



Qualification Questionnaire to establish a panel of Providers of Supported Temporary Accommodation Services

Panels established on the basis of the Negotiated Procedure

Establishment of a Panel	Provision of Managed Services with/without care at Homeless Facilities owned / leased by Dublin City Council in 2 lots: • Lot 1 – Managed services with Care and Case Management Supports for new facilities. • Lot 2 - Managed services of new facilities
Procedure	The Panels comprise Title III Services in accordance with Directive 2014/24/EU and therefore the choice of process is open to the Contracting Authority to define.
Duration of Panel:	The panels will be established for an estimated maximum period of 5 years. Any continuation of the panels will be notified by means of Prior Information Notice (PIN) rather than cancellation and re-advertisement to minimise the administrative burden for both interested Candidates and the Contracting Authority.
eTenders Resource ID	7130428
Contact for Queries	Questions and Answers facility on www.etenders.gov.ie
Closing Date / Time for receipt of Completed Questionnaires (Initial Closing Date)	Monday 23rd February 2026 at 12 noon (Irish time)

Please note that information relating to this Qualification Questionnaire, 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. Responses by eTenders only – in submitting a response, applications must be submitted using the Panel Response Document provided which must be uploaded on eTenders as a Zip file in order to protect the integrity of file names.

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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.

Candidates 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 organisation 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	Dublin City Council
Nature of Procurement	Provision of Managed Services with/without care at Homeless Facilities owned / leased by Dublin City Council in 2 lots: • Lot 1 - Managed services of new facilities • Lot 2 – Managed services with Care and Case Management Supports for new facilities.
Type	Title III Services
Procedure	Panel on the basis that the service comprises a Title III Service in accordance with Directive 2014/24/EU.
Stage in procedure	This is the first stage of this competitive procedure whereby any interested party may submit an application in order to be considered for inclusion on the panel.
Selection Criteria	As contained in Appendix A to this Document.

3. About the Contracting Authority & Background to Services

3.1 Dublin City Council

Dublin City Council (hereinafter referred to as the “Contracting Authority”) is the authority responsible for this procurement.

Dublin City Council is the largest Local Authority in Ireland, employing approximately 6,100 staff. The 2025 Revenue Budget amounts to €1.48 billion, while the three year Capital Programme 2025 to 2027 amounts to €3.348 billion.

The Council provides a wide and diverse range of services to the citizens of Dublin City (population in excess of 500,000), to businesses and to visitors to the city. Activities are carried out in both the physical works area (e.g. provision and maintenance of housing, roads) and in the areas of arts, sports, recreation and social services (e.g. libraries, sports facilities parks, community development and housing welfare services). The City Council also provides emergency services through Dublin Fire Brigade.

Council facilities are spread geographically throughout the city and are also located outside the Dublin City Council area. The Council headquarters are located at Wood Quay, Dublin 8.

Dublin City Council is responsible for the social, economic, infrastructural and cultural development of the city. The range of services provided by Dublin City Council could best be summarised by listing the programme group structure used by central government to classify the activities of all local authorities as follows:

- Housing & Building
- Road Transportation & Safety
- Development Incentives & Controls
- Environmental Protection
- Recreation & Amenity
- Education, Health & Welfare
- Miscellaneous Services

Further information is available at our corporate website www.dublincity.ie

3.2 Background & Context

The Dublin Region Homeless Executive (DRHE) The DRHE is a shared service operation, operating under the aegis of Dublin City Council as the lead Statutory Authority in the Dublin Region in respect of the co-ordination of responses to homelessness. The DRHE provides a range of supports and services to the Dublin Joint Homelessness Consultative Forum and Management Group. It has specific responsibilities for the operational coordination of this Homeless Action Plan, regional service provision and the disbursement of Section 10 funding for homeless services and in commissioning new service provision.

It also provides a range of shared services to the sector as well as to Government Departments via the implementation of a National Shared Client Database (PASS) and the development of Quality Standards for Homeless Services.

The Homeless Action Plan 2025 – 2027 is the first of 3 plans to bring the Dublin Region to the national goal of resolving long-term homelessness by 2030. The plan recognises the current challenges to reducing homelessness and the high level of homelessness experienced in the Dublin Region.

Under the Protection & Progression theme of the Homeless Action Plan, it is the DRHE's responsibility to provide Emergency Accommodation to those who need it, including single persons, couples & families.

3.3 What is Emergency Accommodation?

Emergency accommodation is a short-term measure to meet the needs of people who have become homeless. It is part of a strategy to protect people from rough sleeping. The overall focus of homeless services is homeless prevention and housing led solutions to homelessness. However, there are increasing numbers of people presenting as homeless and therefore services are required to interim measures.

There are different specifications of Emergency Accommodation which include but are not limited to:

3.3.1 Supported Temporary Accommodation (STA) operated by Non-Government Organisations (NGO's):

- Supported Temporary Accommodations are a mainly a low threshold service provision targeted towards medium / high need single persons, couples and families.
- The central objective of STA service provision is to ensure an immediate focus on care and support interventions in tandem with an active settlement approach so that the person is progressed through homelessness to a sustainable permanent move on option.

- Typically, persons accessing STA services may present with complex support needs which may include:
 - Mental Health issues
 - Substance misuse
 - Offending behaviours
 - Borderline/learning difficulties
 - Physical health problems
 - Leaving state care
 - Hospital / Prison discharges

3.3.2 Temporary Emergency Accommodation (TEA) operated by NGO's:

- Temporary Emergency Accommodation is mainly a high threshold service provision targeted towards low need single persons and/or couples
- TEA's should have a strong housing led culture with support plans primarily focusing on move on options such as private rented via HHAP and social housing.

3.3.3 Long Term Supported Accommodation (LTSA) operated by NGO's:

- Long Term Supported Accommodation is the provision of quality accommodation and effective supports on a long-term basis for individuals who are homeless and who have specialised health, care and social support needs.
- These accommodations provide a secure home for service users under the terms of a licence agreement. The overarching aim of long term supported accommodation is for support services and care to be delivered on site in a purpose-built residential complex.
- There are four categories of LTSA which are detailed below. There is a specialised referral process for placements within all categories
 - Category 1 – Very High Support
 - Category 2 – High Support
 - Category 3 – Medium Support
 - Category 4 – Lowest Level Support

3.3.4 Private Emergency Accommodation (PEA):

- Private Emergency Accommodation is accommodation/services provided by Private Companies to single persons, couples & families. The Private Companies manage the day-to-day operations of the service which includes, staff management, bed management, health & safety and fire safety procedures, food provision (where agreed) and incident/complaint management.
- Case Management support of service users is provided on an in reach visiting basis by funded NGO action teams and Dublin City Council Housing Support Officer.

