

INVITATION TO TENDER

National Multi-Contractor Framework
for Responsive Repairs, Voids,
Replacement Heat, Smoke and
Carbon Monoxide Detectors and EICRs



Working in Partnership to
Provide Safe, Secure and
Affordable Homes



RESPONSIVE REPAIRS



VOID PROPERTY WORKS



REPLACEMENT HEAT, SMOKE
AND CO DETECTORS



ELECTRICAL INSTALLATION
CONDITION REPORTS (EICRS)



Working together
to deliver excellent
services and
stronger communities.



Framework Term
5 Years (3 + 1 + 1)



OUR VISION

Investing in people and places
by providing more homes and more choice.

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1.0 Procurement Overview

1.1 Tuath Housing is seeking to procure a national multi-contractor Framework for the delivery of responsive repairs, void property works, replacement heat, smoke and CO detectors, and Electrical Installation Condition Reports (EICRs) across its housing portfolio within the Republic of Ireland.

1.2 The Framework has been structured to support the delivery of high-quality, customer-focused maintenance services through a geographically based Lot arrangement designed to align with stock profile, operational efficiency, and regional contractor capacity.

1.3 The procurement seeks to establish long-term collaborative relationships with suitably qualified and experienced Contractors capable of delivering responsive, compliant, and value-for-money services whilst supporting Tuath Housing's wider objectives in relation to customer care, asset management, compliance, sustainability, and community outcomes.

1.4 The table below provides a high-level summary of the proposed procurement structure, framework arrangement, service scope, and indicative contract profile.

Scope of Work	Responsive Repairs, Voids, Replacement Heat, Smoke and CO Detectors and Electrical Installation Condition Reports
Contracting Authority	Tuath Housing
Contractual Administration	Framework
Number of Lots	6
Tuath Housing Total Stock	14,786
Annual Framework Responsive Repairs (Approximate)	35,500
Annual Framework Voids (Approximate)	520
Annual Framework Heat, Smoke and CO Detectors	500
Annual Framework EICR's	500
Annual Framework Budget	€16,098,000
Lot 1 – Dublin North	Dublin North & Fingal
Lot 1 Stock	5,496
Lot 1 Annual Budget	€8,463,000
Lot 2 – Dublin South	Dublin South
Lot 2 Stock	2,106
Lot 2 Annual Budget	€3,236,000
Lot 3 – South East & Midlands	Kildare / Wicklow / Wexford / Carlow / Kilkenny / Offaly / Laois
Lot 3 Stock	2,288
Lot 3 Annual Budget	€3,516,000
Lot 4 – North East & Midlands	Meath / Louth / Monaghan / Cavan / Longford / Westmeath
Lot 4 Stock	2,238
Lot 4 Annual Budget	€3,440,000
Lot 5 – South West	Cork / Waterford / Kerry / Limerick / Tipperary
Lot 5 Stock	2,143
Lot 5 Annual Budget	€3,294,000
Lot 6 – West & North West	Galway / Clare / Mayo / Roscommon / Sligo / Leitrim



Lot 6 Stock	515
Lot 6 Annual Budget	€791,000
Maximum Contractors Per Lot	4
Contractor 1 Total of Work Per Lot	60%
Contractor 2 Total of Work Per Lot	20%
Contractor 3 Total of Work Per Lot	12%
Contractor 4 Total of Work Per Lot	8%
Contract Length	5 Years (3 + 1 + 1)
Evaluation Criteria	60% Price 40% Quality
Commercial Administration Methodology	See Cost Model
Form of Contract	Unamended GCCC PWC

2.0 About Tuath Housing

2.1 Tuath Housing is one of Ireland's leading Approved Housing Bodies (AHBs), providing high-quality, secure, sustainable, and affordable homes to communities across the Republic of Ireland. With a proven track record spanning almost two decades, Tuath has established itself as a trusted partner to Local Authorities, Government agencies, development partners, funders, and communities nationwide.



2.2 Tuath currently manages approximately 15,000 homes nationwide and supports tens of thousands of residents across all counties within Ireland through the delivery of housing management, tenancy sustainment, asset management, compliance, customer service, and maintenance functions. The organisation continues to scale its operations in response to increasing housing demand and the evolving needs of residents and communities.

2.3 Tuath's mission is simple and clear: to provide good quality, secure homes that people can afford. Its wider vision is centred on investing in people and places by providing

more homes and more choice. These principles underpin the organisation's operational, commercial, and strategic decision-making and are reflected throughout its housing, customer service, and community investment activities.

2.4 At the centre of Tuath's approach is a strong commitment to resident-focused service delivery. Tuath recognises that responsive repairs, void management, compliance servicing, and planned maintenance activities play a critical role in resident wellbeing, tenancy sustainment, customer satisfaction, and the long-term performance of its housing assets.

2.5 Tuath continues to evolve its operational structure to strengthen specialist expertise, accountability, responsiveness, and customer experience across all service areas. Recent organisational developments have included the introduction of dedicated teams focused on tenancy sustainment, community safety, customer services, specialist housing, and tenancy support, ensuring residents receive professional, compassionate, and responsive services tailored to their needs.

2.6 The organisation places significant importance on resident engagement and collaborative working. Through resident feedback panels, tenant engagement initiatives, customer surveys, and community programmes, Tuath actively involves residents in shaping services, publications, communication standards, repairs delivery, and wider organisational improvement initiatives.

2.7 Sustainability, environmental responsibility, and social value are also central to Tuath's long-term strategy. Through its ESG Charter and Sustainability Framework, Tuath is committed to embedding Environmental, Social and Governance (ESG) principles throughout its operations, supply chain, procurement activities, and housing delivery programmes. This includes commitments relating to responsible sourcing, energy efficiency, climate action, community investment, equality, diversity and inclusion, and long-term sustainable growth.

2.8 Tuath's strategic objectives include:

-  Delivering first-class resident services;
-  Maintaining high standards of health, safety and welfare;
-  Effective asset management and compliance;
-  Financial resilience and sustainability;
-  Organisational efficiency and effectiveness;
-  Sustainable growth and innovation; and
-  Supporting thriving communities across Ireland.

2.9 Through this procurement, Tuath is seeking to establish a high-performing, resident-focused and collaborative multi-contractor Framework capable of delivering responsive repairs, void works, compliance activities, and associated maintenance services across its national housing portfolio.

2.10 Tuath is seeking Contractors who can demonstrate:

-  Excellent customer care and resident engagement;
-  Strong operational delivery capability;
-  High standards of health, safety and compliance;
-  Commitment to partnership working and continuous improvement;



-  Effective use of technology and digital systems;
-  Commitment to sustainability and ESG objectives; and
-  The ability to deliver safe, responsive, and high-quality services aligned with Tuath's organisational values and resident expectations.

2.11 Tuath intends that the Framework will establish long-term collaborative partnerships with Contractors that share its commitment to service excellence, resident wellbeing, sustainability, accountability, and continuous improvement.

3.0 Scope of Work

3.1 Tuath Housing is seeking to procure suitably qualified and experienced Contractors to deliver responsive repairs, void property works, compliance servicing, and associated maintenance activities across its national housing portfolio within the Republic of Ireland.

The Framework has been designed to support the delivery of safe, compliant, responsive, resident-focused, and value-for-money maintenance services across a geographically diverse and expanding housing stock portfolio.

The scope of services to be delivered under the Framework will generally include, but shall not be limited to, the following workstreams:

3.2 Responsive Repairs

Delivery of day-to-day responsive maintenance and reactive repair works to occupied residential properties, communal areas, shared facilities, and associated housing assets.

Responsive repairs may include:

-  General building repairs;
-  Plumbing and drainage works;
-  Electrical repairs;
-  Heating repairs;
-  Carpentry and joinery works;
-  Roofing repairs;
-  Plastering and decorating works;
-  Flooring repairs;
-  Glazing works;
-  Locksmith and security works;
-  Environmental and external repairs;
-  Communal area repairs; and
-  Emergency and out-of-hours repairs.

The service will include the management of emergency, urgent, and routine repair categories together with associated scheduling, resident communication, appointment management, supply chain coordination, and completion reporting requirements.

3.3 Void Property Works

Delivery of void property inspection, repair, reinstatement, compliance, cleaning, clearance, and associated maintenance works necessary to return vacant properties to a safe and lettable condition within agreed turnaround periods.



Void works may include:

-  Pre-void and post-void inspections;
-  General repairs and reinstatement works;
-  Cleaning and clearance;
-  Flooring and decoration works;
-  Electrical and plumbing repairs;
-  Kitchen and bathroom component replacements;
-  Compliance remedial works;
-  Environmental and external works;
-  Health and safety compliance activities; and
-  Associated certification and quality assurance requirements.

3.4 Heat, Smoke and CO Detector Replacement Works

Inspection, testing, replacement, installation, commissioning, and certification of heat detectors, smoke detectors, carbon monoxide detectors, and associated life safety equipment within residential properties and communal areas.

Works may include:

-  Replacement of failed or expired detector units;
-  Installation of upgraded detector systems;
-  Battery replacement and testing;
-  System fault diagnosis;
-  Compliance verification;
-  Resident guidance and advice; and
-  Provision of associated certification and records.

3.5 Electrical Installation Condition Reports (EICRs)

Undertaking Electrical Installation Condition Reports (EICRs), testing, inspection, certification, and associated remedial works across residential properties and communal areas in accordance with applicable Irish electrical safety standards and statutory requirements.

The EICR service may include:

-  Periodic electrical inspection and testing;
-  Consumer unit inspections;
-  Electrical safety reporting;
-  Identification and categorisation of defects;
-  Minor remedial works;
-  Certification and reporting;
-  Uploading of compliance documentation; and
-  Resident liaison and access management.

3.6 General Service Requirements

Contractors appointed to the Framework will be expected to provide:



-  Resident-focused service delivery;
-  High standards of customer care and communication;
-  Safe systems of work;
-  Effective operational management and supervision;
-  Qualified and competent operatives;
-  Robust quality assurance processes;
-  Appropriate out-of-hours and emergency response arrangements;
-  Digital reporting and contract administration capability;
-  Collaborative partnership working with Tuath Housing; and
-  Continuous service improvement throughout the Framework term.

3.7 Standards, Specifications and Compliance

All works undertaken under the Framework shall comply with all applicable:

-  Irish legislation;
-  Building Regulations;
-  Health and Safety requirements;
-  Statutory compliance obligations;
-  Industry standards;
-  Codes of practice; and
-  Manufacturer recommendations.

3.8 All works delivered under the Framework shall be commercially administered and valued in accordance with the pricing structure, commercial arrangements, and methodology set out within the Cost Model and associated procurement documentation.

Tenderers should refer to the Cost Model section of this Invitation to Tender for further detail relating to pricing mechanisms, work categorisation, valuation methodology, contractor pricing submissions, and associated commercial administration requirements.

3.9 Further detail relating to operational procedures, response times, service standards, KPIs, contract management requirements, resident communication standards, compliance obligations, and performance expectations is provided elsewhere within this Invitation to Tender documentation.

3.10 Responsive repairs may be reported by residents through Tuath Housing's customer contact arrangements, including telephone-based customer service channels, digital reporting systems, online resident portals, web-based reporting platforms, email communication, and any other approved reporting mechanisms implemented by Tuath Housing throughout the duration of the Framework.

3.11 Contractors appointed to the Framework will be expected to integrate and work collaboratively with Tuath Housing's customer service and operational management arrangements to ensure that repairs are managed efficiently, appointments are communicated effectively, residents are kept appropriately informed, and service requests are progressed in accordance with agreed response times, operational procedures, and resident service standards.



4.0 Framework Lot Structure

4.1 To support the effective delivery of responsive repairs, void works, compliance activities, and associated maintenance services across its national housing portfolio, Tuath Housing has structured the Framework into six geographically defined Lots.

The Lot structure has been developed to align with:

-  Tuath Housing's existing stock profile and geographical spread;
-  Operational efficiency and service responsiveness;
-  Regional contractor capacity and market capability;
-  Effective contract management and performance oversight; and
-  The objective of establishing sustainable, high-performing delivery partnerships across the Republic of Ireland.

4.2 Each Lot represents a distinct operational delivery area and includes an indicative number of properties, annual repair volumes, compliance activities, void works, and associated budget allocations. The information provided within this section is intended to assist Tenderers in understanding the scale, complexity, and geographical characteristics of each Lot.

4.3 Tuath Housing intends to appoint a maximum of four Contractors per Lot under the Framework arrangement. Following evaluation, Contractors will be ranked in accordance with the final tender scores achieved for the relevant Lot. Work allocation will then generally be distributed in accordance with the Framework allocation model set out within this Invitation to Tender and associated procurement documents.

The Framework has been designed to promote:

-  High-quality resident-focused service delivery;
-  Contractor resilience and operational flexibility;
-  Competitive tension and continuous performance improvement;
-  Collaborative partnership working; and
-  Long-term sustainable service delivery across all regions.

4.4 The geographical map included within this section illustrates the indicative Lot boundaries and primary delivery regions associated with each Lot. Tenderers should note that the identified boundaries are indicative operational areas only and Tuath Housing reserves the right to allocate, transfer, or reassign work where operationally required, including across adjoining geographical areas.

The following sections provide further information relating to:

-  The geographical structure of each Lot;
-  Indicative property numbers and regional coverage;
-  Annual repair, void and compliance work volumes;
-  Indicative budget allocations;
-  Framework contractor appointment arrangements;
-  Work allocation principles; and
-  High-level operational delivery expectations.



4.5 Detailed operational processes, contract management arrangements, KPI requirements, scheduling procedures, resident communication standards, and service delivery requirements are set out elsewhere within the Invitation to Tender documentation.

4.6 Lot Delivery Regions



Lot	Delivery Area	Regions
1	Dublin North	North Dublin / Fingal
2	Dublin South	South Dublin / Dún Laoghaire-Rathdown
3	South East & Midlands	Kildare / Wicklow / Wexford / Carlow / Kilkenny / Offaly / Laois
4	North East & Midlands	Meath / Louth / Monaghan / Cavan / Longford / Westmeath
5	South West	Cork / Waterford / Kerry / Limerick / Tipperary
6	West & North West	Galway / Clare / Mayo / Roscommon / Sligo / Leitrim

The geographical regions identified are indicative of the principal service delivery areas only and may include adjoining administrative boundaries or locations where operationally required

4.7 Based on the “Master Stock Assets Sheet” as included in **Appendix 1**, the table below provides an indicative summary of the current housing stock profile across each Framework Lot based on Tuath Housing’s existing asset portfolio at the time of issuing this Invitation to Tender.

Tenderers should note that the property numbers provided are indicative only and may increase, decrease, or fluctuate throughout the duration of the Framework as a result of acquisitions, disposals, development completions, stock transfers, leasing arrangements, regeneration activity, or wider operational requirements. Tuath Housing does not guarantee minimum volumes of work, property numbers, or expenditure levels under any Lot.

Lot	Delivery Area	Indicative Units
1	Dublin North	5,496
2	Dublin South	2,106
3	South East & Midlands	2,288
4	North East & Midlands	2,238
5	South West	2,143
6	West & North West	515
Framework Total		14,786

4.8 The table below provides an indicative summary of historic responsive repair activity levels across each Framework Lot based upon operational data recorded between 1 January 2025 and 2 December 2025. The figures have subsequently been annualised to provide Tenderers with an indicative full-year operational profile.

For the purposes of this procurement, responsive repair activity has been categorised into two distinct workstreams:

 **Property Repairs** – Responsive repair works undertaken directly within individual residential dwellings, including day-to-day reactive maintenance and associated resident repair requests.

 **Housing Group Repairs** – Responsive repair works undertaken within communal areas, shared facilities, external areas, and housing group environments, including works associated with apartment blocks, schemes, estates, and shared building infrastructure.



The Housing Group repair volumes have been proportionally allocated across the Framework Lots based upon the historic distribution profile of Property Repairs activity.

Tenderers should note that all repair volumes, work types, expenditure values, and operational forecasts are indicative only and are provided solely for information purposes to assist Tenderers in understanding the potential scale and nature of the services required under each Lot. Tuath Housing does not guarantee minimum work volumes, expenditure levels, or order quantities under the Framework Agreement.

