



OPW

Oifig na
nOibreacha Poiblí
Office of Public Works

REQUEST FOR TENDER SINGLE PARTY FRAMEWORK AGREEMENT

Title:	Provision of a single party framework agreement for LED Display Services to include Equipment Supply, Installation, and Technical Support for the EU Presidency 2026.
Contracting Authority:	Office of Public Works (OPW) State Event Management Unit (SEMU)
Procedure:	Open
eTenders/OJEU ref:	
Issue Date:	22nd October 2025
Closing Date for Queries:	12 noon, Monday 17 th November 2025
Closing Date for Tender Submission:	12 noon, Monday 24 th November 2025
Submissions and Queries via:	eTenders only

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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

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.

The Contracting Authority has 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 Commissioners of Public Works (hereinafter referred to as the “Contracting Authority”) is the authority responsible for this procurement.

Further information is available at our corporate website www.gov.ie/opw/

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 framework agreement / 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 framework agreement / 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

The Contracting Authority proposes to engage in a competitive process for the establishment of a 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.

This competition relates to the establishment of a Single Party agreement with one Economic Operator. Thereafter that Economic Operator being entitled to be considered for all contracts within the scope of the framework.

2.2 Scope of Requirements under the Framework

2.2.1 The Scope of the Framework

The Office of Public Works is seeking tender applications from qualified and experienced suppliers for the design, supply, installation, and commissioning of LED Screens, physical supports, Screen Management system and associated peripherals in the Printworks and Hibernia halls at Dublin Castle.

Some elements of the existing system will be retained, all new elements installed must be integrated with pre-existing elements and current functionality retained or enhanced.

A site inspection will be facilitated for interested parties and will be essential to establish the exact structural requirements.

2.2.2 The Initial Contract

N/A

2.2.3 Additional / Call-Off Contracts under the Framework

As set out in the Programme for Government 2025, Ireland will hold the Presidency of the Council of the European Union from 1st July to 31st December 2026. As per the government decision of May 2024, the Office of Public Works has been designated as the provider of conference facilities for an extensive and wide-ranging programme of meetings, events and conferences for the Presidency. The programme will include official-level meetings as well as meetings with senior political-level attendees such as informal Council of Ministers meetings and possible Summit-level events.

2.3 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)	Qtr4 2025
Award decision	Qtr4 2025
Framework Agreement Commencement	Qtr1 2026

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.

2.4 Numbers admitted to the Framework

The framework agreement will be established as a single party framework agreement.

2.5 Duration of the Framework Agreement

The framework agreement's duration will align with the EU presidency timeline, which is expected to end in late 2026 or mid-2027. This longer duration is possible because the services are classified as a Title III Service, which is exempt from the typical restrictions on framework duration. The Contracting Authority believes this extended period will help to foster a strong partnership with the service provider. The EU presidency is anticipated to include approximately 280 events. Any contracts awarded under this agreement may extend beyond its expiry date.

2.6 Estimated Value for the Framework Agreement

It is envisaged that maximum spend under this framework agreement will not exceed approx. €500,000 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.

2.7 Awarding Contracts under the Framework Agreement

Contracts will be awarded directly to the single Economic Operator admitted to the framework agreement. The Contracting Authority reserves the right to negotiate terms for specific requirements not covered by the original framework pricing, but which still fall within the scope of the framework agreement.

The Contracting Authority confirms that the performance and quality of service will be key considerations. Poor performance may lead to the termination of the agreement as outlined in the Framework Terms and Conditions.

2.8 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.

2.9 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.

2.10 Award to Runner Up

If for any reason, it is not possible to admit to the framework agreement one or more of the tenderers invited following the conclusion of this competitive process, the Contracting Authority reserves the right to invite the next highest scoring tenderer(s) to join the framework agreement as appropriate, at any time during the tender validity period.

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-ranked tenderer emerging from the process at any time during the contract tender validity period.

3 Specification of Requirements

3.1 Scope of Requirements under the Framework Agreement

The screens will be installed in busy conference venues and will be used to display both presentation and live eye content. Live eye must not suffer from visible latency, and the installer must ensure that the solution is low latency, free from moiré, and reproduce well in photography.

Printworks

Screen Physical dimensions and supports

There will be a central screen of dimensions 8640mm x 3240mm.

The bottom of the screen will sit 1640mm from the floor. Screen must be supported by a suitable steelwork plinth to raise it to 1640mm from the room floor, and 1970mm above the concrete floor to which it should be attached. Bracketry can be braced to the concrete wall 1000mm behind the screen position.

