older and less popular browsers, as recommended by the Web Accessibility Initiative. (National Disability Authority / Centre for Excellence in Universal Design (CEUD)).

See <https://www.universaldesign.ie/technology-ict/web-and-mobile-app-accessibility/web-accessibility-techniques/>)

- Websites must be viewable correctly on mobile devices, tablets and smart phones. Eg website’s navigation, features and functionality must work well on common mobile and tablet devices.
- The content management system must support Search Engine Optimisation to maximise the visibility in the major web search engines of the pages it publishes.
- Webmaster tools (eg Google Webmaster & Bing) must be configured for the website with Google Analytics or equivalent on every page.
 - The school/centre may require integration of social media, that schools may be using currently or hope to develop, to include but not exclusively, Facebook, Twitter, Instagram, LinkedIn, YouTube, “Sharing” and RSS feeds. (All subject to the agreement of the Data Protection Officer) Social media & SEO Plugins required.
 - Schools/centres may wish their website to be developed in Irish, and the successful supplier must have provisions for this, the LMETB Corporate Website is developed in both English and Irish.
 - Websites must include a search facility that will allow easy access to content.

- The contractor should represent the capacity to contribute to the digital brand design and to design the website to fully align with our brand strategy and brand guidelines.

5.1.1.3 SERVICE LEVELS, AVAILABILITY AND RESPONSE TIME

- A minimum availability of 99.0 % must be guaranteed, (including backups)
- The contractor should measure and report about availability and response times. Availability and downtime are to be measured monthly as the number of total available hours divided by the measurement period.
- Planned downtime must be agreed with LMETB at least 3 days prior to the scheduled date. For urgent cases regarding unplanned downtime, direct contact with LMETB must be made via telephone to the assigned contact person (or the designated contact person) beforehand.
- Average response time for all pages should be less than 3 seconds.

5.1.1.4 HOSTING, SUPPORT AND MAINTENANCE

LMETB require hosting, support and maintenance of their websites, to include the following:

- The websites must be hosted across dedicated servers in the EU to comply with all GDPR regulations, European and Irish law.
- The servers must be highly specified to handle many websites and there must be ample resources to handle the website load.
- Servers are required to have a system which allows for the isolation of each website into its own pool of resources so any website attack, or attempted hack will be unable to take down any other websites running on the same server.
- Servers must operate in a High Availability cluster to automatically failover all websites to another server without any website downtime should a hardware issue arise or for preventative maintenance.
- Each website is hosted under its own Control Panel with separate login details available to each school/centre
- The servers must run automated malware/virus scans several times daily to detect any malicious code injected into any of the websites.
- The winning supplier must provide backup to ensure continuity of service to all school/centres.
- They will be responsible for the restore of the website in the event of a failure.
- The servers must be configured with a WAF (Web Application Firewall) to help intercept malicious traffic such as brute force attacks and attempted Web/SQL injections.
- Each server and website must be added to a real-time monitoring platform so the supplier is alerted to any website issues or websites which may have gone down.
- The supplier must pro-actively monitor server health such as Memory usage, CPU usage, storage space available etc.
- The supplier must perform any server updates as necessary to ensure platform security including emergency CVE hotfixes as alerted to them.

- Each website must run the latest version of the content management system, and all websites must be optimised for performance and security benefits. The supplier must perform any necessary content management system updates including updates to plugins where necessary to ensure website security.
- Each content management system installation must have automated patch management enabled to quickly install security fixes / updates where necessary.
- Security of the websites will be the responsibility of the supplier hosting the websites in compliance with all European and Irish law.
- Service Level Agreement (SLA): The successful tenderer must provide a comprehensive SLA which must be agreed with the client to ensure provision of an appropriate service on award of contract.
- It will be the responsibility of the supplier to:
 - Manage and align all the existing domain registration and domain hosting companies currently providing these services to LMETB.
 - Update DNS records as requested.
 - Create and manage all domain names registered in LMETB's private tenancy. LMETB must retain ownership of the domain name. LMETB will require admin access to this tenancy.

5.1.1.5 REVIEW OF PERFORMANCE

Supplier performance will be continually monitored over the term of the contract duration. The format will be agreed in the form of an SLA between the Contracting Authority and the contract member. The precise KPIs for performance monitoring will be agreed with the contract member. It is expected that the successful tenderer(s) will take a proactive role in monitoring performance with a view to making appropriate recommendations where necessary for continuous improvement.