3.3.5 Additional Services:

Subject to presenting needs, the DRHE may commission a service for specific cohorts. Existing examples of this include:

- Pregnant women

- Under 25 services
- Ex-military persons
- Health specific services (Alcohol dependant, enduring blood borne conditions)

The full scope of services will be awarded to successful panel applicants following a negotiated agreement.

3.4 Quality Standards Framework

Supporting individuals and families experiencing homelessness is a key priority of Government. To assist in ensuring that homeless services provided are of a high standard, the Dublin Region Homeless Executive (DRHE) implement a Quality Standards Framework for both NGO & PEAs on behalf of the Department of Housing, Planning and Local Government.

All Emergency Accommodation must engage with the DRHE regarding the Quality Standards Framework under Service Level Agreement (SLA) and/or contract requirement. Adherence to the Quality Standards Framework include but is not limited to the following:

- Completion of quarterly Key Performance Indicators (KPI's) including move on targets
- Engagement with scheduled / unscheduled inspections & site visits under the remit of the framework.
- Following required DRHE policies & procedures such as DRHE Placement Sustainment Protocol, Death of a Service User etc.
- Complaint & adverse incident management
- Updating the integrated national data information system PASS as required.

For supplementary information, please refer to:

- Appendix 1 – Quality Standards for Private Emergency Accommodation
- Appendix 2 – Draft NGO Providers Standards
- Appendix 3 – Draft Service Agreement for PEA Providers
- Appendix 4 – National Quality Standards Framework For Homeless Services In Ireland - [NQSFS-Standards.pdf](#)

4. Scope of the Panel

The Contracting Authority proposes to engage in a process for the establishment of a Panel for the Provision of Managed Services with/without care at Homeless Facilities owned / leased by Dublin City Council in 2 lots:

- Lot 1 - Managed services of new facilities
- Lot 2 – Managed services with Care and Case Management Supports for new facilities.

The nature of the service will be based on DRHE providing accommodation, either owned or leased to service providers under the panel to manage the accommodation with the option to also provide a care package solution.

4.1 Duration of the Panel

The panels will be established for an initial period of three (3) years with the option to extend by two (2) further periods of up to twelve months, up to a maximum duration of five (5) years. The panels will be continually open for access during this time. Should the panel cease to

operate, all members will be notified via www.etenders.gov.ie. This will not affect the delivery of any contracts awarded under the panels.

Any continuation of the panels will be notified by means of Prior Information Notice (PIN) rather than cancellation and re-advertisement to minimise the administrative burden for both interested Candidates and the Contracting Authority.

Note: the duration of contracts awarded under the panel with individual service providers may range in duration from one to five years, inclusive of any relevant break options.

4.2 Value of the Panel

The total value of the panel over the maximum 5-year period is in the region of €50 million - €100 million (approx. annual value of €10 million - €20 million) to reflect the estimated expenditure under the panel which may vary in duration and extend beyond the life of the Panel

Should the value of the Panel be expended, and/or the duration of the Panel extended, a PIN notice will be published in both instances on eTenders/OJEU clearly indicating the extension and revised value for any extension to the Panel system.

This is not in any way a guarantee or commitment on expenditure, purely a figure to ensure that the panel is available for use over the maximum envisaged period of 5 years and to enable the Contracting Authority to avail of facilities that arise.

4.3 Admission to the Panel

Admission to the panel will be conditional upon the successful Candidates agreeing to the terms and conditions of the panel, a copy of which will be provided on admission to the panel, and which will include requirements for the successful Candidates to provide a current Tax Clearance Certificate and relevant Insurance.

Admission to the panel will also be subject to the Candidate passing all of the Pass/Fail Criteria (A1 to A9) and the Weighted Criteria (B1 and B2) in Appendix A on the basis of meeting all minimum qualifying requirements specified.

N.B. Qualifying for the panel, does not constitute an award of a contract nor does it indicate that any contract will be awarded.

4.4 Awarding Contracts under the Panel

When contracts arise over the duration of the panel they may be awarded in accordance with the following:

- (i) Mini competitions whereby at least three (3) firms identified as qualified for the specific service will be invited to submit a tender which will include the following:
 - a. A mandatory scope of services
 - b. Potential optional services
 - c. Award Criteria which will comprise of Cost and Qualitative Criteria including, as a minimum, Methodology, Management and Team Resources (additional qualitative criteria may be added at Mini-Competition stage)

- d. Contract/Service Level Agreement Terms & Conditions
- e. Other Procurement documents as deemed appropriate
- f. **NOTE #1:** On the occasion of each Mini-Competition, the Contracting Authority reserves the right to reconfirm the financial and economic status of any firm invited to tender
- g. **NOTE #2:** It is anticipated that in order to ensure opportunity for each panel member, every time a contract is tendered, a new firm will be added to the tender list each time on a rotational basis across the qualified list. (E.g., 3 Qualified firms in accordance with the rules in a-f outlined above, plus an additional firm from the qualified list, will be added to the tender list on each occasion.)

In the award of any contract under the Panel, the full scope of services / fees will be subject to agreement by negotiation before any formal contract is agreed. Negotiations will be led by Dublin City Council and DRHE Senior Management team as appropriate.

Following the Award decision and formal conclusion of contract, a contract award notice will be published on eTenders/OJEU as appropriate.

5. SCOPE OF SERVICES

5.1 Managed Service with Care & Case Management Supports

Staffing

- Applicable staff to client ratio to be onsite 24/7 – which includes management, trained keyworkers, shift attendants and night workers.
- Cleaners and chefs will also be available onsite.