There will be two satellite screens of dimensions 1920mm x 3240mm.

These screens will be suspended from overhead. Rigging to support the screens can be attached to existing RSJ beams overhead. Trim height of these screens should be in line with the central screen.

Appendix 1 shows a preliminary drawing showing an envisaged solution; however, the successful vendor will be required to develop their own solution in keeping with the requirements.

LED Specifications

LED panels must be of pixel pitch 1.8mm, with internal refresh rate of 3840hz or better. Viewing angle 160 degrees.

Panels must allow front and rear maintenance.

Screen must achieve 800 nits.

Contrast ratio should be 4000:1 or greater

Weight should be 21kg per sq meter or less.

Product must hold TUV Rhineland low blue light certification.

Screen must be capable of 10bit colour depth at 60hz.

LED Processor Specification

Processor should be non proprietary.

Processor must be capable of 10bit colour depth at 60hz.

The processor will be placed at the control position and will connect via fibre cabling supplied to an optical convertor at the screen position. Please supply the optical convertor.

Video Processing

A Screen Management system should be supplied and integrated as part of the package.

The system should be capable of driving the LED screens within the hall at their native resolution, while also controlling all other screens within the conference hall.

The system should be modular and allow for unit expansion and further i/o cards to be added to the system if required.

Custom EDIDs (Extended Display Identification Data) should be supported.

Cameras will be mixed on a separate unit.

It is anticipated that the requirements will be satisfied by a single processor chassis with a remote expansion unit.

As part of this package, a video playback system should be supplied which generates full screen background layers to the Screen Management system at the native resolution required by the system to maximise layer availability. This should be a cost-effective solution, and not a fully featured media server.

A PC should be supplied to control the system, along with a simple preset controller.

Details of the system requirements shown in appendix 2, alongside a suggested wiring schematic. This schematic is provided for guidance and to illustrate the requirements only; the successful tenderer will be expected to generate their own solution and schematic of the requirements.

Hibernia

Screen Physical dimensions and supports

There will be a central screen of dimensions 5760mm x 2430mm.

Screen must be supported by a suitable steelwork plinth to raise it to the desired level.

The bracketry may be braced to a masonry pillar directly behind the screen.

The bottom edge of the screen will sit 2170mm above the floor

There will be two satellite screens of dimensions 1440mm x 2160mm. These screens will be bracketed directly to the wall to the rear of the screen.

The bottom edge of these screens will set 2440mm above the floor

Appendix 3 shows a preliminary drawing showing an envisaged solution; however the successful vendor will be required to develop their own solution in keeping with the requirements.

LED Specifications

LED panels must be of pixel pitch 1.8mm, with internal refresh rate of 3840hz or better. Viewing angle 160 degrees.

Panels must allow front and rear maintenance.

Screen must achieve 800 nits.

Contrast ratio should be 4000:1 or greater

Weight should be 21kg per sq meter or less.

Product must hold TUV Rhineland low blue light certification.

Screen must be capable of 10bit colour depth at 60hz.

Processor Specification

Processor should be non proprietary.

Processor must be capable of 10bit colour depth at 60hz.

The processor will be placed at the control position and will connect via fibre cabling supplied to an optical convertor at the screen position. Please supply the optical convertor.

Video Processing

A Screen Management system should be supplied and integrated as part of the package.

The system should be capable of driving the LED screens within the hall at their native resolution, while also controlling all other screens within the conference hall.

The system should be modular and allow for unit expansion and further i/o cards to be added to the system if required.

Custom EDIDs should be supported.

Cameras will be mixed on a separate unit.

It is anticipated that the requirements will be satisfied by a single processor chassis with a remote expansion unit.

As part of this package, a video playback system should be supplied which generates full screen background layers to the Screen Management system at the native resolution required by the system to maximise layer availability. This should be a cost-effective solution, and not a fully featured media server.

A PC should be supplied to control the system, along with a simple preset controller.

Details of the system requirements shown in appendix 2, alongside a suggested wiring schematic. This schematic is provided for guidance and to illustrate the requirements only; the successful tenderer will be expected to generate their own solution and schematic of the requirements.

Support and maintenance

The screen and associated systems will be in use continuously for high level meetings in the period July to December 2026.

During that period, it is imperative that the system is in optimal working order.

