

CLARIFICATION DOCUMENT

Please note clarifications may be provided in response to queries submitted and/or at the Contracting Authority's own volition and discretion. Submitted queries may have to be modified for publication purposes.

Contracting Authority:	Health & Safety Authority
Title of competition:	The establishment of a single party framework agreement for the provision of General Recruitment services for the Health and Safety Authority
Procedure	Open Procedure
eTenders Ref:	6792190
Closing date and time for Queries:	Monday, 1 st December 2025 @12 noon (Irish time)
REVISED CLOSING DATE & TIME:	Monday, 15th December 2025 @12 noon (Irish time)
Closing date and time for Submissions:	Wednesday, 10 th December 2025 @12 noon (Irish time)
REVISED CLOSING DATE & TIME:	Tuesday 6th January 2025 @12 noon (Irish time)
<i>This Clarification relates specifically to Questions 60 to 69. For completeness, it contains answers to all the questions to date.</i>	
Clarification Number:	2
Issue Date:	Tuesday, 23 December 2025

Question #1:

We note that the HSA has published two separate tenders:

Framework for Technical Recruitment Services, and Framework for General Recruitment Services.

Before we proceed, could you please clarify the following:

Submission Requirements:

Can suppliers submit a single combined submission that addresses both frameworks, or must each tender be submitted as a fully separate standalone response?

Answer #1:

The framework for General Recruitment Services and framework for Technical Recruitment Services are being tendered as two separate frameworks with separate requirements. Tenderers are not permitted to submit a single combined submission and must submit two separate responses should they wish to submit a response for both competitions.

Question #2:

Overlap in Capability:

Where suppliers have capability across both technical and general recruitment, is there any advantage or requirement to tender separately?

Answer #2:

See response to Q1 above.

Question #3:

Evaluation Process:

Will each tender be evaluated independently, or is there a shared evaluation team/criteria that suppliers should be aware of?

Answer #3:

See response to Q1 above. They are both separate independent competitions.

Question #4:

Commercials:

Are the pricing schedules expected to be completed independently for each tender, or can a single consolidated pricing model be submitted if applicable?

Answer #4:

Independently for each competition.

Question #5:

What are your current assessment process and tools used?

Answer #5:

It is preferred that the successful applicant would be in a position to provide assessments around cognitive ability, personality profiles, behavioural assessments and / or emotional intelligence testing should it be required. Not all assessments are used for all competitions and would be agreed at the outset on a case by case basis.

Question #6:

What would be the standard duration of contract for Fixed Term Placement Fees, as required in Table B of the TRDPS General Recruitment Services?

Answer #6:

Two Years

Question #7:

In the TRDPS General Recruitment Services under agency costs column E. Staff Costs – you are looking for a value figure, certain costs associated in this may increase e.g. PRSI, how will you manage that?

Answer #7:

Please indicate costs at current PRSI rates and call out that these are subject to legislative change.

Question #8:

Contractual and Compliance Matters

Our Legal Department will need to review the contract before signing to ensure it reflects the agreed relationship, working practices, and applicable laws. Could you confirm if there will be an opportunity to review and negotiate the contract terms?

Answer #8:

Contract clarifications will be allowed, not substantive changes to the tender received.

Question #9:

Contractual and Compliance Matters

Should any contract clarifications be raised during the clarification stage, with the bid submission, or post-award?

Answer #9:

As per question 8

Question #10:

Contractual and Compliance Matters

Will clarification questions and responses form part of the final contract?

Answer #10:

As per question 8

Question #11:

Contractual and Compliance Matters

Is liability under the framework and call-off contracts capped? If so, what is the maximum aggregate liability? If not, please confirm if any uncapped liability provisions apply.

Answer #11:

This will be agreed with the successful framework member.

Question #12:

Data Protection

The tender documents state the supplier will act as a Data Processor under GDPR. We consider ourselves independent Data Controllers under ICO guidelines, as we make decisions on how candidate data is used. Could you confirm this understanding and advise if the contract wording can be amended accordingly? We are happy to provide suggested wording if helpful.

Answer #12:

Please provide suggested wording should you wish to do so.

Question #13:

Data Protection

The RFT requires hosting within the EEA and ISO 27001 certification. Are cloud-based recruitment platforms hosted in the EEA acceptable? Are any additional certifications required beyond ISO 27001?