Historic Annual Responsive Repairs				
Lot	Delivery Area	Property Repairs	Housing Group Repairs	Total Repairs
1	Dublin North	12,110	660	12,770
2	Dublin South	4,433	242	4,675
3	South East & Midlands	5,510	301	5,811
4	North East & Midlands	6,124	334	6,458
5	South West	4,384	239	4,623
6	West & North West	1,018	56	1,074
	Total	33,579	1,832	35,411

4.9 The table below provides an indicative summary of historic void property activity levels across each Framework Lot based upon operational data recorded between 1 January 2025 and 2 December 2025. The figures have subsequently been annualised to provide Tenderers with an indicative full-year operational profile.

For the purposes of this procurement, void works generally comprise the inspection, repair, reinstatement, compliance, cleaning, clearance, and associated maintenance activities required to return vacant properties to a lettable standard within agreed turnaround periods.

The information provided is intended to assist Tenderers in understanding the indicative scale, geographical distribution, and operational characteristics of the void works service across the Framework.

Tenderers should note that all void volumes, expenditure values, turnaround requirements, and operational forecasts are indicative only and are provided solely for information purposes. Actual work volumes may fluctuate throughout the duration of the Framework depending upon tenancy turnover, acquisitions, disposals, development completions, stock condition, resident demand, and wider operational requirements. Tuath Housing does not guarantee minimum work volumes, expenditure levels, or order quantities under the Framework Agreement.

Historic Annual Voids		
Lot	Delivery Area	Indicative Annual Voids
1	Dublin North	164
2	Dublin South	141
3	South East & Midlands	70
4	North East & Midlands	55
5	South West	75
6	West & North West	14
	Total	519



4.10 The indicative annual volumes relating to Heat, Smoke and CO₂ Detector replacements and Electrical Installation Condition Reports (EICRs) have been apportioned across the Framework Lots based upon the current indicative stock distribution profile within each geographical area.

Tenderers should note that actual compliance activity levels may vary throughout the duration of the Framework depending upon programme requirements, statutory obligations, stock acquisitions, resident turnover, property type, compliance cycles, and wider operational priorities.

Historic Annual Compliance			
Lot	Delivery Area	Indicative Annual Heat, Smoke & CO Detector Replacements	Indicative Annual EICRs
1	Dublin North	186	186
2	Dublin South	71	71
3	South East & Midlands	77	77
4	North East & Midlands	76	76
5	South West	72	72
6	West & North West	18	18
	Total	500	500

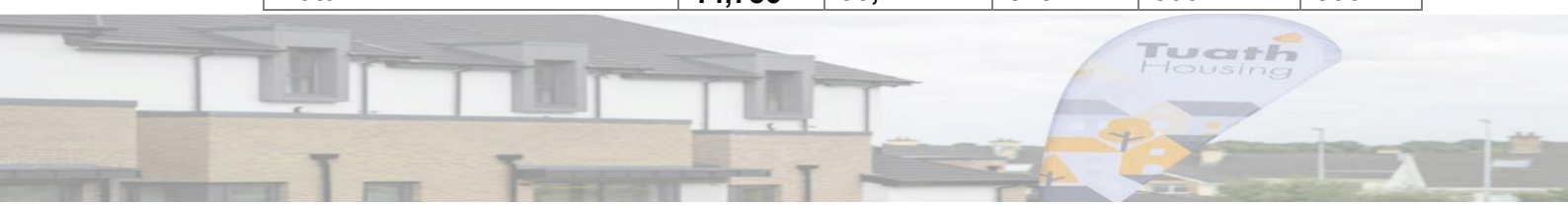
4.11 The table below provides an indicative summary of the current annual operational profile across each Framework Lot based upon historic stock data, responsive repair activity, void turnover, and planned compliance servicing requirements available at the time of issuing this Invitation to Tender.

The information is intended to provide Tenderers with an overall understanding of the indicative scale, geographical distribution, operational complexity, and service demand associated with each Lot.

Tenderers should note that all unit numbers, repair volumes, void activity levels, detector replacement programmes, EICR volumes, expenditure values, and operational forecasts are indicative only and are provided solely for information purposes. Actual workloads and service requirements may increase, decrease, or fluctuate throughout the duration of the Framework due to acquisitions, disposals, development growth, resident demand, compliance cycles, stock condition requirements, and wider operational priorities.

Tuath Housing does not guarantee minimum work volumes, expenditure levels, property numbers, or order quantities under the Framework Agreement.

Indicative Annual Delivery by Lot						
Lot	Delivery Area	Units	Repairs	Voids	Detectors	EICR's
1	Dublin North	5,496	12,770	164	186	186
2	Dublin South	2,106	4,675	141	71	71
3	South East & Midlands	2,288	5,811	70	77	77
4	North East & Midlands	2,238	6,458	55	76	76
5	South West	2,143	4,623	75	72	72
6	West & North West	515	1,074	14	18	18
	Total	14,786	35,411	519	500	500



4.12 Tuath Housing is a growing and progressive Approved Housing Body with a significant ongoing development, acquisition, leasing, and asset growth programme across the Republic of Ireland.

As outlined within Tuath Housing's strategic plans and operational forecasts, the organisation anticipates substantial portfolio growth throughout the duration of the Framework Agreement as a result of:

-  New-build housing delivery programmes;
-  Acquisitions and turnkey developments;
-  Cost Rental expansion initiatives;
-  Strategic housing investment;
-  Leasing arrangements; and
-  Ongoing national housing demand.

Accordingly, Tenderers should recognise that the scale, geographical spread, and operational requirements associated with the Framework are expected to increase materially during the contract term.

The table below provides an indicative forecast of anticipated stock growth across each Framework Lot throughout the proposed Framework period. The information is intended to provide Tenderers with visibility of the potential future scale of service delivery requirements and the anticipated long-term operational opportunities associated with the Framework.

Tenderers should note that the figures provided are indicative forecasts only and are subject to change depending upon funding availability, acquisitions, development completions, planning and construction programmes, Government policy, leasing activity, and wider operational requirements.

The Framework has therefore been designed to establish long-term collaborative partnerships with Contractors capable of supporting both current operational requirements and the future growth ambitions of Tuath Housing across the Republic of Ireland.

Lot	Delivery Area	2025 Indicative Units	2026 Indicative Units	2027 Indicative Units	2028 Indicative Units	2029 Indicative Units	2030 Indicative Units
1	Dublin North	5,496	6,414	7,042	7,766	8,572	9,183
2	Dublin South	2,106	2,458	2,698	2,976	3,285	3,519
3	South East & Midlands	2,288	2,670	2,932	3,233	3,569	3,823
4	North East & Midlands	2,238	2,612	2,868	3,162	3,491	3,739
5	South West	2,143	2,501	2,746	3,028	3,342	3,581
6	West & North West	515	601	660	728	803	860
	Framework Total	14,786	17,255	18,945	20,892	23,062	24,705



4.13 In addition to the current operational profile set out within this Invitation to Tender, Tuath Housing anticipates significant future growth in both housing stock and associated maintenance expenditure throughout the duration of the Framework Agreement.

As part of its ongoing strategic growth programme, Tuath Housing expects continued expansion through acquisitions, new-build development delivery, Cost Rental initiatives, leasing arrangements, and wider housing investment activities across the Republic of Ireland. As the housing portfolio expands, it is anticipated that responsive repairs, void works, and associated maintenance service requirements will increase accordingly.

The table below provides an indicative forecast of anticipated Repairs and Voids expenditure across each Framework Lot over the proposed Framework term. The forecast has been developed using current operational data, projected stock growth assumptions, and indicative future investment projections available to Tuath Housing at the time of issuing this Invitation to Tender.

The information is intended to provide Tenderers with an understanding of the potential future scale and long-term operational opportunity associated with the Framework.

Tenderers should note that all expenditure values are indicative only and are subject to change depending upon stock growth, acquisitions, disposals, development programmes, funding availability, inflationary pressures, resident demand, asset condition requirements, and wider operational priorities. Tuath Housing does not guarantee minimum expenditure levels, work volumes, or order quantities under the Framework Agreement.

Lot	Delivery Area	2026 (€000's)	2027 (€000's)	2028 (€000's)	2029 (€000's)	2030 (€000's)
1	Dublin North	8,463	9,188	10,246	11,388	12,635
2	Dublin South	3,236	3,514	3,915	4,352	4,842
3	South East & Midlands	3,516	3,816	4,256	4,730	5,260
4	North East & Midlands	3,440	3,735	4,165	4,628	5,147
5	South West	3,294	3,576	3,987	4,431	4,927
6	West & North West	791	857	1,011	1,124	1,214
	Framework Total	22,740	24,686	27,580	30,653	34,025



5.0 Framework Operation and Work Allocation

5.1 The Framework has been designed to establish long-term collaborative delivery partnerships capable of providing responsive, high-quality, resident-focused repairs, voids, compliance, and associated maintenance services across the Republic of Ireland.

The Framework structure is intended to:

-  Promote service quality and continuous improvement;
-  Maintain competitive tension throughout the contract term;
-  Provide operational resilience and contractor capacity;
-  Encourage strong resident satisfaction outcomes;
-  Support flexibility in service delivery; and
-  Enable Tuath Housing to effectively manage performance across its growing housing portfolio.

5.2 Framework Structure

Tuath Housing intends to appoint a maximum of four Contractors to each geographical Lot under the Framework Agreement.

Tenderers may submit bids for one, multiple, or all Lots. Following completion of the evaluation process, Tenderers will be ranked within each Lot in accordance with the final tender scores achieved.

The Framework is intended to operate as a multi-contractor arrangement with work allocation linked to both:

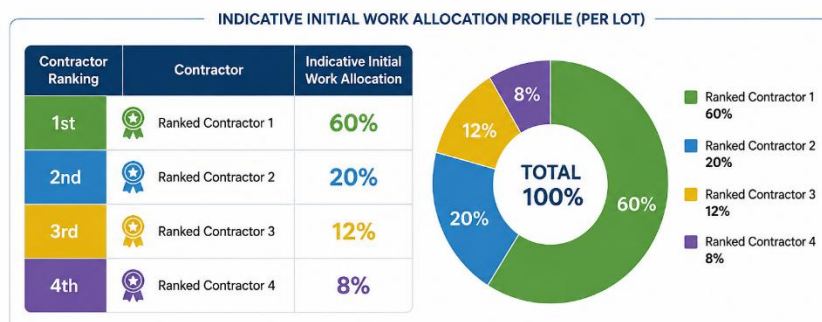
-  Initial tender ranking; and
-  Ongoing contractor performance throughout the duration of the Framework.

5.3 Initial Work Allocation

During the initial operational period following Framework mobilisation, work allocation within each Lot is anticipated to be distributed broadly in accordance with the Tenderer ranking achieved through the procurement process. The indicative initial allocation profile is anticipated to be as follows:

Initial Work Allocation

Following the mobilisation period, work within each Lot will be allocated to Contractors in accordance with their ranking achieved through the tender evaluation.



Please Note

The above allocation profile is indicative only and represents operational targets. Tuath Housing reserves the right to allocate work in such proportions as it considers appropriate having regard to operational requirements, contractor capacity, service performance, resident needs and overall service delivery.



The above allocations are indicative operational targets only and are not guaranteed minimum work allocations.

Tuath Housing reserves the right to allocate work in such proportions as it considers appropriate having regard to:

-  Operational requirements;
-  Contractor capacity;
-  Geographic coverage;
-  Resident needs;
-  Service continuity;
-  Contractor mobilisation capability;
-  Specialist requirements; and
-  Overall service performance.

5.4 Framework Operation Where Fewer Contractors Are Appointed

Tuath Housing reserves the right to appoint fewer than four Contractors within any Lot where:

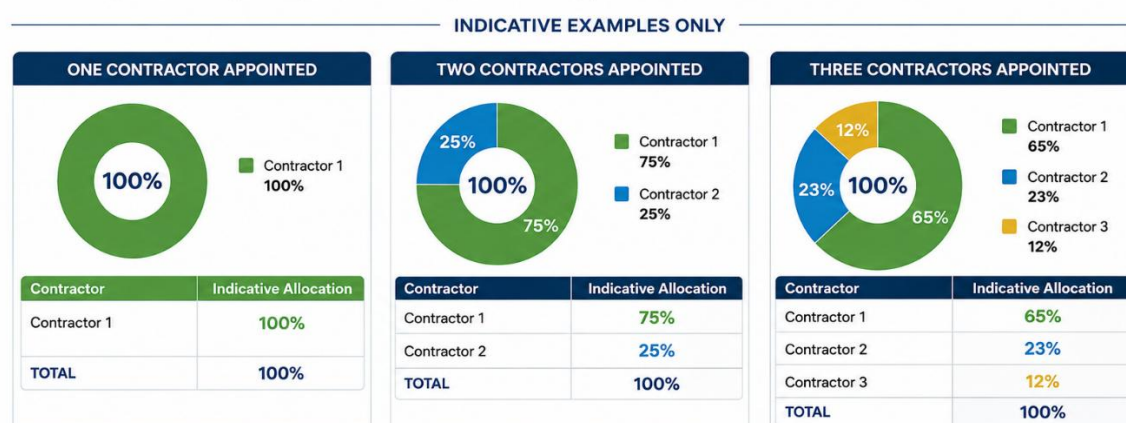
-  Insufficient compliant tenders are received;
-  Tender submissions fail to meet minimum quality standards;
-  Tenderers fail financial, technical, compliance, or due diligence requirements; or
-  Tuath Housing otherwise determines that fewer appointments are operationally appropriate.

Where fewer than four Contractors are appointed within a Lot, Tuath Housing reserves the right to adjust work allocation profiles accordingly.

Indicative examples may include:

Work Allocation Where Fewer Contractors Are Appointed

Tuath Housing reserves the right to appoint fewer than four Contractors within any Lot. Where fewer than four Contractors are appointed, Tuath Housing reserves the right to adjust work allocation profiles accordingly.



Please Note

The above allocation profiles are illustrative examples only. Tuath Housing reserves absolute discretion in determining operational work allocation arrangements having regard to operational requirements, contractor capacity, service performance, resident needs and wider organisational priorities.



The above examples are illustrative only and Tuath Housing reserves absolute discretion in determining operational work allocation arrangements.

5.5 Ongoing Performance Management

Tuath Housing intends to actively manage contractor performance throughout the duration of the Framework through:

-  Monthly operational meetings;
-  KPI monitoring and reporting;
-  Resident satisfaction monitoring;
-  Quality inspections and audits;
-  Compliance reviews;
-  Contract management meetings; and
-  Annual performance assessments.

The Framework has been designed to encourage continuous improvement and reward strong operational performance.

Accordingly, following the initial operational period, future work allocation profiles within each Lot may be adjusted annually having regard to:

-  KPI performance outcomes;
-  Resident satisfaction;
-  Service responsiveness;
-  Quality performance;
-  Void turnaround performance;
-  Compliance and health & safety performance;
-  Contract administration standards;
-  Contractor capacity and resource levels;
-  Complaints and escalation trends;
-  Mobilisation and operational resilience; and
-  Overall contractor performance.

Contractors demonstrating consistently strong operational performance may receive increased work allocation profiles, whilst Contractors demonstrating poor or declining performance may have work allocation levels reduced.

5.6 Key Performance Indicators (KPIs)

Tuath Housing intends to utilise a core suite of Key Performance Indicators (“KPIs”) to monitor contractor performance across the Framework.

The KPI framework has been designed to:

-  Promote high-quality resident-focused service delivery;
-  Encourage continuous improvement;
-  Drive operational efficiency and responsiveness;
-  Monitor contractor compliance and customer experience; and
-  Inform future work allocation decisions.



The principal strategic KPIs currently anticipated are as follows:

Principal Key Performance Indicators (KPIs)

Tuath Housing will actively manage contractor performance using the following core KPIs. These measures reflect our commitment to high-quality, resident-focused service delivery and will inform future work allocation decisions.



In addition to the above strategic KPIs, Tuath Housing may also monitor a range of supporting operational, management, customer service, ESG, social value, reporting, and commercial performance measures throughout the duration of the Framework.

Tuath Housing reserves the right to amend, refine, introduce, remove, or re-weight KPIs throughout the duration of the Framework to reflect evolving operational requirements, resident priorities, legislative requirements, service improvements, or organisational objectives.