Faults must be responded to within six hours, and faults cleared within 12 hours.

A suitable stock of replacement panels must be maintained by the supplier to allow for replacement within this time frame

Labour and installation

All necessary labour and plant to install and commission the new equipment, including all structures, wiring, hardware, and software configurations.

All system components must integrate seamlessly to the existing infrastructure.

Project Documentation

A user manual and wiring schematic should be provided.

Training

Training must be provided to the venue technicians both on the operation and configuration of both the Screen management system and the LED screen processors.

3.2 Contract Management

The Contracting Authority requires tenderers to nominate a dedicated Contract Manager who will act as the main point of contact for the duration of the framework which is subject to end in March 2027. The Contract Manager will liaise with the Contracting Authority, other contractors and bodies as the Contracting Authority may require, for all deliverables. The Contract Manager must have quantifiable, significant previous experience providing similar services in this role which should be presented as part of the tender submission in the form of a reference. All costs associated with the Contract Manager should be absorbed into overall cost rates. This individual will have the authority to manage all contract-related matters and ensure the successful delivery and maintenance of the LED screens. The duties of the Contract Manager will include, but not be limited to:

- Be the main point of contact for the Contracting Authority for the Provision of all services.
- Be technically proficient in all areas of the services being represented.
- Overall responsibility for a good working relationship with the Contracting Authority.
- Provide regular reports on performance as agreed with the Contracting Authority.
- Meet as and when required to review and examine performance.
- Deal with disputes, complaints or concerns that cannot be adequately resolved.

- Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general and providing suggestions for improvement and cost savings.
- Proposals for supporting a service delivery model which supports the Climate Action Agenda.
- Be available for immediate engagement for all enquiries, queries and instructions regarding the delivery of the services.
- Be proficient in the preparation and timely delivery of all event related administrative requirements including post event feedback when requested.
- Provide installation plans, a full detailed schedule and/or RAMS to the OPW, and/or its Agents/Departments.
- Be available to meet with the Contracting Authority as required on an ad hoc basis and three times a year to review the services provided and any contract matters arising.
- If required, attend meetings to discuss events with the Event Organiser and all relevant Statutory Agencies including County/City Councils and OPW and/or Government Departments.
- Prepare their own expert feedback and collate any additional feedback received from stakeholders and forward to the OPW and/or its Agents/Departments
- Attend any de-brief meetings post event.
- Be suitably presentable to represent the service provider at all times.

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 tenderer's 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 accepted as evidence of compliance with *Section 4.3* on condition that all information a European Single Procurement Document (ESPD), either electronically via the eESPD on eTenders or as a separate uploaded attachment with the tender response, which will be 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 Capacity 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

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.

Declaration

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.

Complete the Article 5K Declaration regarding the EU regulation 2022/576 on restrictive measures in the Context of Russian Actions in the Ukraine.

Financial and Economic Standing

Tax Compliance	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.	
Financial Capacity	(a) Confirmation that the tendering party turnover exceeded 1million 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. (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 Level
Employer’s Liability		No less than €13,000,000 Any One Claim and unlimited in the period of insurance
Public Liability		No less than €6,500,000 Any One Claim and unlimited in the period of insurance
Product Liability		No less than €6,500,000 Any one Claim and In the Aggregate in Any One period of Insurance

Professional Indemnity	No less than €1,000,000 Any One Claim per period of insurance.
Crime Insurance	No Less than €250,000 Any one claim per period of insurance.
Cyber Liability	No less than €1 million Any One Claim and in the aggregate per period of Insurance.

The Employers Liability and Public Liability policies should include an indemnity to principals clause.

The contracting authority reserves the right to request additional insurances should the scope of the contract change.

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.