Key working

- Regular key working to be provided to all residents in the service.
- A Comprehensive Assessment and Support Plan will be completed for each resident in the service based on the following sections as applicable to residents presenting needs.
 - Biographical Details Support Plan
 - Accommodation & Homelessness Support Plan
 - Independent Living Skills Support Plan
 - Income and Finance Support Plan
 - Physical & Mental Health Support Plan
 - Drug & Alcohol Use and Other Addictions such as Gambling Support Plan
 - Education Support Plan
 - Work and Job Training Assessment Support Plan
 - Family & Current Relationships Support Plan
 - Legal Issues / Offending Behaviour Support Plan

Bookings

- All available bookings will come through the Central Placement Service.
- When the client arrives, they will be booked in through the PASS system.
- An induction will be completed with each client detailing information of their placement and guidelines regarding Health and Safety, Fire Safety (etc).

Exclusions

- All efforts should be made to sustain a placement (i.e.) warning system, STT.

- If escalated, the service provider should follow the placement sustainment policy.
- All exclusions should be recorded on PASS and CPS notified.

Meals

- Meals will be provided onsite, dietary requirements will be taken into consideration.

Laundry

- Bed linen and towels will be provided onsite.
- Laundry facilities will be provided onsite.

Health and Wellbeing

- Wellbeing checks will be carried out throughout the day and night. If there are any concerns for a client staff will conduct a risk assessment and may carry out extra welfare checks as required.

Staff Training and supervision

- All staff will be trained in First Aid with Defibrillator, Fire Warden, Naloxone, Children's First training and any other training that may be relevant.
- Staff will also be trained in TCI/MAPA/CPI training with the expectation of dealing with presenting challenging behaviour.
- Staff will be provided with supervision, debriefing and EAP support as required.

Fire Safety

- All staff will be fire warden trained.
- PEEPS will be commenced for all residents and detail individual evacuation plans.
- Safety Statement and Fire Register will be kept onsite.
- Fire Dills – one to be completed every quarter.
- Weekly bell test to be completed on the same day at the same time.
- Emergency Lightening and Fire Panel to be serviced and tested once a quarter by competent maintenance provider.
- Fire Extinguishers to be inspected yearly by competent maintenance provider.
- All the above to be recorded in the service fire register book.

CCTV

- CCTV will be present in the service – internally and externally.

Good Neighbourhood Policy

- As part of the operating of the service it is important that the building including the exterior of the building is checked regularly throughout the day and night and kept clean.
- All residents will be informed that loitering outside the service or the neighbouring properties is not acceptable.
- It is important that the service maintain a good relationship with local neighbours and respond to any complaints.

Maintenance

- It is important that all staff while carrying out their duties report any maintenance issues as they find them so they can be rectified.

Visitors onsite

- Only professional visitors allowed onsite, all professional visitors must sign in and out of the building.

Wi-Fi/Broadband

- To be provided onsite by the service provider

Inspections

- The service will participate in DRHE scheduled and un-scheduled inspection's as set out by the DRHE. The service will also adhere to any recommendations following an NQSF inspection.

PASS System

The service will be required to use the shared client management tool, Pathway and Accommodation Support System (PASS) and ensure all client records are 100% accurate and up to date at all times. The PASS is an online shared system utilised by every homeless service provider and all local authorities in Ireland.

The system provides 'real-time' information in terms of homeless presentation and bed occupancy across the Dublin region. All the information recorded on PASS produces the most recent statistics for the number of persons that are homeless.

Use of PASS is mandatory, and a funding sanction may be incurred where there is persistent non-compliance by the provider. The following is mandatory and to be completed on the PASS system for each NGO and any updates to the system going forward.

- Service Delivery as per service (Units, Cases and Staff Members)
- Client Dashboard:
 - o Assigned Keyworker
 - o Comprehensive Needs Assessment

- o Support Plan
- o Case Notes
- o Bookings/Exclusions

5.2 Managed Service

This competition will require prospective operators through service delivery to implement performance-tracking, performance reports, conflict management, legal compliance, security and booking on Pass system.

Prospective operators will provide management services for Persons experiencing Homelessness within the understanding and definition of the Housing Act 1988.

Service providers will be required to operate the PASS system.

The service will be required to use the shared client management tool, Pathway and Accommodation Support System (PASS) and ensure all client records are 100% accurate and up to date at all times. Use of PASS is mandatory, and a funding sanction may be incurred where there is persistent non-compliance by the provider.

The key aims of this service are to provide designated services for people who are homeless and referred by DRHE as set out below:

- Provide management service for either families, single adults or couples within the context of the DRHE Homeless Strategy;
- Provide record of residents' admission and discharge movements with accuracy and in real-time on central database.
- Ensure there is fair access to services for people experiencing homelessness.
- Ensure services are delivered within a framework of equal opportunities and anti-discriminatory practice;
- Ensure service users have their choices and autonomy respected;
- Implement a service improvement protocol through fair and transparent processing of complaints.
- Support clients with appropriate advice/information of other services available via in reach family/singles support team or outreach support services.
- Ensure effective practices, policies, policies and procedures are in place to manage risk in the service being provided.
- Manage the service in full compliance with Health and Safety legislation;
- Provide physical environments which have regard to the needs of service users by ensuring that the accommodation is clean and free from hazard.

- Ensure there is consistency of practice with regard to the safeguarding and protection of children (Child Safeguarding Statements) and adults from abuse;
- Identify and refer clients to appropriate agencies when necessary.
- Have a clear and accountable management structure and an organizational structural chart to be available on site.
- Ensure service outcomes are clearly documented and aligned our standards document and service users' needs;
- Ensure there is continuous quality improvement focus by the service provider on improving outcomes for the service and service users.
- Provide the services in accordance with the requirements specified in Dublin Region Homeless Executive standards.
- Operate recruitment practices which promote safe and effective service delivery;
- Ensure a trained, competent workforce is in place and is adequately supported and supervised;
- Operate a culture of continuous professional development is evident;
- Ensure staff are employed to deliver effective services with training and re-training provided to meet changing service users' needs.
- Ensure Service Users' rights are protected and upheld under current and relevant GDPR, Data Protection and Freedom of Information Acts;
- Operate through a process demonstrating evidence of adherence to robust policies and procedures to protect the confidentiality of service users;
- Operate a service which delivers accountability, service planning and development responsibilities are informed by accurate information.

Staffing

At a minimum:

- There will be a manager on duty at all times.
- There will be residential homeless staff.
- There will be cleaning and catering staff on duty as required.