5.7 Operational Flexibility

Tuath Housing reserves the right throughout the duration of the Framework to:

-  Reallocate work between Contractors;
-  Temporarily suspend work allocation;
-  Increase or reduce work volumes;
-  Directly allocate specialist works;
-  Reassign geographical coverage areas;
-  Adjust operational delivery arrangements; and
-  Introduce additional operational controls or management processes,

where reasonably required to support operational delivery, resident service standards, compliance obligations, emergency response requirements, business continuity, or wider organisational priorities.



5.8 Performance Concerns and Contractor Default

Where Tuath Housing identifies persistent performance concerns, material KPI failure, health and safety breaches, compliance failures, poor resident outcomes, service delivery failures, financial concerns, or other significant operational risks, Tuath Housing reserves the right to:

-  Require formal improvement plans;
-  Increase performance monitoring arrangements;
-  Reduce work allocation volumes;
-  Suspend allocation of new work orders;
-  Remove Contractors from individual Lots; or
-  Terminate Framework appointments,

in accordance with the Framework Agreement and associated contract documentation.

The overarching objective of the Framework is to establish collaborative, high-performing, resident-focused delivery partnerships capable of supporting both the current operational requirements and future growth ambitions of Tuath Housing throughout the Republic of Ireland.

6.0 Operational Procedures and Service Delivery Requirements

This section sets out the overarching operational procedures, service standards, contractor obligations, and delivery expectations associated with the Framework.

The operational arrangements described within this section have been informed by Tuath Housing's existing Repairs & Maintenance operational procedures, contractor standards, procurement arrangements, resident service principles, and historic operational practices.

Tenderers should note that the procedures set out within this section are intended to establish the general operational framework for service delivery. Further refinement, mobilisation planning, systems integration, reporting arrangements, and operational procedures may be developed collaboratively with the successful Contractors during the mobilisation period and throughout the duration of the Framework.

Tuath Housing is currently progressing wider digital transformation and operational systems enhancement initiatives, including the ongoing development and implementation of repairs and maintenance management functionality.

Accordingly, Contractors appointed to the Framework will be expected to demonstrate flexibility and operational capability in relation to:

-  Systems integration;
-  Digital work order management;
-  Mobile working;
-  Resident communication platforms;
-  Reporting interfaces;
-  Compliance management systems; and
-  Future technology developments implemented by Tuath Housing throughout the duration of the Framework.



Tenderers should therefore ensure that their proposed operational delivery model, systems capability, and reporting arrangements are sufficiently flexible to support evolving operational and digital management requirements throughout the Framework term.

6.1 General Service Delivery Principles

Contractors appointed to the Framework will be expected to deliver a high-quality, resident-focused, safe, responsive, and value-for-money maintenance service across all works delivered under the Framework.

Contractors shall:

-  Operate collaboratively with Tuath Housing and its residents;
-  Maintain high standards of customer care and professionalism;
-  Deliver services in accordance with agreed response times and operational procedures;
-  Maintain appropriately qualified, trained, competent, and supervised operatives;
-  Provide sufficient operational capacity and geographical coverage;
-  Operate safe systems of work at all times;
-  Maintain appropriate communication with residents and Tuath Housing staff;
-  Minimise disruption to residents;
-  Promote continuous service improvement; and
-  Deliver works in accordance with all applicable statutory and regulatory requirements.

Tuath Housing places significant importance on resident satisfaction, service quality, professionalism, and operational responsiveness throughout the delivery of the Framework services.

6.2 Responsive Repairs Procedures

Responsive repair requests may be reported by residents through Tuath Housing's customer contact arrangements, including:

-  Telephone reporting;
-  Tuath Housing offices;
-  Email communication;
-  Web-based reporting systems;
-  Online resident reporting portals; and
-  Out-of-hours emergency reporting arrangements.

Tuath Housing will generally manage the raising, categorisation, prioritisation, and issuing of responsive repair work orders through its Repairs Team and operational management systems.

The Contractor shall:

-  Accept and manage work orders issued by Tuath Housing;
-  Contact residents where required;
-  Arrange and manage appointments;
-  Attend properties within required response periods;
-  Complete repairs in accordance with agreed standards;
-  Provide updates and completion information;



-  Maintain accurate records and reporting;
-  Escalate safeguarding, compliance, or health and safety concerns; and
-  Minimise repeat visits wherever reasonably practicable.

Tuath Housing's operational objective is generally to maximise first-time completion of repairs and minimise delays between repair reporting and completion.

6.2.1 Responsive Repair Categories

Responsive repairs will generally be categorised as follows:

RESPONSE REPAIR CATEGORIES

Tuath Housing categorises all responsive repair requests to ensure the right priority, response and completion times are applied.

CATEGORY	DESCRIPTION	RESPONSE REQUIREMENT (ATTEND)	EXAMPLES INCLUDE
 EMERGENCY REPAIRS Priority 1	Repairs which present an immediate risk to health, safety, security or where serious damage may occur to the property if not addressed immediately.	 WITHIN 24 HOURS (24/7)	- Major uncontrollable water leaks - Complete loss of heating (in adverse weather) - Gas leaks or suspected gas leaks - Electrical safety issues / complete loss of power - Lift breakdowns (where applicable) - Major security issues - Any issue presenting an immediate health & safety risk
 URGENT REPAIRS Priority 2	Repairs which are urgent but do not present an immediate risk. These repairs are important to the comfort, security or habitability of the home.	 WITHIN 4 WORKING DAYS	- Partial loss of heating or hot water - Leaking pipes (not causing immediate severe damage) - Door entry/intercom faults - Minor electrical faults - Sanitaryware repairs (toilet, basin, etc.) - Window or door repairs
 ROUTINE REPAIRS Priority 3	Repairs which are non-urgent and do not impact on health or safety but are necessary to maintain the property in good condition.	 WITHIN 28 CALENDAR DAYS	- Decorating / plaster repairs - Minor joinery repairs - Replacement of small items - General wear and tear items - Non-urgent maintenance works
 PLEASE NOTE Response times commence from the time the repair is reported to Tuath Housing. Timescales relate to attendance on site. Completion times will vary depending on the nature of the repair. Tuath Housing reserves the right to amend response categories and timescales to meet operational requirements.  Out-of-Hours Service A 24/7 emergency reporting service is available for Priority 1 (Emergency) repairs.			

Standard Working Hours and Out of Hours Definition

For the purposes of this Framework and associated Cost Models, the Authority defines standard working hours as:

-  Monday to Friday: 07:00 to 19:00
-  Saturday: 07:00 to 12:00 noon

Any works undertaken outside of the above periods, including Sundays and Public Holidays, shall be deemed to constitute "Out of Hours" working.

Where works are instructed or authorised by Tuath Housing outside of the standard working hours stated above, the applicable percentage uplifts detailed within Cost Model CM003 – Emergency/Urgent Repair Uplifts and Minimum Job Value may be applied by the Contractor, subject to the terms of the Framework Agreement and prior authorisation where required.

No uplift shall apply to works undertaken within standard working hours, irrespective of repair priority, unless expressly instructed otherwise by Tuath Housing.



Contractors shall ensure that all out of hours attendance, emergency response activity and associated uplift claims are fully evidenced within the job records and are auditable by Tuath Housing.

6.3 Appointments and Resident Access

All repair visits shall generally be undertaken by appointment unless emergency circumstances dictate otherwise.

Indicative appointment windows may include:

-  Morning appointments;
-  Afternoon appointments; and
-  Agreed emergency attendance arrangements.

Contractors shall:

-  Provide adequate notice of appointments;
-  Ensure operatives carry appropriate identification;
-  Behave professionally and courteously;
-  Respect residents and their homes;
-  Protect resident belongings and property;
-  Maintain tidy working environments; and
-  Comply with Tuath Housing's Contractor Code of Conduct requirements.

Where access cannot be obtained, Contractors shall follow Tuath Housing's agreed no-access procedures and promptly notify the Repairs Team.

6.4 Void Property Operational Procedures

Void works shall generally include:

-  Pre-void inspections;
-  Property condition assessments;
-  Repair and reinstatement works;
-  Cleaning and clearance;
-  Compliance inspections;
-  Safety checks;
-  Certification requirements;
-  Post-inspections where required; and
-  Preparation of properties for reletting.

Contractors will be expected to work collaboratively with Tuath Housing to minimise void turnaround times and support efficient reletting of vacant properties.

Void priorities, specifications, and lettable standards may vary depending upon:

-  Property type;
-  Geographic location;
-  Resident requirements;
-  Asset condition;
-  Budget availability; and



 Operational priorities.

6.5 Heat, Smoke and CO Detector Replacement Procedures

The Contractor may be required to:

-  Inspect existing detector systems;
-  Undertake testing and fault diagnosis;
-  Replace failed or expired units;
-  Install upgraded systems;
-  Undertake commissioning and testing;
-  Provide certification and compliance records; and
-  Ensure works comply with all applicable Irish regulations and standards.

The Contractor shall ensure that all operatives undertaking life safety related works are appropriately trained, competent, and certified where required.

6.6 Electrical Installation Condition Reports (EICRs)

The Contractor may be required to undertake:

-  Periodic electrical inspection and testing;
-  EICR reporting and certification;
-  Identification of defects and coding;
-  Minor remedial works;
-  Consumer unit inspections;
-  Compliance reporting;
-  Uploading of certification documentation; and
-  Resident liaison and access management.

All electrical works shall be undertaken in accordance with applicable Republic of Ireland electrical standards, regulations, certification requirements, and statutory obligations.

6.7 Contractor Conduct and Resident Care

All Contractors and operatives appointed under the Framework shall comply with Tuath Housing's Contractor Code of Conduct and associated resident care standards.

Contractors shall ensure that operatives:

-  Carry photographic identification;
-  Behave courteously and professionally;
-  Do not smoke within resident homes;
-  Do not use offensive language;
-  Respect equality and diversity requirements;
-  Maintain confidentiality and GDPR compliance;
-  Adequately protect resident property;
-  Leave properties clean and safe following works; and
-  Escalate safeguarding or resident welfare concerns where identified.

6.8 Health & Safety and Compliance



Contractors shall comply with all applicable:

-  Health & Safety legislation;
-  Safe systems of work;
-  Risk assessment and method statement requirements;
-  Irish Building Regulations;
-  Electrical and gas safety requirements;
-  Environmental obligations;
-  Data protection requirements; and
-  Statutory compliance obligations.

Contractors shall maintain:

-  Appropriate insurances;
-  Health & Safety policies;
-  Training records;
-  Competency records;
-  Certification requirements; and
-  Operational compliance procedures throughout the duration of the Framework.

6.9 Systems, Reporting and Contract Administration

Contractors shall be expected to maintain effective operational management and reporting arrangements, including:

-  Work order tracking;
-  Appointment management;
-  Completion reporting;
-  KPI reporting;
-  Resident communication records;
-  Certification uploads;
-  Health & Safety records;
-  Variation management; and
-  Financial and commercial administration records.

Tuath Housing may require Contractors to integrate with existing or future operational systems, digital platforms, mobile working arrangements, reporting tools, and contractor management systems implemented during the Framework term.

6.10 Continuous Improvement

The successful Contractors shall work collaboratively with Tuath Housing throughout the duration of the Framework to:

-  Improve resident satisfaction;
-  Increase first-time fix performance;
-  Reduce repeat visits;
-  Improve operational efficiency;
-  Enhance reporting and communication;
-  Promote value for money;



-  Improve sustainability outcomes; and
-  Support service innovation and continuous improvement initiatives.

Tuath Housing reserves the right to review, amend, refine, or further develop operational procedures throughout the duration of the Framework to reflect evolving operational requirements, resident priorities, organisational objectives, and legislative changes.

7.0 Tender Requirements

7.1 General Tender Requirements and Procurement Conditions

7.1.1. The Employer is making these documents available to those expressing an interest in tendering for the Contract identified in the Particulars, for tendering purposes only.

7.1.2. These documents must not be used for any other purpose.

7.1.3. The Employer makes no representation, warranty, or undertaking in or in connection with these documents.

7.1.4. The Employer has not authorised any person to make any representation in connection with these documents on its behalf and Tenderers should not rely on any representation purportedly made on the Employer's behalf in connection with them.

7.1.5. Neither the Employer nor its officers, employees, advisers, consultants, or agents shall have any liability in connection with these documents. Tenderers must make their own assessment of the adequacy, accuracy, and completeness of these documents.

7.1.6. Any operational data, stock information, expenditure forecasts, repair volumes, void volumes, compliance activity data, growth projections, budgets, or other indicative information contained within these documents is provided in good faith for information purposes only.

7.1.7. The Employer does not guarantee the accuracy, completeness, future delivery, or future operational profile of any indicative data, forecasts, expenditure levels, stock growth assumptions, work volumes, or operational projections contained within these documents.

7.1.8. Tenderers are deemed to have satisfied themselves as to the adequacy and sufficiency of the information provided and shall rely upon their own investigations, enquiries, assessments, inspections, professional judgement, and due diligence in preparing their tender submissions.

7.1.9. No guarantee is given by the Employer in relation to:

- the value of works;
- the number of properties;
- the volume of repairs;
- the volume of void works;
- the number of compliance inspections;
- the future growth of the housing portfolio; or
- the allocation of work under the Framework Agreement.

7.1.10. The Framework Agreement does not provide any guarantee of exclusivity, minimum spend, minimum work allocation, or minimum order volumes to any appointed Contractor.



7.1.11. The Employer reserves the right not to proceed with the procurement process or any part of it and may terminate the process or any part of it at any time, with or without procuring the subject works or services in another way.

7.1.12. If this occurs, neither the Employer nor its officers, employees, advisers, consultants, or agents shall be liable to any Tenderer or other person.

7.1.13. The Employer reserves the right to amend, supplement, clarify, replace, withdraw, or otherwise modify any part of these documents, including the procurement procedures and time limits described within them.

7.1.14. The Employer does not bind itself to accept any outcome of the process described in these documents and is under no obligation to enter into any contract with any Tenderer.

7.1.15. Neither the Employer nor its officers, employees, advisers, consultants, or agents shall have any responsibility for Tenderers' costs, expenses, or losses incurred in connection with this competition.

7.1.16. No contract shall exist between any Tenderer and the Employer unless and until the Contract has been formally executed in writing by the parties.

7.1.17. These Instructions and procurement documents shall not form part of any Contract.

7.1.18. These documents are being made available on the terms stated within these Instructions.

7.1.19. These documents are not being distributed to the public and have not been filed, registered, or approved in any jurisdiction.

7.1.20. Possession or use of these documents contrary to applicable law is prohibited.

7.1.21. Recipients must inform themselves of and comply with all laws concerning the possession and use of these documents.

7.1.22. Tenderers must treat these documents, their tenders, and their participation in this competition as confidential.

7.1.23. Tenderers must not disclose any information concerning this competition to any person other than as required for tendering purposes or as otherwise required by law.

7.1.24. The Employer reserves the right to disclose information relating to this competition, including the identity of Tenderers and parties expressing interest, where required in accordance with applicable law, public procurement obligations, governance requirements, audit requirements, or statutory obligations.

7.1.25. If a Tenderer considers that any information contained within its tender submission is commercially sensitive or confidential, this must be clearly identified and supported by clear and substantive reasons.

7.1.26. The Employer shall have regard to such statements when considering requests for disclosure under the Freedom of Information Acts or other applicable legislation but shall not be bound by the Tenderer's view regarding confidentiality.

7.1.27. If a Tenderer, its personnel, consultants, advisers, subcontractors, or any party associated with its tender has or has had any actual, potential, or perceived conflict of



interest or involvement relating to the subject matter of this competition, including involvement with the Employer or another Tenderer, the Tenderer must disclose such circumstances to the Employer immediately upon becoming aware of them.

7.1.28. The Employer shall determine the appropriate course of action in relation to any disclosed conflict or potential conflict of interest.

7.1.29. It shall be a condition of Contract award that the successful Tenderer complies with all applicable tax clearance requirements and statutory obligations applicable within the Republic of Ireland.