4.4 Technical Capacity Requirements

Personnel and Skills	
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
Contract Manager	1
Designer	1
Site Supervisor/Foreman	2
Install Crew/Labourer	5
LED installation technician	4
Visual Displays system engineer	1
Technical Equipment and Resources	
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	Minimum Requirement
Structural Engineer LED Repair Facility AV CAD Designer	Structures installed as part of the tender must come with a certification from a qualified structural engineer. The successful tenderer must have an in house LED repair facility and be able to supply a wiring schematic post installation.
Previous Experience	
Tenderers must provide information clearly demonstrating successful delivery of three (3) previous comparable experience/projects, involving the features as defined in the TRD.	
Tenderers must demonstrate to the satisfaction of the Contracting Authority that they have the experience necessary to supply the Services if their Tender is successful. In order to demonstrate that the Tenderer meets this criterion, each Tenderer must submit, by completing the TRD, with its Tender.	
Details of three (3) reference contracts which demonstrate to the satisfaction of the Contracting Authority, the Tenderer's experience in Successfully delivering the installation and maintenance of LED screens, demonstrating the specific requirements set out below. Each reference contract must relate to services delivered within the 3-5 years prior to the deadline for submission of Tenders . Reference contracts outside this timeframe will not be considered.	
All of the previous contracts must:	
(i) Outline overall approach to delivering the provision and installation of LED display systems. (ii) Outline how this contract is comparable with the subject matter of the contract being tendered. (iii) Provide evidence clearly demonstrating successful delivery of requirements with a similar nature and scope to public sector bodies or similar profile organisation- taking account of range of events / services required.	

- (iv) Demonstrate how the installed LED systems were supported during the life of the reference contract, including maintenance, fault resolution, and technical support.

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

In completing the table for each reference project, Tenderers must provide sufficient information to allow the Contracting Authority to evaluate whether all of the requirements at (i) to (iv) above have been met and whether the services have been successfully delivered.

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

Reference projects internal to the Tenderer/the Tenderer's corporate group (for example, service delivery to another group company) are not permitted.

The Contracting Authority may require supporting documentation to verify the details provided by the Tenderer and Tenderers must provide such supporting information without delay when requested by the Contracting Authority. However, where the Tenderer is unable, for a valid reason, to provide the requested documentation, the Tenderer must inform the Contracting Authority of the reason as to why the documentation cannot be supplied and, if the Contracting Authority considers the reason given to be valid, provide such other suitable alternative documentation to prove, to the satisfaction of the Contracting Authority, that they have the required capacity

Health & Safety Management System

Tenderers must provide information which demonstrates operation of Health & Safety systems and procedures in line with all relevant Safety, Health & Welfare at Work legislation. Please complete the TRD. Evidence of compliance will be required as condition of contract award.

Quality Assurance Management System

Tenderers must provide information which demonstrates a commitment to quality assurance and provide details of quality assurance policies and systems and whether externally certified. Please complete the TRD.

Environmental Management System

Tenderers must provide information which demonstrates operation of an appropriate environmental management system whether externally certified or in-house. or other corporate programmes implemented to support the Climate Action Agenda. 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 taking into account 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
	30%	3,000	n/a
Title	Cost		
Description	Refer to Appendix 1		
Criterion B	Weighting	Maximum Marks	Minimum Marks 50%
	30%	3,000	1,500
Title	Methodology		
Description	Tenderers must outline their proposed methodology to include: - the tenderer's understanding of the project scope, services, priorities, issues, drivers, programme requirements. - A description of how the tenderer will deliver the services successfully. - A clear plan for risk mitigation and response, detailing how potential risks will be identified, analysed, and managed throughout the project duration. - Tenderers should also outline what additional value they can bring to the delivery of the services e.g., knowledge of the public sector, specific knowledge of similar events and planning and management of events. The response to this criterion will be evaluated on the totality of the response.		
Criterion C	Weighting	Maximum Marks	Minimum Marks 50%
	20%	2,000	1,000
Title	Quality and Balance of Proposed Team		
Description	Tenderers must submit a comprehensive response to demonstrate the balance of the team (both in terms of seniority and in terms of coverage of the service requirements) and provide a detailed overview of their knowledge of event safety consultancy as applicable. Tenders must provide the following: - Organisation Chart for the proposed team; - How resources are managed and allocated between the personnel in the proposed team - CV's for Contract Manager, Designer and Site Supervisors proposed, to include their qualifications, accreditations, relevant		