Answer #13:

Yes re cloud based within EEA and no beyond ISO 27001

Question #14:

Scope and Service Delivery

Can you provide indicative annual volumes for permanent, fixed-term, and temporary roles? What proportion of roles are specialist (e.g., ICT, Data Analyst) versus general administrative?

Answer #14:

Between 20-30 on average. Approx one third general administrative and the remainder in specialist roles.

Question #15:

Scope and Service Delivery

Are assessment centres or psychometric testing mandatory for certain grades, or optional at the Authority's discretion?

Answer #15:

These are optional and decided in advance on a case by case basis.

Question #16:

Scope and Service Delivery

Will the Authority provide all job specifications, or should the supplier anticipate creating these for certain roles?

Answer #16:

HSA will provide agreed job specifications

Question #17:

Framework Operation

Will all recruitment requests be issued via supplementary tender, or will some be direct call-offs without competition?

Answer #17:

The majority will be direct call-offs

Question #18:

Framework Operation

Can you confirm the minimum KPIs expected (e.g., time-to-hire, diversity metrics)? Will penalties or service credits apply for non-performance?

Answer #18:

Some indicative KPIs are set out below:

Time to shortlist – One week

Response to queries – One day

The final SLA and KPIs will be agreed between the HSA and successful tenderer.

Question #19:

Financial and Commercial

Will actual call-off contracts use the same pricing structure as submitted, or can rates be renegotiated for specific roles?

Answer #19:

Will be as per the pricing structure submitted

Question #20:

Financial and Commercial

Are there any exceptions to the “no reimbursement” rule for travel or candidate-related costs?

Answer #20:

No reimbursement applies for all candidates

Question #21:

Social Impact

What does social impact look like within your organisation?
Answer #21: Ensuring that every person who goes to work in Ireland returns home safely.
Question #22: Social Impact Who are your recognised charity partners?
Answer #22: Not applicable
Question #23: Social Impact What is the biggest societal change you are committed to? (For example, we are committed to breaking down barriers to employment.)
Answer #23: Ensuring fair access for all
Question #24: For fixed-term contracts shorter than one year, should fees be pro-rated based on duration?
Answer #24: Yes
Question #25: Will the Authority accept alternative pricing models (e.g., flat fees instead of percentage-based)?
Answer #25: Yes
Question #26: Is ISO 27001 certification for data hosting mandatory, or will equivalent security measures suffice?
Answer #26: Yes
Question #27: Will proof of insurance be required at submission stage or only prior to award?

Answer #27:

Prior to award

Question #28:

What is the expected turnaround time for sourcing candidates after a call-off contract is issued?

Answer #28:

16 Weeks (understanding that there are other factors that may be in play for specific competitions)

Question #29:

If the Authority exercises the option for future enhancements (e.g., training, consultancy), will these be awarded under the same framework terms?

Answer #29:

Yes

Question #30:

Can you confirm if volume discounts (for more than 5 placements) are mandatory or optional under the framework?

Answer #30:

Yes

Question #31:

Will the framework member be expected to provide dedicated recruiter services onsite or remotely, and if so, how frequently?

Answer #31:

Remotely

Question #32:

Are interview participation services (as HR representative or note-taker) considered part of the full suite or billed separately?

Answer #32:

All campaigns will require an independent chairperson to be appointed by the successful tenderer and the cost of same should be incorporated into the permanent fee.

In a small number of roles, an additional note taker may be required. This can be detailed in costing tables as an additional as per the rates table tab.

Question #33:

Will there be any restrictions on subcontracting specialist services (e.g., psychometric assessments)?

Answer #33:

Once standards and requirements are met this will be acceptable

Question #34:

Could you please confirm if there is an incumbent supplier currently providing these recruitment services under an existing framework or contract?

Answer #34:

Yes there is a current supplier in place and no transition arrangements will apply.

Question #35:

We have a number of staff who have undergone training recently and are waiting accreditation with The British Psychological Society, can you please confirm if this would be acceptable for the Qualified Assessor role?