The contract may be monitored under the following headings (which may be reviewed and amended as required by the Contracting Authority);

- User experience response review
- Training log and review
- Support and Maintenance evaluation to include quality of service and turnaround time.
- Project management target and achievement review
- Ongoing backup and recovery procedures tested and reported
- Solutions to any issues that have arisen
- User Acceptance Testing Reports
- Monitoring and Reporting requirements

The successful tenderer must take a proactive role in monitoring performance with a view to making appropriate recommendations where necessary for continuous improvement.

5.1.2 Aims of the Websites

- To introduce and showcase the range of courses and training offered by LMETB.
- To promote awareness of the campuses, centres, and services through search results and links to social media.
- To integrate with relevant course search and booking systems.
- To ensure the websites are user-friendly, responsive, dynamic, vibrant, interactive, and visually appealing.

5.1.3 Target Audience

- Unemployed people, early school leavers, people who wish to upskill for employment, people who wish to progress to third level education, career changers, CPD learners., Parents/guardians of young people not in school, Stakeholders and key services working with early school leavers.

The websites under LMETB that are part of the scope of these contracts include:

LMETB College websites, Youthreach LMETB websites, Post-Primary Schools websites, Community National Schools and Community Special Schol websites

No	Domain	Hosting Platform
1	Lmetb.ie	WordPress
2	advancedmanufacturing.ie	WordPress
3	advancedmanufacturingskills.ie	WordPress
4	amtce.ie	WordPress
5	ardricns.ie	WordPress
6	ashbournecns.ie	WordPress
7	beaufortcollege.ie	WordPress
8	bpps.ie	WordPress
9	colaistecc.ie	WordPress
10	colaisteclavin.ie	WordPress
11	colaistedelacy.ie	WordPress
12	colaistelu.ie	WordPress
13	colaistenahinse.ie	WordPress
14	colaistenami.ie	WordPress
15	colaisterioga.ie	WordPress
16	cprathcairn.ie	WordPress
17	dife.ie/dife.info	WordPress
18	dunboynecollege.ie	WordPress
19	dunshaughlincc.ie/duncc.ie	Joomla
20	dunshaughlincns.ie	Joomla
21	enfieldcc.ie	WordPress
22	faughartcns.ie	Joomla
23	lmetb.ie	WordPress
24	louthnightclasses.ie	Joomla

25	meathnightclasses.ie	Joomla
26	musicgenerationlouth.ie	WordPress
27	musicgenerationmeath.ie	WordPress
28	ocarolancollege.ie	Joomla
29	ofiaichcollege.ie	WordPress
30	ofi.ie	WordPress
31	ratoathcollege.ie	WordPress
32	rstc.ie	WordPress
33	scoilumhuiri.ie	Joomla
34	socc.ie	WordPress
35	stoliverpps.ie	WordPress
36	stpeterscc.ie	Joomla
37	caracss.ie	WordPress

5.1.4 Application of Variants

N/A

5.2 Delivery Locations

Delivery is required to the following locations and any new sites that may arise over the duration of the agreement

- LMETB Corporate Website, Irish and English
- AMTCE, LMETB Colleges of FE and FET websites
- Post-Primary Schools websites
- Community National Schools websites
- Community Special Schools website

5.3 Volumes

Volumes are based on the delivery locations in section 5.2 and any new location under LMETB that may require a new website.

5.4 Pricing

All prices quoted must be all inclusive (i.e. Including but not limited to supply, customs duties, taxes, levies, phytosanitary charges, shipping, packaging, delivery, ancillary costs and all other costs/expenses), be expressed in Euro only and exclusive of Vat. The Vat rate(s) where applicable should be indicated separately. Tenderers must confirm that all prices quoted in the Tender will remain valid for 12 Months commencing from the Tender deadline. Any currency variations occurring over the Term of the Contract shall be borne by

the Tenderer. Payment for goods supplied and works completed under this RFT shall be made subject to and in accordance with the contract associated with this RFT.

5.5 Details of Contracts Arising Over Life of Framework Agreement

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

Other specifications may be required and purchased over the period of the framework agreement.

LMETB may from time to time require the successful Tenderers to undertake additional services (“Additional Services”). The Contracting Authority reserves the right to request a fixed fee for any Additional Services should it deem it expedient to do so in its absolute discretion.

Unforeseen requirements which fall clearly within the defined scope of the framework

6 Evaluation Criteria

6.1 Selection Criteria

The OPEN procedure at national level is being used by the Contracting Authority for the award of this framework agreement. While all interested parties may submit a tender, only those demonstrating that they can comply with the required level of financial and technical competence will be eligible for full tender evaluation.