Bookings

- All bookings for hostels/facilities are done through the PASS system.
- All reception staff will be trained and competent in the use of the pass booking system.

- All new bookings will be inducted into the hostel/facility and shown all fire exits and made familiar with house rules.
- All Residents must be treated with respect.
- All new residents next of kin details and medical conditions noted on arrival and PEEPS (Personal Emergency Evacuation Plan) prepared.
- All new bookings will be shown to their allocated rooms and shown all the communal facilities in the hostel/facility.
- All residents will be electronically checked in and from the hostel/facility.

Meals (where applicable)

- There are meals provided daily to all residents.
- Dietary requirements will be taken into consideration.
- Breakfast -This will consist of various cereals, toast, tea, coffee, and orange juice.
- Lunch - This will consist of a hot soup, freshly made sandwiches, tea, and coffee.
- Dinner - This will consist of a hot prepared dinner with weekly menus and a vegetarian option.

Laundry / Cleaning

- Bed linen will be changed twice weekly and on the departure of a resident.
- Towels will be provided to residents on demand for showers and washing.
- All rooms will be cleaned daily by staff on duty.
- All bathrooms will be inspected cleaned and toiletries topped up on numerous times during the day and a note kept of times cleaned.
- All communal areas will be swept mopped and kept clear of clutter at all times.
- Residents' laundry will be washed onsite by staff where applicable on their designated washdays and at staffs' discretion all other times.
- All kitchens and canteen areas will be cleaned before and after each service.

Health and Wellbeing

- At least 1 member of staff on duty will have first responder training.
- All staff will have trained in Emergency first aid including the use of the defibrillator.
- All staff will have fire warden training.
- All staff, where applicable, will have trained in the administering of naloxone both nasal sprays and intravenous injection.
- Staff will carry out wellbeing checks where applicable.

- Staff will also carry out checks on a 20-minute basis where there are concerns for the wellbeing of an individual due to intoxication, medical conditions, or mental health issues.

Fire safety

- All staff will be fire warden trained.
- PEEPS. There will be peeps carried out on all residents who have disclosed during induction any disability that might interfere with their ability to evacuate the building in the event of an emergency.
- There will be a Fire Register kept in the Hostel and all relevant details will be entered as occurs.
- There will be inspections of daily means of escape and fire exits, and this will be recorded in fire register.
- There will be bell tests carried out at same time and day each week and recorded in the fire register.
- There will be no notice fire drills carried out randomly at least 1 every 3 months and recorded in the fire register.
- There will be Emergency lighting inspection carried out quarterly with 1 of them being a 3-hour test and these will be recorded in the relevant section of the fire register and a cert issued.
- The fire panel will be inspected quarterly and recorded in the fire register in the relevant section and a cert issued.
- Fire extinguishers will be inspected daily for tampering and any faults found will be recorded in fire register and fire service company informed to replace immediately.
- All fire alarm activations must be noted in relevant section of fire register.

CCTV

- There will be 24hr monitored CCTV in all communal areas and the exterior of the hostel.

Good Housekeeping

- As part of the operating of Emergency Accommodation it is important that good housekeeping including the exterior of the building is checked regularly throughout the day and night and kept clean.
- All residents will be informed that loitering outside the hostel or the neighbouring properties is not acceptable.

- It is important that Staff maintain a good relationship with Neighbours and deal quickly with any concerns they may have. DRHE Neighbourhood policy should be adhered to at all times.

Maintenance

- It is important that all staff while carrying out their duties report any maintenance issues as they find them so they can be rectified.

Visitors onsite

- All visitors onsite from outside agencies must sign in on arriving and exiting the building.
- Staff must be on standby close to where visitors are carrying out their meetings with service users.

Please note: Where only Managed Service is tendered for, Case Management Supports to clients may be provided on an in-reach basis via other funding streams

5.3 Maintenance Responsibility:

In relation both service categories, DCC will manage and cover the full costs of maintenance as follows:

- Structural
- Electrical
- Mechanical
- Plumbing
- Roof
- Access / Egress
- Fire Doors

DCC will require notification as soon as possible as to the relevant maintenance requirement for each facility and will engage with the service provider to agree and implement a solution as a matter of priority. The service provider is responsible for ensuring the general maintenance and upkeep of the building to minimise the occurrence of complex/costly maintenance projects.

The Service Provider is expected to cover the cost of day-to-day upkeep including:

- Service charges for fire alarm/ emergency lighting / fire extinguishers on a quarterly and/or yearly basis as deemed necessary.
- Cleaning of the building and all public and service user spaces

- Maintenance of all electrical appliances to ensure safe working at all times
- Cosmetic upkeep (including painting etc) and day-to-day minor works (requiring a contractor) up to a value of €1,000 (excluding VAT). In the case of external contractors being used, all expenses must be vouched and submitted for payment using an agreed mechanism. The service provider is required to demonstrate value for money in all such engagements.
- Works in excess of €1,000 (plus VAT) will be referred to Dublin City Council directly.

Further details will be provided on the maintenance protocols at the tender stage of any contract.

6. INSTRUCTIONS TO CANDIDATES

6.1 Queries

Every effort has been made to ensure that this Document contains all the necessary information for the completion of applications. The Contracting Authority does not warrant or represent that this Document, or any other information given to Candidates is accurate or complete. No liability is accepted for any error, misstatement, or omission (negligent or otherwise) in this Document, or in any other information given to Candidates.

Requests for additional information and clarification on any matters must be made via the Messaging Facility on www.etenders.gov.ie. All clarifications/additional information will be issued via the eTenders website (www.etenders.gov.ie) and will be made available to all Candidates who have noted their interest on the eTenders website.

All queries should be submitted on or before **the closing date identified on the cover of this document** to enable responses to be issued to all interested Candidates prior to the deadline date for the receipt of applications.

6.2 Completing the Qualification Questionnaire

When completing the Qualification Questionnaire contained in Appendix A of this Document, Candidates should note the following conditions:

- All questions must be completed in full and without reference to other documents or other parts of the Qualification Questionnaire.
- All questions should be answered with relevance to the subject matter of this competition. For the avoidance of doubt, it is emphasised that the information requested in the Qualification Questionnaire is aimed solely at determining the suitability and choice of Candidates for entry to the next tendering stage. Only at that subsequent tendering stage will the selected tenderers be invited to tender for the specific requirements of the lot in light of the published award criteria and the Invitation to Tender document.
- Where a 'Rule' is associated with a particular question, Candidates must satisfy the requirements of the rule in order to remain eligible for consideration in the competition.
- Candidates are permitted to add lines to the pro-forma tables and boxes set out within the Qualification Questionnaire if required.
- The Qualification Questionnaire must be completed in English or Irish and where copies of original documents are provided in languages other than English or Irish, a complete and accurate English translation should be provided, or the documents will not be considered during the evaluation process.