7.1.30. Tenderers may obtain information regarding their obligations concerning:

- Taxation from the Revenue Commissioners;
- Environmental protection from the Environmental Protection Agency;
- Employment protection and working conditions from the Workplace Relations Commission and associated statutory bodies; and
- Health and safety obligations from the Health and Safety Authority.

7.1.31. Tenderers shall be responsible for ensuring compliance with all applicable legislation, regulations, statutory obligations, licensing requirements, codes of practice, employment obligations, environmental requirements, tax obligations, and health and safety requirements relevant to the delivery of the services described within these documents.

7.1.32. All clarification requests, communications, and procurement submissions must be submitted in accordance with the procurement procedures and timelines set out within these documents and through the prescribed procurement portal or submission method identified by the Employer.

7.1.33. The Employer reserves the right to issue clarifications, supplementary information, revised documentation, amendments, or additional procurement information at any stage during the procurement process.

7.1.34. Tenderers shall be deemed to have taken account of all clarifications, amendments, supplementary information, and revised documentation issued by the Employer during the procurement process when preparing their tender submissions.

7.2 Procurement Procedure

7.2.1 Procurement Process

7.2.1.1. The Employer has issued a Contract Notice in respect of this procurement through the Irish public procurement portal etenders: <https://www.etenders.gov.ie/>

7.2.1.2. The purpose of this procurement is to establish a multi-contractor Framework Agreement for the delivery of responsive repairs, void works, compliance services, and associated maintenance activities across the Republic of Ireland.

7.2.1.3. These procurement documents set out:

- the procurement procedure;
- the tender requirements;
- the suitability assessment requirements;
- the award criteria;
- the evaluation methodology;



- the Framework operation arrangements;
- the tender return requirements; and
- the information required to be submitted by Tenderers.

7.2.1.4. Tenderers must submit Tender Responses fully in accordance with these Instructions and the procurement documentation.

7.2.1.5. The Employer reserves the right to reject any Tender Submission which:

- is incomplete;
- is non-compliant;
- is materially qualified;
- does not satisfy the requirements of the procurement documents; or
- is submitted after the stated tender deadline.

7.2.1.6. The Employer intends to evaluate Tender Submissions in accordance with the Most Economically Advantageous Tender (“MEAT”) methodology and evaluation criteria set out within these procurement documents.

7.2.1.7. Tender Responses must be submitted electronically through the prescribed procurement portal by no later than the date and time stated within the Contract Notice and procurement documentation.

7.2.2 Procurement Documents

7.2.2.1. The procurement documents made available to Tenderers are anticipated to include, but may not be limited to, the following:

Document	Description
Invitation to Tender (ITT)	Procurement instructions, scope, framework operation, and tender requirements
Suitability Assessment Questionnaire (SAQ)	Tenderer suitability and compliance assessment
Quality Response Schedules	Quality evaluation responses and method statements
Cost Model	Commercial and pricing submission document
Framework Agreement	Form of Framework Agreement and associated contract conditions
Specifications and Operational Requirements	Service delivery requirements and operational procedures
Pricing Schedules	Contractor pricing and commercial submissions
KPI and Performance Information	Performance management requirements
TUPE Information (if applicable)	Not applicable
Confidentiality Documentation	Confidentiality and data protection requirements
Clarifications and Addenda	Any supplementary procurement information issued during the procurement process

7.2.2.2. The Employer reserves the right to amend, supplement, clarify, or reissue procurement documents at any stage during the procurement process.

7.2.2.3. Any clarification responses, supplementary information, or procurement amendments issued by the Employer shall form part of the procurement documentation.



7.2.3 Documents Outside the Contract

7.2.3.1. Unless expressly incorporated within the executed Framework Agreement or associated Call-Off Contract documentation, the following shall not form part of any Contract:

- these Instructions;
- the Suitability Assessment Questionnaire;
- Tender submissions;
- clarification responses;
- supporting information submitted by Tenderers; and
- any other procurement information not expressly incorporated into the Contract documentation.

7.2.4 Framework Lots and Appointments

7.2.4.1. The Framework is divided into six geographical Lots as detailed elsewhere within this Invitation to Tender.

7.2.4.2. Tuath Housing intends to appoint up to four Contractors per Lot, subject to receipt of sufficient compliant and satisfactory Tender Responses.

7.2.4.3. Tenderers may submit Tender Responses for one, multiple, or all Lots.

7.2.4.4. The Employer reserves the right:

- not to award all Lots;
- to appoint fewer Contractors than anticipated;
- to amend Lot structures;
- to adjust work allocation arrangements; or
- to discontinue any part of the procurement process.

7.2.4.5. The indicative annual operational profiles, expenditure forecasts, and Framework values referenced within these procurement documents are provided for information purposes only and do not represent guaranteed levels of work or expenditure.

7.3 Communications and Clarifications

7.3.1 Communications

7.3.1.1. All communications with the Employer concerning this procurement process must be conducted exclusively through the etenders procurement portal.

7.3.1.2. Tenderers must not contact, approach, canvass, or attempt to communicate with:

- Tuath Housing staff;
- Tuath Housing residents;
- Tuath Housing consultants or advisers; or
- any other person connected with this procurement,

other than through the prescribed procurement communication process.

7.3.1.3. Any unauthorised communication or attempted communication may result in the Tenderer being excluded from the procurement process at the Employer's discretion.



7.3.1.4. All procurement information relating to this competition, including clarifications, amendments, supplementary information, and updates, will be issued through the etenders portal.

7.3.1.5. Tenderers are solely responsible for regularly monitoring the etenders portal and ensuring that they have reviewed and taken account of all procurement information issued during the procurement process.

7.3.1.6. The Employer shall not be responsible for any Tenderer failing to obtain, review, or take account of any clarification, supplementary information, or procurement amendment issued through the etenders portal.

7.3.1.7. Any verbal discussions, meetings, presentations, or informal communications relating to this procurement shall not form part of the procurement documentation and shall not be relied upon by Tenderers unless subsequently confirmed in writing through the etenders portal.

7.3.1.8. Following submission of Tender Responses, the Employer may seek clarification or supplementary information from individual Tenderers.

7.3.1.9. Any such clarification requests shall be issued through the etenders portal and Tenderers shall respond within the timescales stated by the Employer.

7.3.2 Supplemental Information

7.3.2.1. The Employer reserves the right to issue supplemental information, clarifications, revised documents, amendments, or additional procurement information through the etenders portal at any stage during the procurement process.

7.3.2.2. Supplemental information may:

- amend procurement documentation;
- add to or remove information;
- clarify procurement requirements;
- revise procurement procedures; or
- extend procurement timescales.

7.3.2.3. Any supplemental information issued by the Employer shall form part of the procurement documentation.

7.3.2.4. Supplemental information shall only form part of the Contract documentation where expressly stated by the Employer.

7.3.2.5. The Employer will not normally issue supplemental information later than the date stated within the Particulars, although the Employer reserves the right to do so where operationally or procedurally necessary.

7.3.3 Queries and Clarifications

7.3.3.1. Tenderers may raise queries or clarification requests through the query facility available within the etenders portal.

7.3.3.2. Queries should be raised as soon as reasonably practicable and, in any event, no later than the clarification deadline stated within the Particulars.



7.3.3.3. The Employer shall have no obligation to respond to queries received after the stated clarification deadline, although it reserves the right to do so at its discretion.

7.3.3.4. Where the Employer responds to a query, the response will normally be issued through the etenders portal.

7.3.3.5. If a query is clearly identified by the Tenderer as commercially confidential, the Employer shall consider whether the response can remain confidential.

7.3.3.6. Where the Employer determines that publication of the clarification response is necessary in order to ensure transparency, fairness, or equal treatment of Tenderers, the Employer may notify the Tenderer and provide the option to withdraw the query.

7.3.3.7. The Employer reserves the right to publish any information or clarification it considers necessary to ensure transparency, fairness, equal treatment, or proper conduct of the procurement process.

7.3.3.8. Clarification responses shall not form part of the Contract unless expressly stated to amend the Contract documentation.

7.3.3.9. If a Tenderer identifies any ambiguity, discrepancy, conflict, inconsistency, error, omission, or uncertainty within or between the procurement documents, the Tenderer must notify the Employer immediately through the etenders portal.

7.3.3.10. Failure by a Tenderer to raise any such matter during the procurement process shall not relieve the Tenderer from any obligation under the Framework Agreement or associated Contract documentation.

7.4 Tenderers

7.4.1 Tenderer Identity

7.4.1.1. Each Tenderer must submit its Tender Response in the full and correct legal name of the entity tendering for the Framework Agreement.

7.4.1.2. The legal entity identified within the Form of Tender must be identical to the entity identified within the Suitability Assessment Questionnaire and all associated procurement documentation.

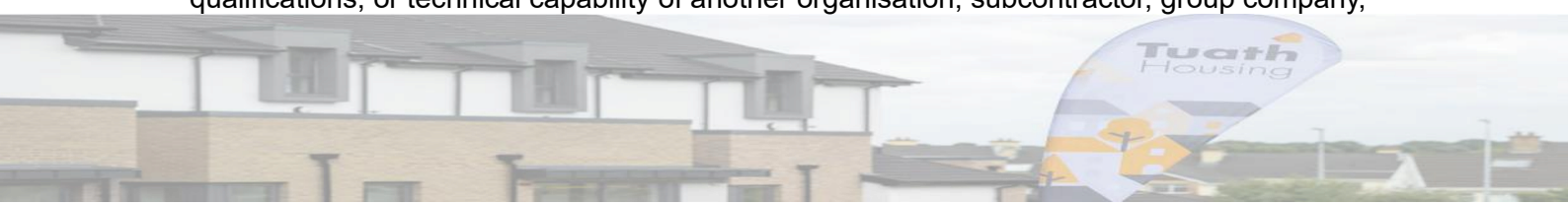
7.4.1.3. The successful Tenderer shall be the legal entity entering into the Framework Agreement and shall remain fully responsible for delivery of the services throughout the duration of the Framework.

7.4.2 Joint Ventures, Consortia and Group Structures

7.4.2.1. Where a Tender Response is submitted by a consortium, joint venture, partnership, or other group arrangement, full details of the proposed structure must be provided within the Tender Response.

7.4.2.2. The Employer reserves the right to require consortium members, joint venture parties, or associated entities to accept joint and several liability in respect of the Framework Agreement.

7.4.2.3. Where reliance is placed upon the experience, financial standing, resources, qualifications, or technical capability of another organisation, subcontractor, group company,



consortium member, or third party, the Tenderer must clearly identify this within its Tender Response.

7.4.2.4. The Employer reserves the right to seek supporting information, commitments, guarantees, or evidence in relation to any such third-party reliance arrangements.

7.4.3 Mandatory Exclusion Grounds

7.4.3.1. A Tenderer shall be excluded from the procurement process where, to the Employer's knowledge at the time of the award decision, the Tenderer has been convicted of any offence relating to:

- Participation in a criminal organisation;
- Corruption;
- Fraud;
- Bribery;
- Terrorist offences or offences linked to terrorist activities;
- Money laundering or terrorist financing;
- Child labour; or
- Trafficking in human beings.

7.4.3.2. The Employer reserves the right to request supporting evidence, declarations, certifications, or verification information in relation to mandatory exclusion grounds at any stage during the procurement process.

7.4.4 Discretionary Exclusion Grounds

7.4.4.1. The Employer reserves the right to exclude any Tenderer from the procurement process where, at the time of the award decision, the Tenderer:

- Is in breach of applicable environmental obligations;
- Is in breach of applicable social obligations;
- Is in breach of labour law obligations;
- Is bankrupt, insolvent, subject to winding-up proceedings, examinership, receivership, liquidation, administration, or any analogous procedure under applicable law;
- Has suspended business activities;
- Has committed grave professional misconduct;
- Has entered into agreements or arrangements aimed at distorting competition;
- Has any actual, potential, or perceived conflict of interest relating to this procurement;
- Has been involved in the preparation of the procurement procedure in a manner that could distort competition;
- Has demonstrated significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract or similar arrangement;
- Has been subject to contract termination, damages, performance sanctions, or equivalent measures under previous contracts;
- Has been guilty of serious misrepresentation in providing procurement information;
- Has withheld relevant information;
- Is unable to provide supporting documentation required by the procurement documents;
- Has sought to improperly influence the procurement process; or
- Has provided misleading or inaccurate information capable of materially affecting procurement decisions concerning exclusion, selection, evaluation, or award.



7.4.4.2. The Employer reserves the right to undertake financial, technical, compliance, governance, legal, and due diligence assessments in relation to Tenderers at any stage during the procurement process.

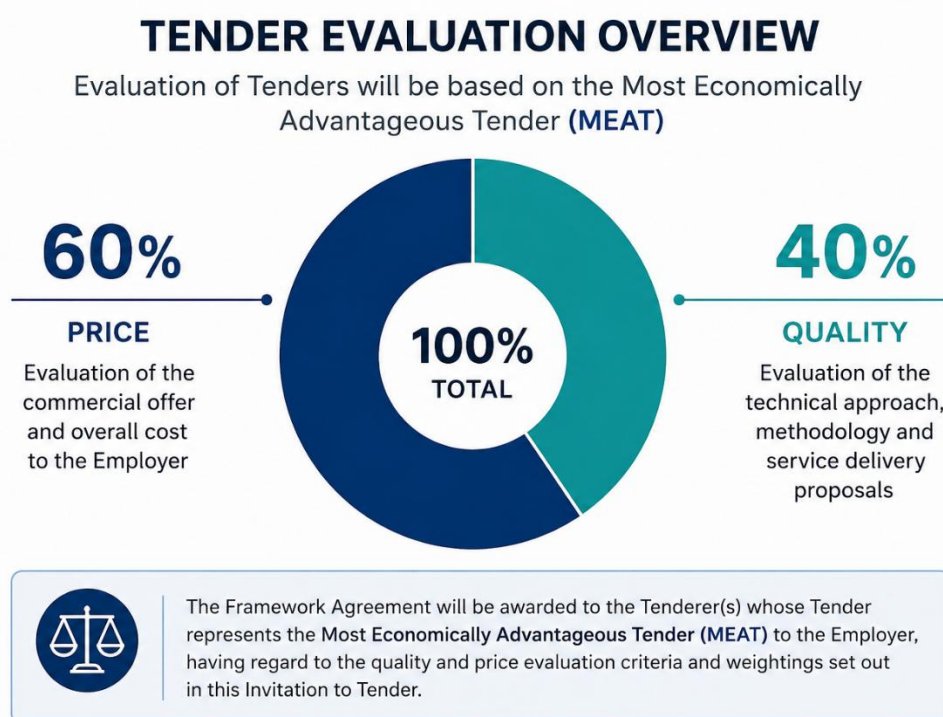
7.4.4.3. The Employer may request additional supporting information, clarification, evidence, or verification documents from Tenderers in relation to exclusion grounds, legal standing, financial standing, technical capability, or procurement compliance matters.

7.4.4.4. Failure by a Tenderer to provide requested information within the timescales specified by the Employer may result in exclusion from the procurement process.

7.5 Tender Submission Requirements and Evaluation Overview

The Employer intends to award the Framework Agreement on the basis of the Most Economically Advantageous Tender (“MEAT”) in accordance with the evaluation methodology set out within this Invitation to Tender and associated procurement documentation.

Tender Responses will be evaluated using a combined quality and price assessment model based on the following evaluation weighting:



Tenderers will be required to submit a complete Tender Response comprising the following principal elements:

Tender Requirement	Description
Suitability Assessment Questionnaire (“SAQ”)	Tenderer suitability, compliance, financial standing, technical capability, and organisational information
Quality Response Submission	Responses to quality evaluation questions, method statements, operational proposals, and service delivery information



Cost Model Submission	Fully completed pricing schedules, commercial submissions, and associated pricing information
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Tenderers should ensure that all documentation is:

-  Fully completed;
-  Submitted in the format required;
-  Submitted within the prescribed timescales;
-  Supported by all required evidence and attachments; and
-  Submitted in accordance with the procurement instructions contained within this Invitation to Tender.

Failure to submit the required information, documentation, pricing information, declarations, or supporting evidence may result in the Tender Submission being deemed non-compliant and excluded from further evaluation.

Further detail relating to each element of the Tender Submission is provided within the following sections of this Invitation to Tender.