In order to demonstrate a tenderers' suitability, tenderers must respond to the information set out below by completing the separate Tender Response Document.

6.1.1 General Information relating to the Tenderer

Please provide company name, address and contact details for individual responsible for this tender and company overview.

6.1.2 Legal Compliance

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

6.1.3 Financial Capacity

Please confirm that you meet the following financial requirements:

- (i) Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant in accordance with the rules of the Irish Revenue Commissioners.
- (ii) Confirmation that your turnover exceeded €200,000 for each of the last three years;
Or
During one of the last three years or pro-rata if more recently established firms;
- (iii) Confirmation of the following insurances being in place and that if successful you agree to implement the following levels, promptly on award where these are not currently available.

Insurance Type	Minimum Indemnity limit	Excess required
Employers Liability	€13m	
Public Liability	€6.5m	
Product Liability (supplies only)	€6.5m	
Professional Indemnity	€1m	
Cyber	€1m	

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

6.1.4 Technical Capacity

- (i) Previous Contracts – information demonstrating successful delivery of three (3) previous comparable contracts in the past three (3) to five (5) years or recent past.
- (ii) Quality Assurance - Details of quality assurance policies and systems and whether 3rd party certified.
- (iii) Health & Safety - Details of health and safety policies and whether 3rd party certified.
- (iv) Environmental – Details of environmental policies and systems in place and whether 3rd party certified.

6.1.5 Status of European Single Procurement Document (ESPD)

Under the 2014 Directives, suppliers may have compiled an ESPD which will be accepted as evidence of compliance with Section 6.1.2 (Legal) and Section 6.1.3 (Financial). However, the Contracting Authority requires evidence via completed submission of Appendix 5 relating to Technical Capacity Section 6.1.4. Mere confirmation **will not** be sufficient under these headings.

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

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

6.2 Award Criteria

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

The framework will be awarded on the basis of the most economically advantageous compliant tender taking into account the following award criteria and weightings.

	Criteria	Weighting	Maximum Score	Minimum Score Required
A	Ultimate Cost to the Contracting Authority over the life of the contract	40%	4,000	n/a
<i>Tenderers are required to outline their cost proposal by completing and signing the attached Form of Tender in the Tender Response Document.</i>				
B	Methodology for delivery of the service addressing the scope of services	30%	3000	50%
<i>Tenderers should provide information to enable the Contracting Authority to assess their offer under this criterion covering the requirements detailed in Section 5.</i>				
C	Experience and Capacity	10%	1000	50%
<i>Tenderers should provide comprehensive information on the team proposed clearly indicating each team members' contribution to the project, their precise roles and responsibilities and time commitment. In addition, please provide evidence and details of 3 projects of a similar size and nature for the proposed team members.</i>				
D	Delivery schedules offered / Project Plan	10%	1000	50%
<i>Tenderers should indicate proposed delivery schedule/project plan to achieve the requirements and constraints outlined in Call for tender. Tenders should also indicate their response times for post commissioning of the websites.</i>				
E	Service Level /Support	5%	500	50%
<i>Tenderers should set out their proposed service levels and levels of support for the initial delivery of the requirements and for the post go-live hosting and maintenance.</i>				
F	Commitment to Sustainability, Innovation and Value Added	5%	500	50%

Tenderers must clearly and comprehensively demonstrate how they will ensure sustainability in the provision of services.

This may include but not limited to the following:

- Demonstrate the energy efficiency measures your organisation proposes to implement over the duration of the contract.*
- Demonstrate how your organisation proposes to manage recycling, packaging, waste and end of life products. Include details such as, membership of REPAK or equivalent and WEEE (Waste Electrical and Electronic Equipment) or equivalent, to reduce environmental impact.*
- Tenderers should demonstrate their commitment to sustainability and how this is incorporated into your business.*
- Tenderers should outline any Corporate Social Responsibility initiatives that they participate in within their communities.*

NOTE 1: Tenderers should note that they must achieve a minimum rating of 50% for each of the individual qualitative criteria (B) to (F) in order to avoid elimination from the competition.

Qualitative criteria will be scored using the following baseline scoring system:

Evaluation Process

Step 1: Evaluation of Qualitative Sub-Criteria

A total of 6000 marks is allocated across the qualitative criteria, which equates to 60% of the overall marks available. For each of the non-cost sub-criteria included in Table 1 above, the scoring methodology set out in Table 2 will apply.

In accordance with the scoring methodology:

A) the tender evaluation panel will determine into which of the six bands the response falls. The available marks for each criterion are divided evenly amongst bands 1-5.

B) the tender evaluation panel will then assign a mark within the scoring range of the selected band depending on the quality of the response.