- All financial information should be denominated in euro (€), except where financial information is being provided in a certified or audited supporting document such as a set of financial statements in which case it is sufficient for the information to remain in its original currency.
- Failure to provide a sufficient level of detail or to explain adequately any relevant matters may result in such data or information not being taken into account during the evaluation process.
- Candidates are reminded that they may rely on the resources of other entities in order to establish the suitability 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 application is from a consortium / joint venture of economic operators they must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party.
- Candidates and/or their consortium members are strictly prohibited from discussing any aspect of their Application to the Qualification Questionnaire with other economic operators or otherwise exchanging information or colluding in respect of the project. Any Candidate who fails to comply with this requirement may be disqualified.
- The Contracting Authority is not responsible for and will not pay for any expense or cost incurred or loss suffered by a Candidate in the preparation or submission of its Application or otherwise. Further, the Contracting Authority is not responsible for any travel or accommodation costs incurred by the Candidate unless previously agreed in writing by the Contracting Authority. Each Candidate is fully responsible for the entirety of all expenses and/or costs it incurs in the presentation or submission of an Application or in participating in this process and competition.

6.3 Submission of Applications

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

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

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

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

Email: irish-eproc-helpdesk@eurodyn.com
 Phone: +353-818001459

Accessing documents

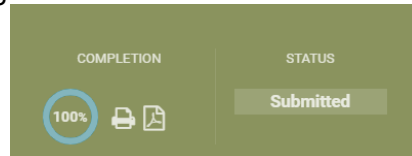
It is important to note that you must ensure you **ASSOCIATE** your company with this competition in the first instance. To do this you must do the following:

- (a) Log-in to the system
- (b) Locate the competition using the Advanced Search by Contracting Authority or Resource ID

- (c) Click on the hyperlink for the competition which will bring you to the CFT Workspace
- (d) In the Show CFT Menu for the competition click on the “Expression of Interest” in the drop-down menu
- (e) Complete the “Association with the CFT” tab
- (f) This will then provide you with a link to “Tender” under the Show CFT Menu

Submitting your Response

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



If you do not receive a message similar to above and an email directly to the person submitting the response, 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 Candidate to ensure that their application is complete and is uploaded in accordance with the instructions provided on eTenders prior to the deadline as per the front page.

6.4 Evaluation of Applications

Applications will be evaluated strictly on their merits in accordance with the published selection criteria, minimum rules and weightings specified in the Qualification Questionnaire. Those who meet the criteria will be formally admitted to the Panel subject to acceptance of the Panel Terms and Conditions. Those who fail to qualify may re-apply at any time.

6.5 Freedom of Information Acts

All responses to this Qualification Questionnaire will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the Candidate 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).

Candidates 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, Candidates should specify the information that is sensitive and the reasons for its sensitivity. The Contracting Authority cannot guarantee that any information provided by Candidates, either in response to this Qualification Questionnaire 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.

6.6 Interference

Any effort by the Candidates 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 Applications and in decisions concerning the establishment of the Panel shall have their Application rejected.

In accordance with Section 38 of the Ethics in Public Office Act 1995 any money, gift or other consideration from a person holding or seeking to obtain a contract will be deemed to have been paid or given corruptly unless the contrary is proved.

6.7 Inducement to Purchase

The Contracting Authority shall be entitled to disqualify a Candidate in one of the following circumstances:

- (a) if the Candidate has offered or given or agreed to give to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do, or for having done or forborne to do, any action in relation to the obtaining or execution of this panel establishment procedure or showing or forbearing to show favour or disfavour to any person in relation to this panel establishment procedure or any other contract award procedure with the Contracting Authority, or
- (b) if like acts have been done by any other person employed by the Candidate or acting on its behalf (whether with or without the knowledge of the Candidate).

6.8 Qualification of Tenders

Please note that qualifications to applications or subsequent tenders may be considered a counteroffer and may render the tender invalid.

6.9 Confidentiality

The distribution of these documents is for the sole purpose of obtaining applications. The distribution does not grant permission or licence to use the documents for any other purpose.

Candidates are required to treat the details of all documents supplied in connection with the tender process as private and confidential.

6.10 Conflict of Interest

Any conflict of interest involving a Candidate or a member of the Candidate's team in the event of a consortium bid, must be fully disclosed to the Contracting Authority. Any declarable interest involving the Candidate and employees of the Council, or their relatives must be fully disclosed in the response to this tender competition. The term 'declarable interest' shall be interpreted as per section 175 of the Local Government Act, 2001. Failure to disclose a conflict of interest may disqualify a Candidate or invalidate an award of contract, depending on when the conflict of interest comes to light.

6.11 Data Protection Act

The Contracting Authority undertakes to comply with the provisions of Regulation EU) 2016/679 of the European Parliament and of the Council, and to also comply with the provisions of the Data Protection Act 2018 (No.7 2018).

The Contracting Authority hereby confirms that it shall implement appropriate technical and organisational measures to ensure and to be able to demonstrate that processing of personal data is performed in accordance with the Regulation.

All Candidates must implement appropriate technical and organisational measures to ensure and to be able to demonstrate that processing of personal data is performed in accordance with the Regulation if requested by the Contracting Authority.

6.12 Tax Clearance Certificate

It will be a condition for appointment to the Panel that the successful tenderer can promptly produce evidence of current Tax Clearance status. See Irish Revenue web site

<http://www.revenue.ie/>. Candidates shall submit a signed statement that the company and all proposed sub-Contractors (if applicable), or consortium members (if applicable), are able to produce a valid Tax Clearance status in compliance with Circular (43) 2006 as amended or replaced and that the certificate will be maintained for the duration of the panel membership.

6.13 Irish Legislation

Candidates should be aware that national legislation applies in matters such as Employment, Working Hours, Official Secrets, Data Protection and Health and Safety. All relevant aspects of such legislation must be observed at all times by the successful tenderer.