7.6 Lot Bidding Arrangements and Tender Submission Requirements

The Framework is divided into six geographical Lots as described elsewhere within this Invitation to Tender.

Tenderers may submit Tender Responses for:

-  a single Lot;
-  multiple Lots; or
-  all Lots.

There is no restriction on the number of Lots that a Tenderer may bid for or be awarded, subject to:

-  satisfactory evaluation outcomes;
-  demonstrated operational capacity;
-  financial standing;
-  geographical coverage capability;
-  and overall ability to deliver the required services across the relevant Lots.

As part of the Tender Submission process, Tenderers shall clearly identify the Lot or Lots for which they are submitting a Tender Response.

7.6.1 Cost Model Requirements

A separate Cost Model submission must be completed and submitted for each Lot bid.

Tenderers should ensure that:

-  all pricing information is fully completed;
-  Lot-specific pricing is clearly identifiable;
-  all pricing assumptions are included where required; and
-  the Cost Model is submitted in accordance with the procurement instructions.



Failure to submit a completed Cost Model for a Lot may result in the Tenderer not being evaluated for that Lot.

7.6.2 Quality Submission Requirements

Tenderers shall only be required to submit one Quality Response submission irrespective of the number of Lots being bid for.

The Quality Response submission should therefore:

-  demonstrate the Tenderer's overall operational capability;
-  explain how services will be delivered across the proposed geographical coverage areas;
-  identify any Lot-specific operational arrangements where applicable; and
-  demonstrate sufficient operational capacity and scalability to deliver multiple Lots where relevant.

The Employer reserves the right to consider the operational capacity, management structure, geographical coverage, resource availability, and delivery capability of Tenderers when assessing the suitability of awarding multiple Lots to a single Contractor.

7.6.3 Suitability Assessment Questionnaire (SAQ)

Tenderers shall only be required to submit one completed Suitability Assessment Questionnaire ("SAQ") irrespective of the number of Lots being bid for.

The SAQ shall include:

-  Tenderer organisational information;
-  financial standing information;
-  technical capability information;
-  relevant accreditations;
-  insurance details;
-  health and safety information;
-  and confirmation of the Lot or Lots being bid for.

7.6.4 Tender Declaration and Lot Identification

The Tender Declaration will include a Lot bidding schedule/checklist requiring Tenderers to clearly identify:

-  the Lot or Lots being bid for;
-  confirmation of submission of the associated Cost Models; and
-  confirmation that the Tender Response relates to the identified Lots.

Tenderers are responsible for ensuring that all required documentation relating to each Lot bid is fully completed and submitted as part of their Tender Response.

Failure to clearly identify the Lots being bid for or failure to submit the required Lot-specific pricing information may result in the Tender Submission being deemed non-compliant for the affected Lot or Lots.



7.7 Suitability Assessment Questionnaire (SAQ)

The Suitability Assessment Questionnaire (“SAQ”) forms a key component of the Tender Submission and is intended to enable the Employer to assess the suitability, legal standing, financial standing, technical capability, professional competency, and operational capacity of Tenderers.

Tenderers are required to complete and submit the SAQ in full together with all supporting information, certifications, declarations, and documentation requested within the procurement documents.

The SAQ includes, but is not limited to, assessment of:

-  organisational information;
-  tax compliance;
-  insurance requirements;
-  health and safety competency;
-  financial standing;
-  operational resources;
-  technical capability;
-  relevant accreditations;
-  previous experience;
-  exclusion grounds;
-  and associated declarations.

7.7.1 SAQ Completion Requirements

Tenderers shall ensure that:

-  all sections of the SAQ are fully completed;
-  all questions are answered clearly and accurately;
-  all requested supporting information is included;
-  all declarations are completed and signed by an authorised representative;
-  all supporting certifications and accreditations are current and valid;
-  all financial information provided is accurate and up to date; and
-  all responses relate to the legal entity submitting the Tender Response unless otherwise stated.

Where a Tenderer intends to rely upon:

-  subcontractors;
-  consortium members;
-  group companies; or
-  other third-party organisations,

to satisfy any element of the selection requirements, full details must be provided within the SAQ together with details of the proposed arrangement.

7.7.2 Supporting Documentation

Tenderers may be required to provide supporting documentation including, but not limited to:



-  tax clearance certificates;
-  insurance certificates;
-  audited accounts;
-  health and safety policies;
-  quality management documentation;
-  environmental management documentation;
-  accreditation certificates;
-  training records;
-  licences;
-  certifications;
-  organisational structures; and
-  reference information.

The Employer reserves the right to:

-  seek clarification;
-  request additional supporting information;
-  verify information provided;
-  undertake independent due diligence checks; and
-  contact referees or third parties,

at any stage during the procurement process.

7.7.3 Compliance and Evaluation

The SAQ will primarily be assessed on a pass/fail basis in accordance with the requirements set out within the procurement documentation.

Failure to:

-  fully complete the SAQ;
-  provide requested supporting information;
-  satisfy mandatory requirements;
-  provide satisfactory evidence of competency or financial standing;
-  or complete the required declarations,

may result in the Tender Submission being deemed non-compliant and excluded from further evaluation.

7.7.4 Accuracy of Information

Tenderers are responsible for ensuring that all information provided within the SAQ is:

-  accurate;
-  complete;
-  current; and
-  not misleading.

Provision of false, misleading, materially inaccurate, or incomplete information may result in:

-  exclusion from the procurement process;



-  removal from the Framework;
-  termination of any Contract awarded; or
-  any other action deemed appropriate by the Employer.

7.7.5 Employer Rights

The Employer reserves the right to:

-  waive minor administrative omissions;
-  seek clarification in relation to Tender Responses;
-  request updated supporting information;
-  undertake further due diligence assessments; and
-  determine whether Tenderers have demonstrated sufficient technical, financial, operational, and professional capability to deliver the services described within this Invitation to Tender.

Completion of the SAQ and submission of a Tender Response does not guarantee appointment to the Framework Agreement.

7.8 Quality Assessment

The following quality questions will be used to assess the Tenderer's operational capability, service delivery approach, technical competency, resident focus, commercial understanding, and overall ability to deliver the requirements of the Framework Agreement.

Tenderers should ensure that responses:

-  are clear, concise, and relevant;
-  directly address the question being asked;
-  provide practical examples where appropriate;
-  demonstrate understanding of the operational environment;
-  and reflect the Tenderer's proposed delivery model for this Framework.

Tenderers should avoid generic or marketing-based responses and instead provide specific operational detail relevant to the delivery of responsive repairs, voids, compliance services, and associated maintenance activities within occupied residential properties.

Unless otherwise stated, Tenderers may include diagrams, organisational structures, process maps, tables, and supporting examples within their response.

7.8.1 Quality questions are based on the following themes

Quality Questions Summary	
Question Theme	
Q1	Tenant Engagement and Communication
Q2	Response Repairs Scenario
Q3	Supporting the Asset Management Strategy
Q4	IT Systems and Interfaces
Q5	Commercial Management Scenario
Q6	Resources and Local Delivery
Q7	Social Value
Q8	Compliance Programme Delivery



7.8.2 Quality Questions

Question 1 – Tenant Engagement and Communication

Please describe your approach to tenant engagement and communication in the delivery of responsive repairs, voids, and compliance-related works within occupied residential properties.

Your response should demonstrate how you:

- communicate effectively with residents before, during, and after works;
- support vulnerable residents and residents with additional needs;
- manage complaints and customer feedback;
- maintain tenant satisfaction;
- and ensure a positive customer experience throughout service delivery.

Tenderers should include relevant examples from similar contracts where appropriate.

Question 2 – Response Repairs Scenario

A tenant reports a significant escape of water affecting both their property and the adjoining dwelling at 16:45 on a Friday afternoon.

Please explain how you would manage this repair from first notification through to completion of works and communication with the affected residents.

Your response should demonstrate your operational approach to:

- emergency response;
- resource mobilisation;
- resident communication;
- escalation procedures;
- making safe;
- follow-on works;
- and performance management.

Question 3 – Supporting the Asset Management Strategy

Please explain how your delivery of responsive repairs, voids, and compliance-related works will support and enhance Tuath Housing's wider asset management objectives.

Your response should demonstrate:

- how operational delivery supports long-term asset performance;
- how asset intelligence and property condition information are captured and shared;
- how emerging stock trends and recurring failures are identified;
- and how operational delivery can contribute to future investment planning, sustainability objectives, and improved asset performance.

Tenderers should provide relevant practical examples where appropriate.

Question 4 – IT Systems and Interfaces

Please describe the IT systems, digital tools, and operational technology you will use to manage delivery of the services under this Framework Agreement.

Your response should demonstrate:

- repairs management capability;
- scheduling and mobile working functionality;
- reporting capability;
- integration capability with client systems;
- resident communication functionality;
- data security arrangements;
- and business continuity arrangements.

Tenderers should identify any recent innovations or system developments relevant to service delivery.

Question 5 – Commercial Management Scenario

During delivery of a void property, your Supervisor identifies additional works which were not included within the original scope and which materially increase the anticipated cost of the works.

Please explain how you would commercially manage this situation in accordance with the Framework requirements.

Your response should demonstrate:

- variation control;
- client communication;
- cost validation;
- auditability;
- value for money;
- and operational decision making.

Question 6 – Resources and Local Delivery

Please describe the operational and managerial resources you will commit to this Framework, including your proposed management structure, operational delivery teams, supervisory arrangements, and local presence.

Your response should demonstrate:

- how the contract will be resourced and managed;
- the experience and competency of key personnel;
- local delivery arrangements;
- scalability and resilience;
- and how your proposed structure will support service quality and operational performance.

Tenderers should identify the proposed office/depot location(s) and include an indicative organisational structure.

Question 7 – Social Value

Please describe the Social Value outcomes you will deliver through this Framework and how these will generate measurable benefits for residents, communities, and the wider local economy.

Your response should demonstrate:

- local employment and apprenticeship opportunities;
- support for local supply chains and SMEs;
- environmental and sustainability initiatives;
- resident wellbeing initiatives;
- and how Social Value commitments will be monitored and delivered throughout the Framework term.

Question 8 – Compliance Programme Delivery

Please describe your approach to delivering planned compliance programmes including Electrical Installation Condition Reports (EICRs), smoke detector replacement programmes, CO detector programmes, and associated remedial works within occupied residential properties.

Your response should demonstrate:

- programme management capability;
- resident communication and access arrangements;
- management of vulnerable residents and failed access;
- certification and compliance management;
- remediation management;
- and reporting arrangements.

Tenderers should include relevant examples of delivering similar compliance programmes where appropriate.



7.8.3 The quality evaluation component of the procurement will assess the Tenderer's ability to successfully deliver the operational, resident, commercial, compliance, and strategic requirements of the Framework Agreement.

The quality assessment has been structured to evaluate a combination of:

-  operational capability;
-  resident-focused service delivery;
-  technical competency;
-  resource capacity;
-  commercial understanding;
-  digital capability;
-  and wider social value outcomes.

Tenderers should note that greater weighting has been applied to areas considered critical to successful service delivery, including resident engagement, operational response capability, IT systems integration, and local delivery resources.

The table below sets out the quality evaluation themes together with their respective weighting and maximum marks available as part of the overall quality evaluation process.

Quality Questions	Score & Weighting	
	% (100)	Marks (40)
Tenant Engagement and Communication	20	8.0
Response Repairs Scenario	15	6.0
Supporting the Asset Management Strategy	10	4.0
IT Systems and Interfaces	15	6.0
Commercial Management Scenario	10	4.0
Resources and Local Delivery	15	6.0
Social Value	10	4.0
Compliance Programme Delivery	5	2.0

7.8.4 The tables below set out:

-  the quality question structure;
-  maximum marks available;
-  maximum permitted response lengths; and
-  the quality scoring methodology which will be applied during evaluation of Tender Responses.

Tenderers should ensure that responses are proportionate, relevant, and directly address the requirements of each question.

Whilst maximum word counts have been identified for each response, Tenderers are encouraged to focus on the quality, clarity, and relevance of their submission rather than the volume of information provided.

The quality evaluation methodology is intended to assess the extent to which Tenderers demonstrate:

-  operational credibility;
-  technical capability;



-  resident-focused service delivery;
-  commercial understanding;
-  innovation and added value;

and overall confidence in the Tenderer's ability to successfully deliver the Framework requirements.

Responses will be evaluated using the scoring matrix below, with evaluators applying professional judgement based on the quality and relevance of the information submitted.

Quality Questions Summary			
	Question Theme	Max Marks on Offer	Max Word Count
1	Tenant Engagement and Communication	8.0	2,500
2	Response Repairs Scenario	6.0	2,000
3	Supporting the Asset Management Strategy	4.0	1,500
4	IT Systems and Interfaces	6.0	2,000
5	Commercial Management Scenario	4.0	1,500
6	Resources and Local Delivery	6.0	2,500
7	Social Value	4.0	1,500
8	Compliance Programme Delivery	2.0	1,500

Score	Rank	Criteria
10	Outstanding	Fully meets and exceeds the requirement with innovation, strong evidence and demonstrable added value.
9	Excellent	Excellent response with detailed examples and clear added value.
8	Very Good	Very good response, exceeds the requirement in some areas with strong evidence.
7	Good	Good response with clear structure and relevant examples, minor gaps.
6	Satisfactory	Meets the requirement with some supporting detail and reasonable clarity.
5	Adequate	Just meets the requirement, adequate but basic with limited detail.
4	Limited	Partially meets requirement, lacks clarity or relevance in key areas.
3	Weak	Weak response, little evidence of understanding or capability.
2	Very Limited	Very limited detail, fails to meet most of the requirement.
1	Flawed	Fundamentally flawed or incoherent response.
0	Failure	No response or wholly irrelevant answer.

7.8.5 Quality Submission – Instructions for Completion

7.8.5.1. Tenderers shall ensure that all quality questions are completed in full and in the format requested within the procurement documentation.

7.8.5.2. Responses should provide sufficient detail to enable the Employer to properly assess the Tenderer's operational capability, technical competency, service delivery approach, and overall suitability for appointment to the Framework Agreement.

7.8.5.3. If a question or requirement is not applicable, Tenderers should clearly state "N/A" together with a brief explanation where appropriate.



7.8.5.4. Tenderers should ensure that responses are:

-  clear;
-  concise;
-  relevant to the question being asked;
-  logically structured; and
-  supported by practical examples where appropriate.

7.8.5.5. The Employer is seeking responses which demonstrate genuine operational understanding, practical delivery capability, and relevant experience in delivering responsive repairs, voids, compliance services, and associated maintenance works within occupied residential environments.

7.8.5.6. Tenderers should avoid generic or marketing-based submissions and should instead provide responses tailored specifically to the requirements of this Framework Agreement.

7.8.5.7. Quality responses shall be submitted in:

-  Arial font;
-  minimum font size 11;
-  single line spacing; and
-  either Microsoft Word or PDF format.

7.8.5.8. Responses should be presented on A4 sized pages unless larger formats are reasonably required for:

-  organisational structures;
-  programmes;
-  process maps;
-  flowcharts;
-  schedules;
-  diagrams; or
-  similar supporting graphics.

7.8.5.9. Responses and supporting information shall be submitted in English.

7.8.5.10. Tenderers should comply with the maximum word counts identified for each quality question.

7.8.5.11. The Employer reserves the right to disregard information exceeding the stated maximum word count where, in the opinion of the Employer, the additional information would provide an unfair evaluation advantage or materially exceeds the intended submission requirements.

7.8.5.12. Tenderers may allocate response length between questions as they consider appropriate provided individual question word count limits are not exceeded.

7.8.5.13. Unless expressly requested within the procurement documentation, Tenderers should not submit excessive supplementary material, marketing brochures, or additional documentation unrelated to the quality questions.

7.8.5.14. The Employer reserves the right to disregard supplementary information which:

-  has not been requested;



 is not directly relevant to the evaluation;
 or would result in disproportionate or unfair evaluation treatment.

7.8.5.15. The Employer may seek clarification in relation to any quality response submitted by a Tenderer.

7.8.5.16. Any clarification sought by the Employer shall not permit the submission of materially new information or substantial amendment to the original Tender Response.