No.	Score	Category	Description
5	90 – 100%	Exceptional	An exceptional response demonstrating extensive understanding offering full assurance to client – fully supported with no reservations.

4	80 – 89%	Excellent	An excellent response demonstrating excellent understanding offering assurance to client – fully supported.
3	70 – 79%	Very good	A very good response demonstrating very good understanding offering assurance to client – strongly supported.
2	60 – 69%	Good	A good response demonstrating good understanding offering assurance to client – well supported.
1	50 – 59%	Acceptable	An acceptable response demonstrating a minimum understanding offering assurance to client - satisfactorily supported.
0	0 – 49%	Unacceptable	A response which fails to address the criterion to the required standard or presents risk of non-performance; is therefore deemed inadmissible and therefore not eligible for further consideration.

Example: Where the maximum mark available for a qualitative sub-criterion is 1000 and the tender evaluation panel determines that the response falls under the “very good” description (Scoring Band 3), then the evaluation panel may award a minimum of 70% of the total marks available (i.e. 700 marks) and a maximum of 79% of the total marks available (i.e. 790 marks), dependant on the quality of the response.

Only those Tenders that achieve the minimum marks allocated to each of the qualitative sub-criteria will proceed to be assessed under the cost criterion, as set out below.

Step 2: Evaluation of Costs

For the purpose of this Competition, Tenderers are required to quote a Total Fixed Price Sum to deliver the services required. There is a total of 4000 marks allocated to the cost award criterion, which equates to 40% of the overall marks available. The Tender that proposes the lowest Fixed Price Sum will receive 100% of the marks available. All other Tenders will be scored using the following formula:

$$\text{Cost Score} = \frac{\text{Lowest Tendered Total Fixed Price Sum}}{\text{Tendered Total Fixed Price Sum under evaluation}} \times \text{Maximum Marks Available}$$

The total marks achieved for the qualitative award criterion and sub-criteria (Step 1) will be added to the total marks achieved for the cost criterion (Step 2) to arrive at a Total Overall Score. The Tender with the highest Total Overall Score will be deemed to be the MEAT and will be deemed successful, subject to meeting all other requirements of this SRFT.

Tender respondents should note that:

- LMETB are not bound to accept the lowest priced, or any, Tender. LMETB reserves the right not to award the contract or place any orders as a result of this tender competition. No commitment of any kind, contractual or otherwise will exist unless and until a formal contract has been executed by or on behalf of LMETB. The award of the contract will not give rise to any enforceable rights by the successful Tenderer. LMETB may cancel this competition at any time prior to a contract being executed.

- Tenderers should elaborate on all points addressed in the requirements section in order to gain as many points as possible. Merely repeating the mandatory requirements set out in these specifications without going into detail or adding any value will result in a very low score.
- Tenderers will be required to ensure that their tenders provide detailed information on their offers for assessment against the award criteria stated above. This will enable LMETB to assess all tenders fully and score them appropriately.

LMETB reserves the right to interview individual Tenderers, and/or contact referees prior to awarding the contract.

6.2.1 Post Tender Clarification

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

6.2.2 Verification

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

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

6.2.3 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.

6.2.4 Right to Confirm Suitability

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

APPENDIX 1 - INSTRUCTIONS TO TENDERERS

(a) Submission of Tenders

The Contracting Authority is using the Tender Postbox facility and tenders must be submitted electronically via the etenders postbox facility on www.etenders.gov.ie only. Tenderers must ensure that they give sufficient time to upload their tender response.

The Contracting Authority is not responsible for corruption in electronic documents. Tenderers must ensure electronic documents are not corrupt.

In responding to this tender all tenders must follow the format of the tender document and respond to each element of the tender document in the order as set out in this RFT. Tenders should produce their response as a **SINGLE UPLOADED FILE, if possible, which is clearly labelled, page numbered and indexed.**

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation before the tender closing date/time. Tenderers should take into account the fact that upload speeds vary. There is a maximum of 2.14 GB for individual files sent to the electronic postbox and a one-hour limit for upload. In order to submit a document to the electronic postbox, please note that you must click "Submit Response". After submitting you can still modify and re-send your response up until response deadline. Tenderers should be aware that the 'Submit Response' button will be disabled automatically upon the expiration of the response deadline.

Tenderers not familiar with uploading on eTenders should ensure they familiarise themselves with the process.

The closing date for tenders is **12 noon (Local Time) on 07th November 2025.**

It is the responsibility of the tenderer to ensure that their tender is complete and is uploaded by the designated deadline. **Tenders that are received late or via other means WILL NOT be considered in this public procurement competition.**

(b) Language

Tenders may be submitted in English or Irish.