6.14 Award Notices

In relation to Award Notices, DRHE will publish award notices as appropriate on eTenders / OJEU.

APPENDIX A: Qualification Questionnaire

Ref	Pass/Fail Criteria	Pass Requirement	
A1	Candidate Summary	Candidates must complete this section. If the Candidate is a grouping, then a separate questionnaire must be completed for each group member.	
A2	Tax Compliance	Note: Candidates are required to complete a Self-Declaration Form. Candidates should note that if invited to join the panel they must provide evidence of tax compliance, financial standing and insurances.	
A3	Financial Standing		
A4	Insurance		
A5	Compliance with DRHE Access to Accommodation	Candidates must provide the requested information regarding the full range of facilities available at each proposed property.	
A6	Compliance with GDPR	Candidates must provide the requested information in relation to the compliance with GDPR	
A7	Health & Safety	Candidates must demonstrate compliance with all the relevant Health and Safety legislation. The Contracting Authority reserves the right to seek further information to verify compliance.	
A8	Declaration of Bona Fides	Candidates must complete, sign and date this Declaration. Non-compliant Candidates under any of the headings will be automatically disqualified.	
A9	Conflict of Interest	Candidates must complete, sign and date this Declaration.	
Ref	Weighted Criteria	Maximum points available	Minimum points required
B1	Technical resources	2,000	1,000
B2	Previous Experience	8,000	4,000
TOTAL		10,000	5,000

SECTION A: Pass/Fail

A1. CANDIDATE SUMMARY – PRIMARY CONTACT INFORMATION				
Indication of lot being applied for (please tick):	Lot 1 – Managed Service with Care and Case Management	☐		
	Lot 2 – Managed Service only	☐		
Individual or Company Name				
Contact Name				
Position				
Address				
Telephone Office				
Telephone Mobile				
Email				
Date of establishment, if applicable				
Legal Status if any (Company (Ltd.), Partnership, Sole Trader, Charitable Organisation, other, etc.)				
Please confirm if you are an SME (Small and Medium Enterprise) as defined in Commission Recommendation 2003/361/EC	Yes	☐	No	☐
Definition as per 2003/361/EC The category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding EUR 50 million, and/or an annual balance sheet total not exceeding EUR 43 million.				
Name & address	Proposed Role	Confirmation if being relied upon to meet selection criteria		If yes, which criterion
		Yes	☐	
		No	☐	
		Yes	☐	
		No	☐	
		Yes	☐	
		No	☐	

		Yes	☐	
		No	☐	

A2. TAX CLEARANCE DECLARED BY SELF-DECLARATION

Pass requirement: Candidates must complete the self-declaration below providing information regarding their tax compliance.

I confirm and declare being tax compliant. The Contracting Authority can verify your tax clearance status through Revenue's online facility at http://www.revenue.ie/en/online/tax-clearance.html To this end, please confirm:	Yes	☐
	No	☐
Tenderer Name:		
Tenderer PPSN/ Tax Reference Number		
Access Number		
OR, I confirm that I have applied for Tax Clearance status or a Tax Clearance Certificate which will be made available on request	Yes	☐
	No	☐
In addition, where 3 rd parties are involved in our application, I confirm that all such parties will be capable of providing evidence of tax compliance.	Yes	☐
	No	☐

A3. FINANCIAL STANDING BY SELF-DECLARATION

Pass requirement: Confirmation that the tendering party turnover exceeded €2,000,000 during one of the last three years. In addition, tenderers must supply a copy of their most recent audited accounts including balance sheets. Where audited accounts do not relate to 2024, the Contracting Authority may also seek evidence of financial capacity by means of audited management accounts for that period.

Confirmation by way of an auditor's letter, confirming the tenderer 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.

Where the tenderer is a consortium or joint-venture, evidence as outlined above is required by all parties.

Financial Standing

I confirm that our turnover exceeded €2,000,000 per annum in each of the last three financial years. If turnover figures for 2024 are unavailable, please use 2023, 2022 and 2021.

Financial Year	2024	2023	2022
Turnover	€	€	€
Month of financial year end			
If you are relying on Turnover from a 3 rd party, please provide information	Name of 3 rd Party		
Their Turnover	€	€	€
Month of their financial year end			
I confirm that I will provide the following promptly on request at any time prior to the tender list being finalised: (evidence of turnover for the past three financial years)	Yes		
	No		
I confirm that I will supply evidence of financial standing, by way of auditor's letter, ensuring the candidates 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.	Yes		
	No		

A4. INSURANCES DECLARED BY SELF-DECLARATION

Pass requirement: Candidates must complete the self-declaration below providing information regarding their insurance compliance.

Insurance Type	Required Level
Employer's Liability	€13 million
Public Liability	€6.5 million
Cyber Liability	€2,000,000
Professional Indemnity	€1,000,000
Crime Insurance	€500,000

INSURANCES

I confirm that we have the following insurances in place:

Insurance Type	Level required if successful	Level in Place	Details of Any Excess	Renewal Date
Employers Liability	€13,000,000	€		
Public Liability	€6,500,000	€		
Cyber Liability	€2,000,000	€		
Professional Indemnity	€1,000,000	€		
Crime Insurance	€500,000	€		

OR

I confirm that if successful, where the levels required under the contract/framework are higher than those currently in our possession, or where we do not currently have the required forms of insurances, I will be in a position to put the required forms and levels of insurances required in place.

AND

I confirm that I will provide the following promptly on request:

- evidence of insurances in place
- or
- letter from Insurance Broker confirming that the required levels can be put in place if successful

Note: Insurances provided by Tenderers must be authorised for this jurisdiction.

Signed:

Position:

Dated:

A5. Compliance with GDPR			
Name of Person responsible for GDPR			
Description of GDPR Systems and processes in place			
Confirmation to provide Copy of Data Protection policy on request	I confirm that I will supply a copy of our Data Protection Policy on request.	Yes	☐
		No	☐
	I confirm that where applicable Dublin City Council may require evidence of compliance with GDPR for all 3 rd parties involved in the delivery of services and we agree to facilitate provision of evidence as required.	Yes	☐
		No	☐
Signed:			

A6 PERSONNEL AND SKILLS

Weighting: Pass/Fail only

Minimum requirement to remain eligible in the competition: Candidates must provide an Organisation Chart of Personnel Roles to be employed to provide.