7.8.5.17. The Employer reserves the right to disqualify any Tenderer where:

 information provided is materially inaccurate or misleading;
 the Tenderer no longer satisfies the procurement requirements;
 or the Tenderer fails to comply with the procurement instructions.

7.8.5.18. Where Tenderers propose consortium arrangements, subcontracting arrangements, or reliance upon third-party organisations, Tenderers shall clearly identify:

 the proposed arrangement;
 the organisation(s) involved;
 and the scope of works or services proposed to be delivered by those parties.

7.8.5.19. The lead Tenderer shall immediately notify the Employer of any material change to proposed consortium, subcontracting, or reliance arrangements during the procurement process.

7.8.5.20. The Employer reserves the right to undertake a revised assessment where any such arrangements are amended during the procurement process.

7.9 Cost Model and Commercial Submission

7.9.1 Introduction

Tuath Housing has developed a bespoke Cost Model for this procurement which has been specifically structured to support the operational delivery requirements of the Framework whilst also encouraging sustainable and commercially realistic pricing from the market.

The Cost Model has been developed recognising that the Irish responsive repairs and maintenance market is less familiar with large scale Schedule of Rates (“SOR”) based service delivery models, particularly those aligned to the National Housing Federation (“NHF”) Schedule of Rates commonly used throughout the United Kingdom social housing sector.

Within mature NHF delivery environments, contractors and clients typically operate on a “swings and roundabouts” basis whereby individual repairs may not independently recover all operational costs, however overall contract performance, repair volumes, workstream balancing, density of delivery and operational efficiencies provide sustainable commercial recovery across the contract as a whole.

Tuath Housing recognises that this style of delivery model is less established within the Republic of Ireland and that Contractors may therefore perceive increased commercial risk where traditional NHF-only pricing mechanisms are used in isolation.



Accordingly, the Cost Model has been intentionally structured as a hybrid commercial model designed to:

-  provide greater pricing certainty to Tenderers;
-  improve commercial transparency;
-  reduce disproportionate risk pricing;
-  support sustainable contract delivery;
-  retain flexibility across a diverse repairs and voids environment;
-  and maintain value for money for Tuath Housing and its residents.

The Cost Model therefore combines:

-  pre-priced high frequency repairs;
-  quoted works procedures;
-  emergency and urgent response uplifts;
-  minimum job value provisions;
-  Void rates;
-  and planned compliance pricing schedules.

Tenderers are expected to carefully review the Cost Model in full and ensure that all submitted pricing reflects a full understanding of the operational delivery requirements of the Framework.

7.9.2 Cost Model Structure

The Cost Model has been separated into a series of individual tabs and pricing mechanisms which collectively form the commercial basis of the Framework.

The pricing hierarchy has been structured broadly as follows:

Pricing Hierarchy	Description
1st	Most Frequent Repairs & Void Repair Rates
2nd	Quoted Works
3rd	Emergency/Urgent Repair Uplifts
4th	Minimum Job Value
5th	Planned Compliance Works

The Cost Model also includes indicative operational and statistical information to support Tenderers in understanding the anticipated scale, profile and composition of the Framework.

Tenderers are reminded that all statistics and forecasts are indicative only and do not constitute guaranteed workload volumes.

7.9.3 Indicative Operational and Cost Profile

The table below provides an indicative summary of the anticipated operational profile, workload composition and estimated annual expenditure across each Lot based on:

-  current stock volumes;
-  historic operational trends;
-  anticipated service demand;



-  and Tuath Housing's current understanding of portfolio requirements.
-  The information is provided to support Tenderers in:
-  understanding the likely service profile;
-  assessing operational scale and delivery requirements;
-  pricing the Cost Model appropriately;
-  and developing sustainable commercial submissions.

Cost Model Indicative Data and Statistics						
Lot	1	2	3	4	5	6
Region	D North	D South	SE & Mid	NE & Mid	SW	W & NW
Stock	5,496	2,106	2,288	2,238	2,143	515
Response Repairs	12,770	4,675	5,811	6,458	4,623	1,074
Repair Ratio	2.32	2.22	2.54	2.89	2.16	2.09
Total Budget*	8,463,000	3,236,000	3,516,000	3,440,000	3,294,000	791,000
Repairs Budget	6,385,000	2,337,500	2,818,335	2,776,940	2,380,845	569,220
Average Repair Cost	500	500	485	430	515	530
Voids	164	71	77	76	72	18
Voids Budget	1,968,000	852,000	654,500	608,000	864,000	216,000
Average Void Cost	12,000	12,000	8,500	8,000	12,000	12,000
ECIRs	186	71	77	76	72	18
Average ECIR Cost	325	325	325	325	325	325
ECIR Budget	60,450	23,075	25,025	24,700	23,400	5,850
Detectors	186	71	77	76	72	18
Average Cost per Property	280	280	280	280	280	280
Detector Budget	52,080	19,880	21,560	21,280	20,160	5,040

*Budget values include estimated contractor delivery costs, operational overheads, preliminaries and associated service delivery costs

The information provided is indicative only and does not constitute any guarantee of workload volumes, expenditure levels or work allocation during the Framework term.

Tenderers shall be deemed to have satisfied themselves as to the adequacy and sufficiency of the information provided for the purposes of submitting their Tender.

7.9.4 Cost Model Completion Requirements

Tenderers shall complete the Cost Model strictly in accordance with the instructions contained within the pricing document.

For the avoidance of doubt:

-  only yellow input cells require completion by Tenderers;
-  all yellow cells must be completed;
-  all pricing shall be submitted in Euro (€) excluding VAT;
-  black tabs are informational only and do not require input;
-  red tabs contain pricing schedules requiring completion.

Tenderers shall ensure that all pricing submitted:



-  includes all labour;
-  plant;
-  materials;
-  subcontractor costs;
-  travel;
-  supervision;
-  overheads;
-  administration;
-  preliminaries;
-  profit;
-  and all other costs associated with delivering the services in accordance with the Framework requirements.

Failure to complete all required pricing cells may result in the Tender being deemed non-compliant.

7.9.5 Cost Model Tabs and Pricing Mechanisms

The Cost Model contains the following principal pricing schedules:

Tab Reference	Description
BD1	Bidder Declaration
CM001	Most Frequent Repairs
CM001A	Renewable Repairs
CM002	Quoted Works
CM003	Emergency/Urgent Repair Uplifts and Minimum Job Value
CM004	Void Rates
CM005	Planned Compliance Works
CMS1	Pricing Summary
CMR1	Pricing Rules
DS1	Statistical Information
CMW1	Pricing Evaluation Weightings

Detailed instructions relating to each tab are contained within the Cost Model document itself and shall form part of the Tender requirements.

7.9.6 Most Frequent Repairs (CM001) & Renewable Repairs (CM001A)

The “Most Frequent Repairs” section has been developed using:

-  historic repairs intelligence;
-  anticipated repair demand profiles;
-  stock characteristics;
-  and Tuath Housing’s operational knowledge.

This section identifies the repairs anticipated to occur most frequently during delivery of the Framework and allows Tenderers to directly price those activities on a unit rate basis.



The objective of this approach is to:

-  improve pricing certainty;
-  reduce over-reliance on broad percentage uplifts;
-  improve commercial transparency;
-  and provide a more balanced commercial model for both Parties.

Tenderers shall insert a unit rate against every pricing line within CM001 and CM001A.

7.9.8 Quoted Works (CM002)

Quoted Works shall apply where:

-  no appropriate pricing mechanism exists within CM001 or CM001A;
-  specialist works are required;
-  or the works are unusual in nature.

Quoted Works shall operate on an open-book basis and may require full supporting evidence including:

-  subcontractor quotations;
-  supplier invoices;
-  labour breakdowns;
-  plant costs;
-  and supporting commercial information.

Tuath Housing reserves the right to audit any Quoted Works submissions during the Framework term.

7.9.9 Minimum Job Value and Emergency/Urgent Uplifts (CM003)

Recognising the geographic spread of the stock portfolio and the operational costs associated with delivering low-value reactive repairs, the Framework includes provision for:

-  emergency and urgent repair uplifts;
-  and a Minimum Job Value (“MJV”).

The MJV mechanism is intended to support commercially viable delivery of isolated low-value repairs where operational costs may otherwise be disproportionate to the underlying repair value.

Tenderers shall insert their proposed MJV within CM003.

7.9.10 Void Rates

The “Void Rates” section has been developed using:



-  historic void repairs intelligence;
-  anticipated void repair demand profiles;
-  stock characteristics;
-  and Tuath Housing's operational knowledge.

This section identifies the void repairs anticipated to occur most frequently during delivery of the Framework and allows Tenderers to directly price those activities on a unit rate basis.

The objective of this approach is to:

-  improve pricing certainty;
-  reduce over-reliance on broad percentage uplifts;
-  improve commercial transparency;
-  and provide a more balanced commercial model for both Parties.

Tenderers shall insert a unit rate against every pricing line within CM004.

7.9.11 Planned Compliance Pricing

CM009 includes pricing schedules associated with planned compliance activities including:

-  EICRs;
-  smoke detector programmes;
-  heat detector programmes;
-  carbon monoxide detector programmes;
-  and associated minor remedial works.

Tenderers shall provide fully inclusive rates for all identified compliance activities.

7.9.12 Completion of Entire Lot Pricing

Tenderers are required to fully complete all pricing schedules relating to each Lot they are bidding for regardless of:

-  their preferred work allocation percentage;
-  anticipated delivery volumes;
-  or intended operational scale.

For example, where a Tenderer indicates within the Tender Declaration that its preferred work allocation profile is limited to 8% of the Lot workload, the Tenderer must nevertheless complete the entire Cost Model for that Lot.

This requirement is necessary to:

-  ensure full commercial comparability;
-  maintain operational flexibility;
-  allow future re-ranking and workload adjustment;
-  and support continuity of service delivery throughout the Framework term.

Tenderers are reminded that workload allocation profiles may vary during the Framework term in accordance with:

-  performance outcomes;



-  KPI achievement;
-  operational capacity;
-  resident satisfaction;
-  and Framework management decisions.

7.9.13 Commercial Administration and Operational Delivery

The detailed commercial administration methodology for the Framework shall be jointly developed and formalised during the mobilisation period following Contract Award.

This shall include agreement of:

-  repairs ordering procedures;
-  job categorisation;
-  emergency escalation procedures;
-  variation approval thresholds;
-  quoted works procedures;
-  invoice validation;
-  open-book audit arrangements;
-  cost challenge procedures;
-  pre-authorisation requirements;
-  commercial reporting;
-  payment procedures;
-  and KPI-linked commercial management arrangements.

Tuath Housing intends to work collaboratively with Framework Appointees during mobilisation to establish clear, practical and auditable commercial procedures capable of supporting efficient operational delivery throughout the Framework term.

The commercial administration arrangements established during mobilisation shall thereafter form part of the operational governance arrangements for the Framework.

7.9.14 Future Commercial Model Development

Tuath Housing reserves the right, at its sole discretion and following appropriate consultation with Framework Appointees, to review, refine, amend or further develop the commercial delivery and cost recovery mechanisms operating under the Framework during the Framework term.

This may include the introduction of alternative commercial methodologies where Tuath Housing considers such approaches would:

-  improve operational efficiency;
-  enhance commercial transparency;
-  improve value for money;
-  support collaborative delivery;
-  or better align the commercial arrangements with the evolving operational requirements of the service.



For the avoidance of doubt, Tuath Housing may, at its discretion, elect to introduce or trial more collaborative or “open-book” commercial arrangements for specific workstreams, Lots, projects or service categories during the Framework term.

Such arrangements may include:

-  open-book cost recovery;
-  target cost mechanisms;
-  agreed schedule build-ups;
-  collaborative pricing arrangements;
-  pain/gain share principles;
-  or other commercially transparent delivery models.

Any such changes shall:

-  be subject to agreement between the Parties where required;
-  comply with applicable public procurement regulations;
-  and be formally documented through the appropriate contractual and governance procedures.

Tuath Housing considers that the development of collaborative commercial approaches may provide opportunities to:

-  improve long-term value for money;
-  support innovation;
-  improve cost certainty;
-  strengthen supply chain relationships;
-  and promote sustainable service delivery throughout the Framework term.



7.10 Tender Submission Requirements

7.10.1 Tender Submission

7.10.1.1. Tender Responses must be submitted electronically via the eTenders portal no later than the date and time stated in the Particulars or any revised date subsequently notified by the Employer.

7.10.1.2. Tenderers are solely responsible for ensuring that their Tender Response is successfully uploaded and submitted in advance of the submission deadline.

7.10.1.3. The Employer accepts no responsibility for:

-  technical issues;
-  upload failures;
-  file corruption;
-  internet connectivity issues;
-  or any other issue preventing successful submission of a Tender Response.

7.10.1.4. Tenderers are strongly advised to allow sufficient time for upload and submission of documentation in advance of the submission deadline.

7.10.1.5. Tenderers should ensure that:

-  all requested documents are uploaded;
-  all Lot-specific Cost Models are included;
-  all declarations are completed;
-  all files are clearly identifiable;
-  and all submissions are complete prior to final submission.

7.10.1.6. Tenderers should retain electronic confirmation of successful submission via the eTenders portal.

7.10.1.7. Tender Responses submitted after the stated deadline may not be considered.

7.10.1.8. Time shall be interpreted in accordance with Irish Standard Time legislation.

7.10.2 Tender Documents

7.10.2.1. Tenderers shall submit all documentation identified within this Invitation to Tender, including:

-  Suitability Assessment Questionnaire ("SAQ");
-  Quality Response submission;
-  completed Cost Model(s);
-  Form of Tender & Tender Declaration
-  declarations;
-  and any other documentation expressly required by the procurement documents.

7.10.2.2. Tenderers are responsible for ensuring that the most recent versions of procurement documents issued through eTenders are used when preparing their Tender Response.



7.10.2.3. The Employer reserves the right to reject any Tender Response which is materially incomplete, qualified, or non-compliant.

7.10.3 Format and Presentation

7.10.3.1. Tender Responses shall be submitted in the format specified within this Invitation to Tender.

7.10.3.2. Where signatures are required, electronic signatures or scanned signed documents shall be acceptable unless otherwise stated.

7.10.3.3. Tenderers shall not amend, alter, qualify, or modify the procurement documentation except where expressly permitted by the Employer.

7.10.3.4. The Employer reserves the right to disregard unauthorised amendments, qualifications, qualifications by caveat, exclusions, or conditional submissions.

7.10.4 Language and Currency

7.10.4.1. All Tender Responses and supporting documentation shall be submitted in English.

7.10.4.2. Any supporting documentation originally produced in another language shall be accompanied by an accurate English translation.

7.10.4.3. All pricing information shall be stated in Euro (€) unless otherwise expressly stated within the procurement documents.

7.10.5 Rejection, Qualification and Canvassing

7.10.5.1. The Employer reserves the right to reject any Tender Response where the Tenderer:

-  submits a materially incomplete or non-compliant Tender Response;
-  submits a qualified or conditional Tender Response;
-  engages in collusive behaviour or anti-competitive conduct;
-  attempts to improperly influence the procurement process;
-  directly or indirectly canvasses or seeks to influence any member, employee, adviser, or representative of the Employer concerning the procurement;
-  provides false, misleading, or materially inaccurate information;
-  fails to comply with the procurement instructions;
-  causes the Employer to breach any statutory or regulatory obligation;
-  submits an abnormally low Tender which cannot be satisfactorily justified; or
-  otherwise acts in a manner inconsistent with fair and transparent procurement practice.

7.10.5.2. Tenderers shall not communicate with any Tuath Housing resident, employee, board member, contractor, consultant, or adviser regarding this procurement other than through the formal procurement clarification process unless expressly authorised by the Employer.

7.10.5.3. Tender Responses shall not include unsolicited marketing material, alternative commercial models, qualifications, or variant proposals unless expressly permitted by the Employer.



7.10.5.4. Variant Tender submissions shall not be permitted unless expressly stated otherwise within the procurement documentation.