(c) Queries

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

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

All queries regarding this tender should be through the Questions and Answers facility on www.etenders.gov.ie. The closing date for receipt of queries is 10 days before Closing Date.

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

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

(d) Sufficiency & Accuracy of Tender

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

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

The Contracting Authority reserves the right to disqualify incomplete tenders.

(e) Qualification of Tenders and Referential Bids

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

(f) Extension of Tender Period

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

(g) Modifications to Tenders prior to the Closing Date for Receipt of Tenders

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

(h) Cost of Preparation of Tender

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

(i) 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.

(j) Currency and Payments

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

The Contracting Authority operates in accordance with the European Communities (Late Payment in Commercial Transactions) Regulations 2012. The method of payment used by the Contracting Authority is normally Electronic Funds Transfer.

Note: The Contracting Authority will be rolling out e-invoicing during the term of the contract / framework and tenderers may be required to issue their invoices to the sector in an E-invoice format that is compliant with the PEPPOL directive.

(k) Conflict of Interest

It will be a condition of award of this contract and any subsequent contract that the successful tenderer(s) that any conflict of interest involving a tenderer (or tenderers in the event of a consortium bid) must be fully disclosed to the Contracting Authority. Any registrable interest involving the tenderer and the Contracting Authority or employees of the Contracting Authority or their relatives must be fully disclosed in the tender submission or should be communicated to the Contracting Authority immediately upon such information becoming known to the tenderer. The terms 'registrable interest' and 'relative' shall be interpreted as per Section 2 of the Ethics in Public Office Act, 1995 and 2001. 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.

(l) Freedom of Information Acts

All responses to this invitation to 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, EU and Irish Government Procurement Procedures. The Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released or in respect of any consequential damage suffered as a result of such disclosure.

(m) Tax Clearance

It will be a condition of award of this framework and any subsequent contract that the successful tenderer(s) comply with all EU and national tax laws. Tenderers are referred to the Irish Revenue web site <http://www.revenue.ie/>. Non-resident tenderers should apply to the Office of the Revenue Commissioners, Non Resident Tax Clearance Unit, Office of the

Collector General, Sarsfield House, Francis Street, Limerick, Ireland; e-mail: nonrestaxclearance@revenue.ie. The Contracting Authority will satisfy themselves that any tenderers being considered for award of a framework are appropriately tax compliant by checking their status via the online system for which tenderers are requested to provide their Tax Clearance Access Number and Tax Reference Number to facilitate verification. By supplying these numbers tenderers acknowledge and agree that the Contracting Authority has the permission to verify its tax cleared position at any time during the term of the framework agreement.

(n) Withholding Tax

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

(o) Irish Legislation and Law

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

(p) 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.

(q) 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.

(r) 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.

(s) 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.

(t) 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.

(u) Notification of Tender Evaluations

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

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

(v) Award Notices

Following the formal conclusion of the framework agreement, an award notice will be despatched to tenders announcing the results of the competition.

(w) 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.

(x) 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 licence to use such material but only for its own purposes (to be agreed with the successful tenderer).

(y) 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".

(z) Payment

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

(aa) Right Not to Award

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

The 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.

(bb) 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.

(cc) Accessibility

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.

(dd) 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.

(ee) Collusive Tendering

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

(ff) Confidentiality

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

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

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

(gg) Consortia and Prime Subcontractors

The Contracting Authority seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises ("SMEs") in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged, subject to this paragraph, to explore the possibilities of forming relationships with other SMEs or with larger enterprises. Through such relationships they can participate and contribute to the successful

implementation of any Services Contracts that may result from this Competition and therefore increase their social and economic benefits.

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

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

(hh) Anti-Competitive Conduct

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

(ii) Changes in Legislation

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

APPENDIX 2 – THE CONTRACTING AUTHORITY’S TERMS AND CONDITIONS

Insert the Contracting Authority’s standard Terms and Conditions

APPENDIX 3 – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

Insert the Contracting Authority's Single Party Framework Agreement Terms and Conditions

APPENDIX 4 – SERVICE LEVEL AGREEMENT

SCHEDULE E: DATA PROTECTION

[complete when completing the contract]

Processing, Personal Data and Data Subjects

1. Processing by the Contractor
 - 1.1 Subject matter of processing
 - 1.2 Nature of processing
 - 1.3 Purpose of processing
 - 1.4 Duration of the processing
2. Types of personal data
3. Categories of data subject