- (a) Managed Service with Care and Case Management Supports
- (b) Managed Service

NOTE: All staff must be Garda Vetted.

Please provide Organisation Chart – insert here or provided at the end of the response document.

(a) Managed Service with Care and Case Management Supports

Role	Number provided directly by Candidate	Number available via named 3rd parties
Manager		
Residential Workers		
Cleaner		
Catering - Chef		
Catering – Other/Support		
Receptionist		
Front Line staff		
Maintenance Personnel		
Care/Case Manager		
Team Leader		
Case Worker		
Social Care Workers		
Shift Attendants		
Care Support Workers		
Specific Role Keyworker (Addiction)		
Specific Role Keyworker (Housing)		
Night Project Workers		
Other		

(b) Managed Service

Role	Number provided directly by Candidate	Number available via named 3rd parties
Manager		
Residential Workers		
Cleaner		
Catering - Chef		
Catering – Other/Support		
Receptionist		
Front Line staff		
Maintenance Personnel		
Other		

A7 HEALTH AND SAFETY**Weighting:** Pass/Fail only

Minimum requirement to remain eligible in the competition: Candidates must demonstrate compliance with all the relevant Health and Safety legislation. The Contracting Authority reserves the right to seek further information to verify compliance.

Do you comply with the Safety Health & Welfare at Work Act 2005	Yes		No	
Name of Manager responsible for Health and Safety				
Is it 3 rd party certified or managed in-house?	3 rd Party Certified			
	In-House			
If 3 rd party certified, please provide the following information:	Date of most recent certification			
	Scope of Certification			
	Name of Certification Body			
	Evidence will be provided on request	Yes		
No				
I confirm that evidence of compliance will be provided promptly on request.	Yes			
	No			

A8 DECLARATION OF BONA FIDES

In relation to an award procedure under Public Sector Directive 2014/24/EU (Article 57).

Weighting: Pass/Fail only

Pass requirement: Candidates must complete, sign and date this Declaration. the Contracting Authority reserves the right at its discretion to exclude a non-compliant Candidate under each heading. This must be completed by each group member.

Economic Operators will be excluded from the procurement process if, within the past five (5) years, there is evidence of a conviction relating to a specific criminal offence listed below (see 1.1) or if they have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security contributions (see 1.2) (except where this is disproportionate e.g. where only minor amounts are involved).

		YES	NO
1.1 Has the Economic Operator or a member of their proposed consortium, (if applicable), Director, or Partner or any other person who has powers of representation, decision or control, been convicted of any of the following offences?		Please indicate your answer by marking 'X' in the relevant box	
1.1.a	participation in a criminal organisation, as defined in Article 2 of Council Framework decision 2008/841/JHA;		
1.1.b	corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union and Article 2(1) of Council Framework Decision 2003/568/JHA as well as corruption as defined in Irish Law or the jurisdiction in which the Economic Operator is established;		
1.1.c	fraud within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests;		
1.1.d	the subject of a conviction for terrorist offences or offences linked to terrorist activities or for inciting or aiding or abetting or attempting to commit an offence;		
1.1.e	the subject of a conviction for money laundering or terrorist financing;		
1.1.f	the subject of a conviction of child labour and other forms of trafficking in human beings;		
Non-payment of taxes or social security obligations			
1.2 Has it been established by a judicial or administrative decision having final and binding effect in accordance with Irish law or the legal provisions of the country in which the Economic Operator is established (if outside Ireland), that the Economic Operator is in breach of obligations related to the payment of tax and social security contributions?			
Note: If the response to 1.2 above is in the affirmative, please provide further information on the decision and the amounts involved			

An Economic Operator who answers 'Yes' in any of the situations set out in paragraphs 2.1.a to 2.1.i will be excluded.			
2.1 Please indicate if any of the following situations have applied, within the past three (3) years, or currently apply, to your organisation.		YES	NO
The Economic Operator:		Please indicate your answer by marking 'X' in the relevant box	
2.1.a	has, in the performance of any public contract, failed to comply with applicable obligations in the field of environmental, social and labour law applying at the place where the works were carried out or the services provided, as established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Annex X of Directive 2014/24/EU;		
2.1.b	is bankrupt or the subject of insolvency or winding-up proceedings, its assets are being administered by a liquidator or by the court, or has entered into an arrangement with creditors, suspended its business activities or is in any analogous situation arising from a similar procedure under national laws and regulations;		
2.1.c	is guilty of grave professional misconduct which renders its integrity questionable;		
2.1.d	has entered into agreements with other economic operators aimed at distorting competition;		
2.1.e	has a conflict of interest within the meaning of Article 24 of 2014/24/EU that cannot be effectively remedied by other, less intrusive, measures;		
2.1.f	confirms that it has had prior involvement in the preparation of the procurement procedure which has resulted in a distortion of competition, as referred to in Article 41 of 2014/24/EU, that cannot be remedied by other, less intrusive, measures;		
2.1.g	has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.		
2.1.h	is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria; or		
	has withheld such information or is not able to submit supporting documents required under Article 59 of Directive 2014/24/EU; or		

2.1.i	has undertaken to: - unduly influence the decision-making process of the contracting entity, or - obtain confidential information that may confer upon the Tenderer undue advantages in the procurement procedure; or - negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.		
DECLARATION RE STATUTORY OBLIGATIONS			
We confirm that we are fully compliant with the following legislation, or equivalent legislation in our country of establishment / operation:		YES	NO
(i)	Employment Equality Acts 1998-2011		
(ii)	Equal Status Acts 2000-2011		
(iii)	National Minimum Wage Act 2000 as amended		
(iv)	Organisation of Working Time Act 1997 as amended		
(v)	Safety, Health and Welfare at Work Act 2005 and Safety, Health and Welfare at Work (General Application) Regulations 2007		
(vi)	Disability Act 2005		
(vii)	General Data Protection Regulation 2016/679		
(viii)	We have procedures in place to ensure that our subcontractors, if any are used for this contract, apply the same standards.		
Article 5K Declaration			
EU Regulation 2022/576 on restrictive measures in the Context of Russian Actions in Ukraine			
A.	In the light of Russian actions in the Ukraine, the European Council adopted a new regulation – EU Regulation 2022/576 , aimed at restricting participation in economic activity by economic operators from the Russian Federation. Article 5K of the Regulation prohibits the award or continuation of contracts falling within the scope of the Public Procurement Directives to persons or undertakings related to the Russian Federation. To comply with EU Regulation 2022/576, the Contracting Authority is seeking a declaration from economic operators to this effect.		
B.	I declare that none of the exclusions specified in EU Regulation 2022/576 apply to any party associated with this application.	Yes	No
This Declaration is made for the benefit of the Contracting Authority I certify that the information provided in this declaration is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this Declaration will lead to my organisation being excluded from participation in this and future tenders and I am signing on behalf of:			
Name of Candidate			
Authorised Signatory			
Name in print or block capitals			
Rank / Position			