	experience,number of years in their role and examples of relevant previous projects managed. The response to this criterion will be evaluated on the totality of the response.		
Criterion D	Weighting	Maximum Marks	Minimum Marks 50%
	10%	1,000	500
Title	Contract Management & Support of Service		
Description	Tenderers must nominate a dedicated Contract Manager and outline how this person will address the requirements as set out at 3.2 and carry out the duties as follows: • Be the main point of contact for the Contracting Authority for the Provision of all services. • Be technically proficient in all areas of the services being represented. • Overall responsibility for a good working relationship with the Contracting Authority. • Provide regular reports on performance as agreed with the Contracting Authority • Meet as and when required to review and examine performance. • Deal with disputes, complaints or concerns that cannot be adequately resolved. • Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general and providing suggestions for improvement and cost savings. • Proposals for supporting a service delivery model which supports the Climate Action Agenda. • Be available for immediate engagement for all enquiries, queries and instructions regarding the delivery of the services, including the assurance of a six-hour fault response and 12-hour fault clearance as a critical part of service delivery. • Be proficient in the preparation and timely delivery of all event related administrative requirements including post event feedback when requested. • Provide installation plans, a full detailed schedule and/or RAMS to the OPW, and/or its Agents/Departments. • Be available to meet with the Contracting Authority as required on an ad hoc basis and three times a year to review the services provided and any contract matters arising. Tenderers are also required to provide a proposed draft Service Level Agreement (SLA) as part of their tender response which will describe in detail how they propose to address the execution and performance monitoring of the service provision in accordance with the provisions of Section 3.2, specifically detailing the procedures to meet the mandatory six-hour fault response and 12-hour fault clearance requirements.		

Criterion E	Weighting	Maximum Marks	Minimum Marks 50%
	10%	1,000	500
Title	Sustainability		
Description	Tenderers must outline their proposed sustainability methodology for the delivery of services, supporting the Climate Action Agenda. The response should include: • Understanding the Scope: The tenderer's understanding of environmental aspects, key sustainability issues, and drivers specific to this tender. • Delivery Plan: A description of how the tenderer will deliver the services successfully while demonstrating a commitment to environmental management. Tenderers should provide details of their environmental management system, whether it is externally certified or an in-house program. • Additional Value: Tenderers should also outline what additional value they can bring to the delivery of the services in relation to sustainability. This may include corporate programs or other initiatives implemented to support the Climate Action Agenda.		

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	C
Formula employed	$\frac{A \times C}{B}$

5.2 Methodology for scoring Qualitative Criteria

Score	Category	Description
90 – 100%	Exceptional	An exceptional response demonstrating extensive 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 and considered ineligible from further consideration		

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

5.3 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.

5.4 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 contract 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.

5.5 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.

5.6 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.

6 Instructions for Tenderers

6.1 Closing Date for Tenders

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

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

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

6.2 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 postbox, 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

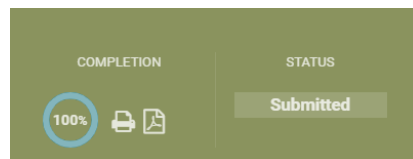
6.2.1 Accessing Documents

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

6.2.2 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.

6.3 Queries

The closing date for submitting queries is specified on the title page.

All queries regarding this tender should be through the messaging 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.

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.

6.4 Extension of the Tender Deadline

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.

6.5 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.

6.6 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.

6.7 Formatting of Tenders / Amending Tender Documents

Tenderers must ensure they use the Tender Response Document (TRD) when preparing their submission.

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.

6.8 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.

6.9 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.

6.10 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.

6.11 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 (if applicable). 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.

Where the Total Quote function has been activated on eTenders and a discrepancy arises between the amount in the Total Quote box and the tender submission, the amount in the tender submission shall take precedence.

6.12 Change in the composition of a Tender

Where a change in composition of a tender arises, this must be notified in writing to the Contracting Authority and formally approved by them.

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.

6.13 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.

6.14 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.

6.15 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 email, 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.

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

6.17 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:

- Establishment of Framework/Award of Contract
- Letter of Regret
- 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 being notified and that of the successful tenderer; the features and characteristics of the successful tenderer 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').

6.18 Award Notices

Following the award of contract, an award notice will be dispatched 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.

6.19 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.

6.20 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).

6.21 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".

6.22 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 and throughout the delivery of all contracts.

6.23 Knowledge and Skills Transfer

It will be a condition of the contract that opportunities for the transfer of skills and/or knowledge from the successful tenderer'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.

6.24 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.

6.25 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.

6.26 Anti-Competitive Conduct

Tenderers should take notice of the Competition Act 2002 (as amended, the "2002 Act"), which makes it a criminal offence for tenderers to collude on prices or any other aspects relating to this procurement competition.

6.27 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.

6.28 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 (0) 67 63400).

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

6.30 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.

6.31 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 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.

6.32 Responsibility of Successful Party

As a condition of award, it shall be the successful tenderer’s sole responsibility to ensure they have taken account of all obligations under the Contract including factors which might arise based on the withdrawal of the United Kingdom from membership of the EU.