Can you please confirm that our understanding is correct and that in the 'Personnel and Skills Pass Fail Criteria' section you are seeking to understand the organisational capacity capabilities and then in section 'Criterion C' you would like the nominated team to be outlined and profiles included for the account manager, deputy account manager and the relevant lead/specialist and senior recruitment consultants? Can you also please confirm the number of profiles that you would expect to see and the make-up of the nominated team i.e. the number of lead, specialist and senior recruitment consultants.

Answer #35:

Yes this will be acceptable for the qualified assessor role.

Yes the interpretation of the section C is correct. We would expect to see at least one lead, and two of each specialist and senior recruitment consultants. It will also be important for applicants to outline the administrative support available to them in order to administer relevant campaigns.

Question #36:

Can you confirm that the HSA needs to align with the CPSA Code of Practice?

Answer #36:

Yes

Question #37:

If the HSA recruitment needs to align with the CPSA Code of Practice, can you confirm that Headhunting and approaching candidates is still a required part of this service?

Answer #37:

Yes

Question #38:

What was the volume of Competitions completed in the last 12 months per Business Sector listed in the RFT Corporate Services, Legal Services and General Administrative Support?

Answer #38:

Approx 30 competitions with an even split across all areas. It is not envisaged that there will be as significant a level in the Legal Services area over the course of this contract.

Question #39:

What were the grades at which the competitions run?

Answer #39:

Clerical Officer, Executive Officer, Higher Executive Officer, Assistant Principal Officer

Question #40:

What was the average amount of applications which were received per competitions?

Answer #40:

Highly dependant on the role. Grade III panel roles circa 250 applications. More specialised roles can be less than 20. Some administrative campaigns can attract over 1000 applicants.

Question #41:

How many days of interviews on average are held per competition?

Answer #41:

Again highly dependent on the role but from one to five days.

Question #42:

Is it requested that the successful tenderer conducts screening calls and or first round interviews with all candidates ahead of these candidates being shortlisted and invited to interview with the HSA's interview panel?

Answer #42:

This is not a requirement for this tender competition.

Question #43:

Are there normally 1 or 2 rounds of interviews?

Answer #43:

Normally one round of interview for administrative roles, two interview stage process at Assistant Principal Level

Question #44:

Are interviews normally held in-person or virtually?

Answer #44:

In the normal course of events held in-person. We do cater for virtual interviews on a case by case basis. It is normal practice in a two round interview situation that second round is in-person only.

Question #45:

The written exercise mentioned in the RFT at interview stage, does that require invigilation by the successful tenderer?

a. How is this written exercise shared to candidates?

Answer #45:

Yes will require invigilation. Shared to candidates in a process agreed with the successful tenderer. Only used in minor number of campaigns.

Question #47:

Can you please clarify the request for interview panel members from the successful tenderer, is a note taker only required for senior positions or for every grade

a. Is the panel member put forward from the successful tendered to a chairperson, industry expert or HR representative on the panel?

b. Is the price of the interview panel member and note taker to be included in the cost of the permanent fee's or to be charged as per the rates table tab?

Answer #47:

All campaigns will require an independent chairperson to be appointed by the successful tenderer and the cost of same should be incorporated into the permanent fee.

In a small number of roles, an additional note taker may be required. This can be detailed in costing tables as an additional as per the rates table tab.

Question #48:

Can you provide the average length of fixed term/temporary contracts?

Answer #48:

Circa 2-3 years. These are in the minority.

Question #49:

Can you please clarify if this tender will be awarded on a Single Supplier basis or a multi-supplier basis?

Answer #49:

Single Supplier Framework Agreement

Question #50:

In Section 2 About the framework agreement under 2.3 it is noted that the “The framework agreement will be established as a single-party framework agreement with the top scoring admissible tenderer identified following the assessment of the qualitative criteria for selection, compliance with minimum specification requirements and the award criteria.” but then further down in 3.1 call off contracts are noted as being awarded to the framework member, Can the HSA clarify what services if any are awarded to a single supplier and what services will fall under the call of contract method.

Answer #50:

The delivery of services under the framework agreement will be subject to a call off order to activate services for a particular competitions.

Question #51:

Can you clarify please how roles will be filtered out to the businesses should the call off contract be awarded to multiple suppliers?

Answer #51:

This is a Single Supplier Framework Agreement and only one framework member will be appointed to the framework.