Where we are joining with other parties to apply for this process, we confirm a copy of this declaration is signed by them and attached to this application.	Yes	☐	No	☐
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A9. CONFLICT OF INTEREST DECLARATION

Weighting: Pass/Fail only

Rule: Candidates must complete, sign and date this Declaration

This declaration must be completed and signed as part of the Application

Contracting Authority:	Dublin City Council
Project:	Provision of Managed Service Provision of Managed Service with Care and Case Management Supports

Any conflict of interest or potential conflict of interest must be fully disclosed to Dublin City Council as soon as the conflict of interest or potential conflict becomes apparent. In the event of any such conflict or potential conflict, Dublin City Council at its absolute discretion shall decide on the appropriate course of action and the decision of Dublin City Council shall be final.

A conflict of interest may include any factor, whether arising through personal interest, current or prospective contractual obligations or any other activity or association, which could prejudice your firm and its employees or agents in the delivery, for the sole benefit of Dublin City Council, of the services required under the panel. In particular, where your firm has any involvement in providing advice, representation or other services to:

- professional bodies or unions representing employees of Dublin City Council; or
- legal or natural persons otherwise connected to Dublin City Council

At this point in time, are you aware of any conflict of interest which might have an impact upon your ability to offer/deliver the services in question to Dublin City Council?

Yes ☐ **No** ☐

If Yes, please provide details:

The panel member is required to inform the Contracting Authority of any conflict of interest of which it becomes aware during the period of the panel. Any registerable interest involving the panel member and the Contracting Authority or employees of the Contracting Authority, or their relatives must be communicated to the Contracting Authority immediately. Failure to

disclose a conflict of interest may result in the termination of access to the panel or any contract concluded under the panel.

I hereby declare that the above is an accurate and complete Declaration of all Conflicts of Interest on the part of my firm in relation to this panel of which I am aware.

I undertake to inform the Contracting Authority of any changes to this Declaration or of any other conflicts of interest which may arise during the lifetime of the panel.

I accept that the Contracting Authority may take appropriate action in relation to conflicts of interest, and that my firm may be excluded from providing specific Supported Temporary Accommodation Services where the effect of the conflict of interest has not been dealt with to the satisfaction of the Contracting Authority.

Name	
Signature	
Date	
Position	
On behalf of	

SECTION B: Weighted Criteria

B1 TECHNICAL RESOURCES

Weighting: 20% (Maximum 2,000 points)

Minimum requirement to remain eligible in the competition: Candidates should demonstrate that they have at their disposal effective and efficient technical resources/systems to deliver [insert detail] services as specified by the Contracting Authority in *Section 4*.

Contracting Authority Requirement	Candidate Response			
Financial Management Systems				
HR Systems				
Data Management Reporting Systems				
Other				
Please confirm if you have experience of using the PASS System	Yes	☐	No	☐

B2 PREVIOUS EXPERIENCE**Weighting:** 80% (Maximum 8,000 points)

Minimum requirement to remain eligible in the competition: Candidates should refer to instances within the last three/five years which demonstrate that they have successfully delivered services of a comparable nature and scale on two (2) occasions. The contracts referenced for consideration should provide comprehensive information to enable the Contracting Authority to determine their comparability to the requirements of this contract.

The contracts listed should be chosen to demonstrate your firm's skills, efficiency, experience and reliability in the relevant areas of expertise.

All fields should be completed in full. In the event that the information requested on the value of contracts or identity of clients is considered confidential, Candidates must ensure that they provide sufficient information to allow the contracting entity to judge the similarity of these contracts to the services required.

Reference Contract #1				
Client Name:				
Contact Name:				
Contact email:				
Delivery Date for most recent contractual engagement	From		To	
Start date for first engagement				
Sector services provided to (Homeless, Asylum seekers, etc)				
Contract Value:	€		Period value refers to	
Summary overview of contract:				
Taking account of the features of the contract / scope of the framework agreement, please provide information in relation to the following, demonstrating comparability with the contract / framework being awarded under this procurement. Mere affirmation will not be sufficient.				
Summary of Managed Services provided				
Candidates to provide response here (Response should be between 300-600 words)...				
Summary of Care & Case Management Support Services provided – if applicable				

Candidates to provide response here (Response should be between 300-600 words)...

Overview of skills profile allocated to the contract

Candidates to provide response here (Response should be between 300-600 words)...

Governance & Reporting structures implemented

Candidates to provide response here (Response should be between 300-600 words)...

Any other relevant information:

Candidates to provide response here (Response should be between 300-600 words)...

Reference Contract #2				
Client Name:				
Contact Name:				
Contact email:				
Delivery Date for most recent contractual engagement	From		To	
Start date for first engagement				
Sector services provided to (Homeless, Asylum seekers, etc)				
Contract Value:	€		Period value refers to	
Summary overview of contract:				
Taking account of the features of the contract / scope of the framework agreement, please provide information in relation to the following, demonstrating comparability with the contract / framework being awarded under this procurement. Mere affirmation will not be sufficient.				
Summary of Managed Services provided				
Candidates to provide response here (Response should be between 300-600 words)...				
Summary of Care & Case Management Support Services provided – if applicable				
Candidates to provide response here (Response should be between 300-600 words)...				
Overview of skills profile allocated to the contract				
Candidates to provide response here (Response should be between 300-600 words)...				

Governance & Reporting structures implemented
Candidates to provide response here (Response should be between 300-600 words)...
Any other relevant information:
Candidates to provide response here (Response should be between 300-600 words)...