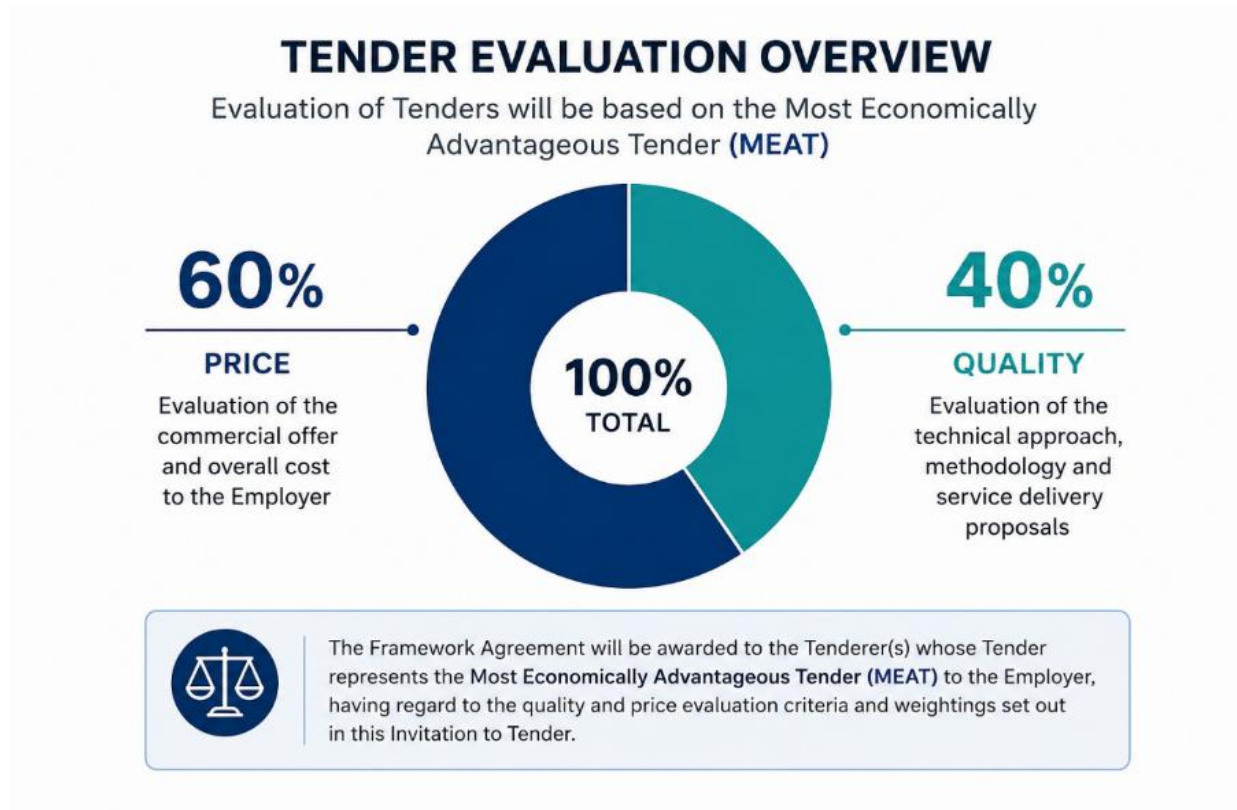
8.0 Assessment of Tenders

8.1 Overview of Evaluation Process

Tender Responses will be assessed in accordance with the procurement process and evaluation methodology set out within this Invitation to Tender.

The Employer intends to award the Framework Agreement on the basis of the Most Economically Advantageous Tender ("MEAT"), taking account of both quality and price.

The overall evaluation weighting shall be:



The evaluation process will generally comprise the following stages:



TENDER EVALUATION PROCESS – OVERVIEW OF STAGES

Tenders will be assessed in accordance with the process and methodology set out in this Invitation to Tender.



The Employer reserves the right to clarify Tenders, request further information, and reject any Tender in accordance with the Procurement Rules and this ITT.



All evaluations will be undertaken fairly, transparently and in accordance with the stated methodology.

8.2 Stage 1 – Tender Compliance Review

Tender Responses will initially be reviewed to confirm that the submission has been received by the stated deadline and includes all required documents, declarations, forms, quality responses, SAQ information, and Lot-specific Cost Model submissions.

The Employer reserves the right to reject any Tender Response which is materially incomplete, non-compliant, qualified, or not submitted in accordance with the requirements of this Invitation to Tender.



8.3 Stage 2 – Suitability Assessment Questionnaire Assessment

The SAQ will be assessed by Tuath Housing and/or its appointed advisers.

The SAQ will generally be assessed on a pass/fail basis and will consider, amongst other things:

-  legal standing;
-  tax compliance;
-  insurance requirements;
-  financial standing;
-  technical capability;
-  health and safety competency;
-  accreditations;
-  relevant experience;
-  operational capacity; and
-  declarations relating to mandatory and discretionary exclusion grounds.

Only Tenderers who pass the SAQ assessment will proceed to the scored quality and price evaluation stages.

The Employer reserves the right to seek clarification, request supporting evidence, verify information, contact referees, and undertake due diligence checks as part of the SAQ assessment.

8.4 Stage 3 – Quality Evaluation

Quality submissions will be evaluated against the quality questions, weightings, word limits, and scoring criteria set out in Section 7.8 of this Invitation to Tender.

The quality assessment will account for 40% of the overall MEAT score.

The quality evaluation panel is anticipated to include:

-  Nick Sheward – Director of Property Services;
-  Stephen Willoughby – Head of Property Services;
-  Eoin Woods – Responsive Repairs Manager; and
-  any other Tuath Housing staff, representatives, or advisers deemed appropriate by the Employer.

Each evaluator will independently review and score the quality submissions in accordance with the published scoring matrix.

Following independent scoring, a moderation session will be undertaken. The moderation session will be chaired by Tuath Housing's appointed advisers and will be used to review evaluator scoring, confirm scoring rationale, ensure consistency of approach, and agree the final moderated quality scores.

The highest moderated quality score achieved within each Lot will receive the maximum quality marks available for that Lot.

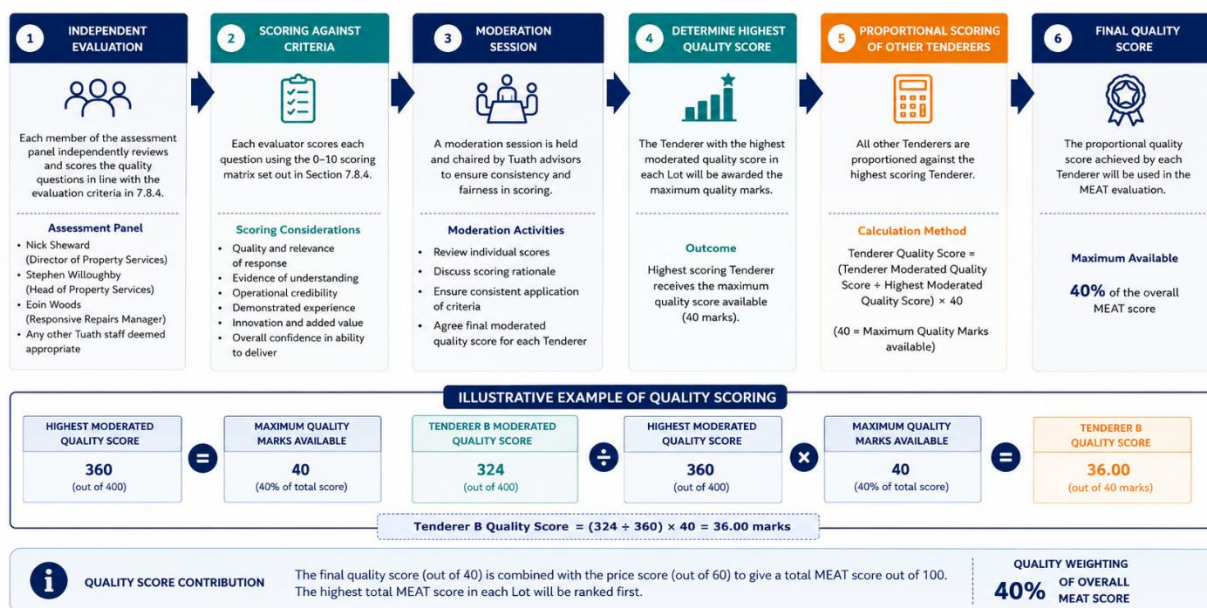
All other Tenderers will receive a proportionate quality score calculated by reference to the highest moderated quality score, using the following formula:



Tenderer Quality Score = (Tenderer Moderated Quality Score ÷ Highest Moderated Quality Score) × 40

QUALITY QUESTIONS ASSESSMENT MODEL

Quality submissions will be assessed in accordance with the evaluation criteria in Section 7.8.4.



8.5 Stage 4 – Price Evaluation

The price evaluation will be undertaken using the completed Cost Model submitted by Tenderers for each Lot.

The commercial assessment shall account for 60% of the overall MEAT evaluation score.

The Cost Model has been intentionally structured using a weighted category-based commercial evaluation methodology in order to:

- reflect the operational priorities of the Framework;
- align evaluation scoring with anticipated expenditure profiles;
- reduce the risk of disproportionate pricing distortion;
- and assess overall value for money across the full range of service delivery activities.

The commercial evaluation methodology therefore recognises that certain workstreams and pricing mechanisms are anticipated to have greater operational frequency, value and strategic importance throughout the Framework term.

Accordingly, the commercial evaluation shall be weighted across the principal service delivery categories as follows:

Cost Model Category	ITT Weighting
Responsive Repairs	42.00%
Voids	15.00%
Planned Compliance	3.00%
Total Commercial Weighting	60.00%



Within each principal category, additional sub-weightings have been applied to reflect the relative importance of individual pricing mechanisms contained within the Cost Model.

The detailed commercial weighting structure is contained within Document CMW1 and includes weighting allocations for:

-  Most Frequent Repairs;
-  Renewable Repairs
-  Quoted Works;
-  Emergency/Urgent Repair Uplifts;
-  Minimum Job Value;
-  Void Repairs
-  and Planned Compliance pricing.

Each weighted pricing category shall be evaluated independently.

Within each evaluated pricing category:

-  the lowest compliant Tender submission shall receive the maximum available weighting allocation for that category;
-  and all other Tenderers shall receive a proportionate score relative to the lowest compliant Tender within that category.

The proportional scoring methodology shall be calculated as follows:

Category Score = (Lowest Compliant Tender Price ÷ Tenderer Tender Price) × Available Category Weighting

The weighted category scores shall then be aggregated to produce the Tenderer's final commercial score out of 60 for the applicable Lot.

The Employer reserves the right to:

-  review;
-  validate;
-  clarify;
-  and interrogate

any aspect of the commercial submissions including:

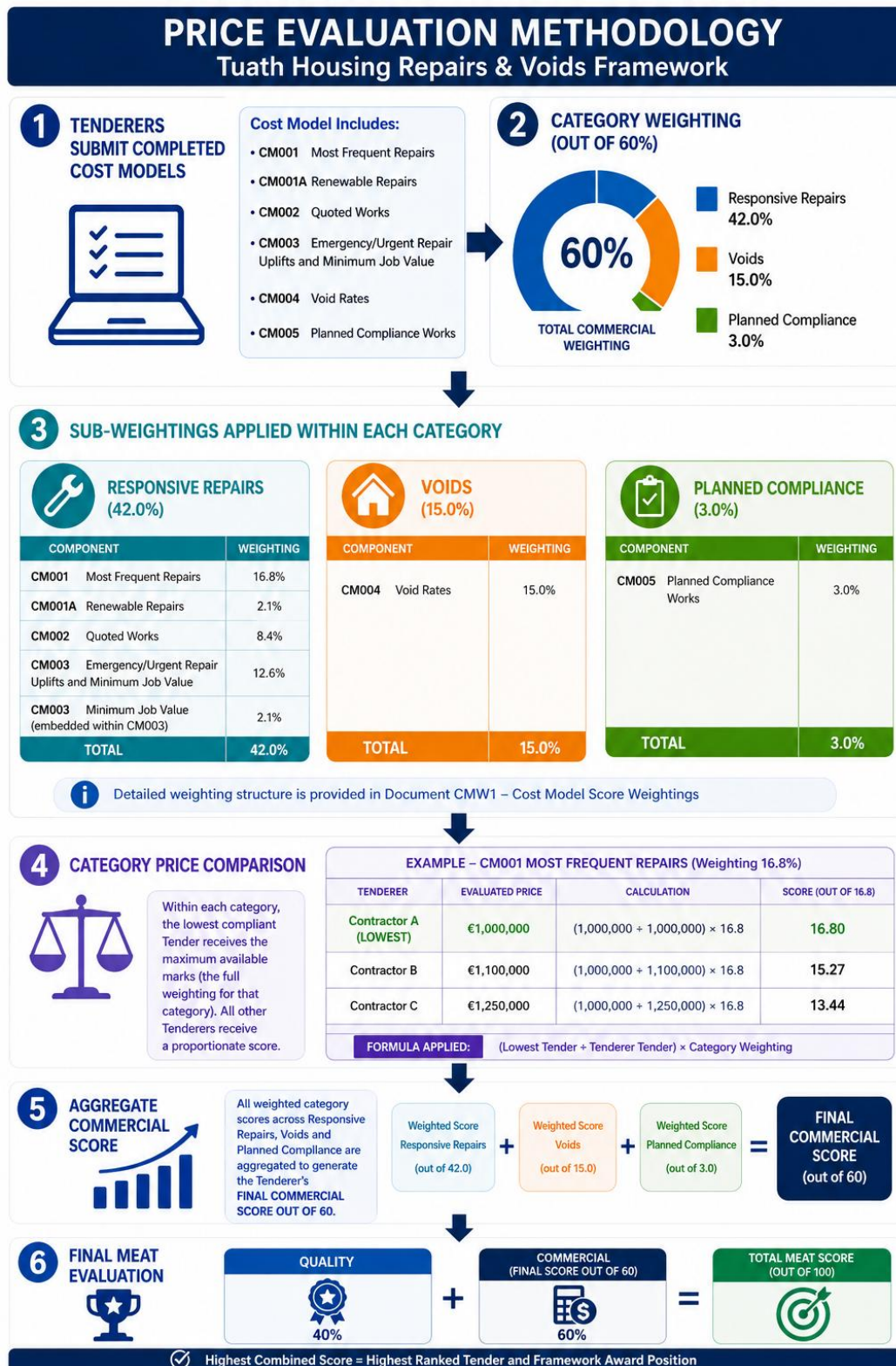
-  arithmetic accuracy;
-  pricing assumptions;
-  uplift methodologies;
-  minimum job values;
-  quoted works percentages;
-  pricing consistency;
-  and overall commercial sustainability.

Tenderers are reminded that the commercial evaluation methodology is intended to assess overall value for money and sustainable service delivery capability across the anticipated



operational profile of the Framework rather than isolated individual pricing elements considered independently.

The detailed commercial weighting methodology is included within Document CMW1 of the Cost Model for transparency purposes and to assist Tenderers in understanding the relative commercial significance of each pricing category and subcategory.



8.6 Abnormally Low Tenders

The Employer reserves the right to investigate any Tender which appears to be abnormally low in relation to the works and services to be delivered.

In determining whether a Tender may be abnormally low, the Employer may consider:

-  the Tender price compared with other submissions;
-  the Tender price compared with the Employer's budget or market expectations;
-  the realism of labour, materials, supervision, overhead, and supply chain assumptions;
-  the Tenderer's proposed resourcing model;
-  the deliverability of the quality submission at the tendered price;
-  compliance with employment, health and safety, environmental, and statutory obligations; and
-  any other factor relevant to assessing whether the Tender is sustainable and deliverable.

Where the Employer considers that a Tender may be abnormally low, it may require the Tenderer to provide written explanations, supporting evidence, pricing build-ups, resource assumptions, labour rate information, supply chain evidence, or other clarification.

The Employer may reject a Tender where, following clarification, it is not satisfied that the Tenderer can deliver the Framework requirements at the submitted price, or where the Tenderer fails to provide satisfactory explanation within the required timescale.

8.7 Stage 5 – Combined MEAT Score and Ranking

Following completion of the quality and price evaluations, the final MEAT score for each Tenderer will be calculated as follows:

Final MEAT Score = Quality Score + Price Score

Tenderers will then be ranked within each Lot in descending order of final MEAT score.

The highest scoring Tenderer in each Lot will be ranked first, the second highest scoring Tenderer will be ranked second, and so on.