Question #52:

In reference to the Official Languages Act can the HSA confirm if all roles require to be translated in to Irish for advertising and for the competitions booklets

Answer #52:

All job titles are required to be translated into Irish, the HSA complete this internally. Some booklets may require translation, but this can be administered by HSA and should not form part of fee structure.

Question #53:

Can the HSA confirm the requirements as listed in 3.3.2 “Participation on shortlisting” what duties are required at this stage

Answer #53:

These services will be determined on a case-by-case basis and set out in the call-off request for that specific competition.

Question #54:

Can the HSA confirm for pricing “Additional assessment tools as part of a recruitment competition” and in the pricing sheet, is that per candidate?

Answer #54:

Yes

Question #55:

For assessments, what are the main assessments used per grade

Answer #55:

It is preferred that the successful applicant would be in a position to provide assessments around cognitive ability, personality profiles, behavioural assessments and / or emotional intelligence testing should it be required. Not all assessments are used for all competitions and would be agreed at the outset on a case by case basis.

Question #56:

At what stage in the recruitment process are assessments administered? Following applications stage or at interview stages

Answer #56:

Can use cognitive ability / behavioural assessments as part of shortlisting process for high volume campaigns but mostly used at interview stage.

Question #57:

What is required in the subject matter box in that data hosting table?

Answer #57:

The establishment of a single party framework agreement for the provision of Technical Recruitment services for the Health and Safety Authority.

Question #58:

What is your normal process for ‘Secure destruction or Return of the Personal Data at the end of the provision of Services?’

Answer #58:

This will be agreed with the successful tenderer in line with Data Protection Policy.

Question #59:

What are the pay frequencies or preferred frequencies for the temporary staff on agency payroll?

Answer #59:

Payment is made on a fortnightly basis.

Question #60:

Dear Procurement team,

Please can the Council confirm what KPIs or performance metrics will be used to determine service credits, as these are not specified in the ITT?

Answer #60:

Some indicative KPIs are set out below:

Time to shortlist – One week

Response to queries – One day

The final SLA and KPIs will be agreed between the HSA and successful tenderer.

Question #61:

Thank you for the information you have provided, please can I get some clarity around Q2.4 and Criteria C.

Is the team proposed under Criterion C expected to be the same individuals counted in Q2.4, or can they differ (e.g., indicative vs. actual delivery team)?

Answer #61:

They can be the same or differ as deemed appropriate by the applicant.

Question #62:

For Q2.4, is it acceptable to list generic roles without naming individuals, provided we meet minimum numbers?

Answer #62:

Yes

Question #63:

For Criterion C, do we need to provide CVs for all roles listed in Q2.4 or only for the core delivery team?

Answer #63:

Only for core delivery team

Question #64:

Does the organisational chart required in Q2.4 differ from the one required in Criterion C, or can the same chart be used for both?

Answer #64:

Same chart may be used for both

Question #65:

Are the Account Manager and Deputy Account Manager roles (mentioned in Criterion D) expected to be included in the team proposed under Criterion C?

Answer #65:

Yes

Question #66:

Is there any scoring benefit for aligning the Q2.4 minimum resource list with the Criterion C proposed team?

Answer #66:

No

Question #67:

Based on the TRD provided during the tender process, our queries on it, and noting that the clarification window remains open until 15th December, we wanted to share a concern regarding timelines. If addressing our initial clarifications by Wednesday, 10th December proves difficult, would it be possible to consider an extension to the tender response deadline?

Many of our key stakeholders will have limited availability over the Christmas period, which may impact our ability to deliver a comprehensive response by the current deadline of 6th January.

Thank you for your understanding, and we look forward to your guidance on the best way forward.

Answer #67:

Unfortunately, we are unable to facilitate another extension to these submissions.

Question #68:

Could you please advise who the incumbent is?

Answer #68:

This information is not relevant.

Question #69:

Dear Procurement team,

Should statutory Auto-Enrolment pension costs and Statutory Sick Pay be included within the Agency Margin, or are these treated as separate employer costs to be reimbursed by the Contracting Authority?

Answer #69:

They should be included and be called out as being included within the agency margin.



An tÚdarás Sláinte agus Sábháilteachta
Health and Safety Authority