8.8 Framework Award and Initial Work Allocation

The Employer intends to appoint up to four Contractors per Lot, subject to receipt of sufficient compliant Tender Responses and satisfactory evaluation outcomes.

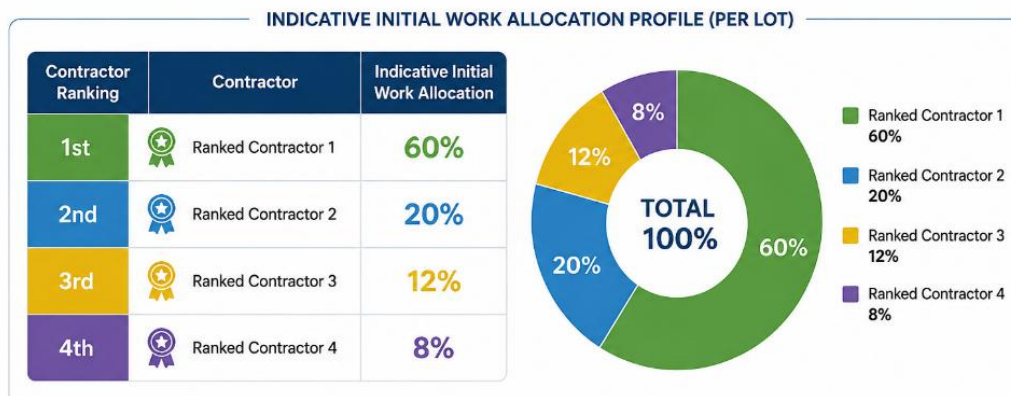
Following completion of the evaluation process, Contractors appointed to the Framework will be allocated an initial indicative work allocation profile based on their ranking position within each Lot.

The indicative initial allocation profile is anticipated to be:



Initial Work Allocation

Following the mobilisation period, work within each Lot will be allocated to Contractors in accordance with their ranking achieved through the tender evaluation.



Please Note

The above allocation profile is indicative only and represents operational targets. Tuath Housing reserves the right to allocate work in such proportions as it considers appropriate having regard to operational requirements, contractor capacity, service performance, resident needs and overall service delivery.

The above allocations are indicative only and do not constitute a guarantee of work, minimum spend, exclusivity, or order volume.

The Employer reserves the right to appoint fewer than four Contractors within any Lot and to adjust the initial allocation profile where fewer compliant Tenderers are appointed.

The Employer also reserves the right to amend work allocation arrangements having regard to:

- operational requirements;
- mobilisation performance;
- contractor capacity;
- geographical coverage;
- financial standing;
- technical capability;
- resident service requirements;
- and overall Framework performance.

Future work allocation may be adjusted in accordance with contractor performance, KPI outcomes, resident satisfaction, operational delivery, and the annual Framework review process described elsewhere within this Invitation to Tender.

9.0 Award Process

9.1 Notification of Award Decision

9.1.1. Following completion of the evaluation process, the Employer will notify Tenderers of the outcome of the procurement process as soon as reasonably practicable.



9.1.2. Notification to successful Tenderers shall generally be issued in the form of a Letter to Successful Tenderer and notification to unsuccessful Tenderers shall generally be issued in the form of a Letter to Unsuccessful Tenderer.

9.1.3. The Employer reserves the right to issue notifications electronically through the eTenders portal or by other electronic means.

9.1.4. The Letter to Successful Tenderer shall not constitute:

-  acceptance of the Tender;
-  formation of a Contract;
-  formation of a Framework Agreement;
-  or any legally binding commitment by the Employer.

9.1.5. A legally binding contractual relationship shall only arise following formal execution of the Framework Agreement and/or issue of the formal contract documentation by the Employer.

9.1.6. The Employer reserves the right not to proceed to Contract award or Framework appointment at any stage of the procurement process.

9.2 Successful Tenderer Requirements

9.2.1. The Employer may require successful Tenderers to provide further information, clarification, verification, or supporting documentation prior to Framework appointment or contract execution.

9.2.2. This may include, but shall not be limited to:

-  evidence of insurance cover;
-  updated Tax Clearance information;
-  financial information;
-  evidence of accreditations or certifications;
-  confirmation of operational resources;
-  evidence of licences or statutory competency;
-  health and safety documentation;
-  safeguarding information;
-  and any other documentation reasonably required by the Employer.

9.2.3. The Employer reserves the right to undertake further due diligence assessments prior to award.

9.2.4. Where a successful Tenderer fails to provide requested information within the timescales required by the Employer, the Employer reserves the right to:

-  withdraw the proposed award;
-  proceed to the next ranked Tenderer;
-  seek further clarification;
-  extend the timescale for submission; or
-  take any other action deemed appropriate by the Employer.



9.3 Framework Appointment and Contract Formation

9.3.1. The Employer intends to appoint up to four Contractors per Lot, subject to:

-  satisfactory evaluation outcomes;
-  satisfactory due diligence;
-  and the Employer being satisfied as to the Tenderer's operational and financial capability.

9.3.2. The Employer reserves the right to:

-  appoint fewer than four Contractors per Lot;
-  not appoint any Contractor within a Lot;
-  amend Lot arrangements;
-  or otherwise amend the procurement outcome,

where considered necessary by the Employer.

9.3.3. Any clarification, commitment, or agreement arising during the procurement process and accepted by the Employer may be incorporated into the Framework Agreement and associated contract documentation.

9.3.4. The Employer may issue formal Framework appointment documentation at any time during the Tender validity period.

9.4 Standstill and Contract Finalisation

9.4.1. The Employer reserves the right to observe any applicable standstill period in accordance with relevant procurement legislation and good procurement practice.

9.4.2. Following completion of the procurement process and any applicable standstill requirements, the Employer will make arrangements for execution of the Framework Agreement and associated contract documentation.

9.4.3. Successful Tenderers shall cooperate fully with the Employer in relation to:

-  contract finalisation;
-  mobilisation planning;
-  implementation arrangements;
-  systems integration;
-  and operational commencement activities.

9.5 No Guarantee of Work

9.5.1. Appointment to the Framework Agreement shall not guarantee:

-  any minimum volume of work;
-  any minimum spend;
-  exclusivity;
-  or allocation of any particular value of works or services.

9.5.2. All work allocation under the Framework shall remain subject to:

-  operational requirements;



-  performance management arrangements;
-  contractor capacity;
-  and the Framework allocation methodology described elsewhere within this Invitation to Tender.

10.0 Form of Contract and Framework Arrangements

10.1 Form of Contract

The Employer intends to utilise the standard Government Construction Contracts Committee Public Works Contract (“GCCC PWC”) as the basis of the contractual arrangements associated with this Framework Agreement.

The applicable form of contract and associated contractual documentation will be issued as part of the procurement documentation and shall apply to works and services awarded under the Framework.

Tenderers shall be deemed to have:

-  examined the proposed contractual documentation;
-  satisfied themselves as to the contractual obligations;
-  and accepted the form of contract and associated contractual arrangements,

unless expressly stated otherwise within the procurement process.

Tenderers should note that:

-  no material qualifications to the proposed form of contract will be accepted;
-  the Employer reserves the right to reject qualified or conditional Tender Responses;
-  and appointment to the Framework Agreement shall be subject to execution of the required contractual documentation.

The Framework is intended to support the delivery of:

-  responsive repairs;
-  void property works;
-  Electrical Installation Condition Reports (EICRs);
-  detector replacement programmes;
-  compliance-related works; and
-  associated maintenance services,

across the Tuath Housing portfolio within the Republic of Ireland.

10.2 Framework Agreement Principles

10.2.1 Regulatory Compliance

This Framework Agreement is being established in accordance with:

-  the European Union (Award of Public Authority Contracts) Regulations 2016;
-  applicable Irish public procurement legislation;
-  and relevant guidance issued by the Office of Government Procurement (“OGP”).



10.2.2 Lot Structure

The Framework has been divided into geographical Lots in accordance with the procurement strategy described within this Invitation to Tender.

Tenderers may bid for one, multiple, or all Lots.

10.2.3 Framework Operation and Call-Off Arrangements

The Framework Agreement is intended to operate as a multi-contractor framework arrangement.

Work may be allocated:

-  directly in accordance with the Framework allocation methodology;
-  through operational allocation procedures;
-  or by such other mechanism as described within the procurement documentation.

The Employer reserves the right to adjust operational delivery arrangements throughout the Framework term.

10.2.4 Duration and Performance Review

The Framework Agreement shall operate for an initial period of three years with the option to extend for up to two additional twelve-month periods, subject to satisfactory performance and operational requirements.

Contractor performance will be subject to ongoing monitoring and periodic review, including assessment against:

-  Key Performance Indicators (“KPIs”);
-  resident satisfaction;
-  operational performance;
-  compliance performance;
-  and commercial management.

The Employer reserves the right to:

-  adjust work allocation profiles;
-  amend contractor rankings;
-  reduce work allocation;
-  suspend allocations;
-  or remove Contractors from the Framework,

where operational performance is considered unsatisfactory.

10.2.5 Transparency and Equal Treatment

The Employer shall administer the Framework in accordance with the principles of:

-  transparency;
-  equal treatment;
-  proportionality;
-  and non-discrimination.



10.2.6 Variations and Modifications

Any modification to the Framework Agreement or associated contractual arrangements shall only be permitted where:

-  provided for within the procurement documentation;
-  agreed in writing by the Employer;
-  or otherwise permitted under applicable procurement legislation, including Regulation 72 of the European Union (Award of Public Authority Contracts) Regulations 2016.

10.2.7 Audit and Performance Management

The Employer reserves the right to:

-  monitor Contractor performance;
-  undertake audits;
-  review operational records;
-  assess KPI performance;
-  review resident satisfaction outcomes;
-  and require corrective or remedial action where necessary.

Persistent poor performance or material breach may result in:

-  reduction of work allocation;
-  suspension from the Framework;
-  removal from the Framework;
-  or contract termination.

10.2.8 Pricing Arrangements

The commercial arrangements associated with this Framework shall operate in accordance with the Cost Model and associated pricing documentation issued as part of this procurement.

Tenderers shall submit pricing in accordance with the procurement instructions and pricing methodology set out within the Cost Model.

10.2.9 Social Value and Community Benefit

Framework Appointees shall support delivery of measurable social value outcomes aligned to Tuath Housing's strategic objectives and community priorities.

Social value delivery may be monitored and reviewed throughout the Framework term.

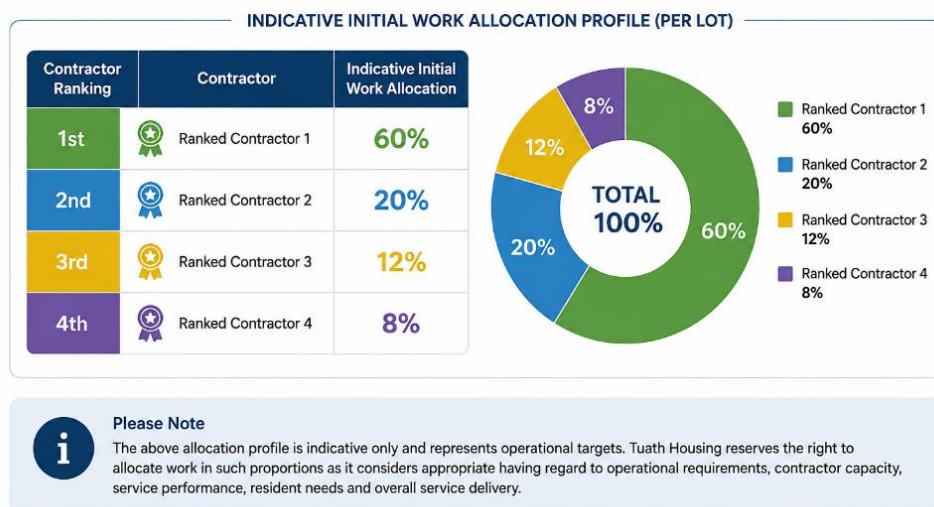
10.2.10 Framework Allocation and Re-Ranking

Initial work allocation within each Lot is anticipated to operate broadly in accordance with the following indicative allocation profile:



Initial Work Allocation

Following the mobilisation period, work within each Lot will be allocated to Contractors in accordance with their ranking achieved through the tender evaluation.



The above allocations are indicative only and do not represent guaranteed workloads or minimum spend commitments.

The Employer reserves the right to amend work allocation profiles and contractor rankings throughout the Framework term having regard to:

- operational performance;
- KPI outcomes;
- resident satisfaction;
- contractor capacity;
- mobilisation performance;
- compliance;
- and operational requirements.

11.0 Performance Management and Framework Governance

11.1 Overview

Tuath Housing intends to actively manage the performance of Contractors appointed to the Framework Agreement in order to:

- maintain high standards of service delivery;
- support positive resident outcomes;
- ensure value for money;
- maintain statutory compliance;
- and drive continuous service improvement throughout the Framework term.

Framework performance management arrangements will be proportionate to the nature, scale, and operational complexity of the services being delivered and will apply across:

- responsive repairs;
- void property works;



-  compliance-related services;
-  Electrical Installation Condition Reports (“EICRs”);
-  detector replacement programmes;
-  and associated maintenance activities.

The performance management approach is intended to encourage:

-  collaborative working;
-  transparency;
-  operational accountability;
-  resident-focused service delivery;
-  and continuous improvement.

11.2 Key Performance Indicators (“KPIs”)

Contractor performance will be monitored against a suite of operational and customer-focused Key Performance Indicators (“KPIs”).

The KPI suite may include assessment of:

-  emergency response performance;
-  appointment keeping;
-  repair completion times;
-  right first-time performance;
-  resident satisfaction;
-  complaint levels;
-  quality assurance outcomes;
-  void turnaround performance;
-  compliance completion rates;
-  contractor responsiveness;
-  reporting compliance;
-  and health and safety performance.

The Employer reserves the right to:

-  amend KPI measures;
-  introduce additional KPI requirements;
-  revise targets;
-  and adjust performance monitoring arrangements,

throughout the Framework term where operationally necessary.

11.3 Performance Monitoring

Contractors shall be expected to:

-  maintain accurate operational records;
-  provide management information;
-  support audit and inspection activity;
-  attend performance meetings;



 and cooperate fully with the Employer's contract management arrangements.

Performance monitoring may include:

-  monthly KPI reporting;
-  operational performance reviews;
-  quality inspections;
-  resident satisfaction surveys;
-  audit reviews;
-  commercial reviews;
-  and compliance monitoring.

The Employer reserves the right to undertake announced or unannounced audits and inspections relating to service delivery under the Framework.

11.4 Resident Satisfaction and Customer Experience

Tuath Housing places significant importance on resident experience and customer satisfaction.

Contractors shall be expected to:

-  communicate professionally with residents;
-  support vulnerable residents appropriately;
-  minimise disruption during works;
-  resolve complaints proactively;
-  and maintain high standards of customer care throughout service delivery.

Resident satisfaction outcomes may form part of the ongoing KPI and performance review arrangements.

The Employer reserves the right to:

-  undertake independent customer satisfaction surveys;
-  review complaint trends;
-  monitor resident feedback;
-  and require service improvement measures where standards fall below expected levels.

11.5 Performance Review Meetings

Regular performance review meetings shall be held between Tuath Housing and Framework Contractors.

Such meetings may include:

-  operational performance reviews;
-  KPI assessment;
-  resident satisfaction outcomes;
-  commercial performance;
-  compliance performance;
-  health and safety performance;
-  resource reviews;



-  mobilisation reviews;
-  and continuous improvement discussions.

The frequency and format of meetings may vary depending on:

-  workload;
-  operational performance;
-  contract activity;
-  and the nature of the services being delivered.

11.6 Reporting Requirements

Contractors shall be required to provide operational and management reporting information throughout the Framework term.

Reporting requirements may include:

-  KPI performance information;
-  repair completion information;
-  void performance information;
-  compliance certification;
-  financial information;
-  resident satisfaction data;
-  health and safety information;
-  and operational activity reporting.

The Employer reserves the right to amend reporting requirements throughout the Framework term in line with operational and organisational requirements.

11.7 Corrective Action and Service Improvement

Where Contractor performance falls below the standards required by the Framework Agreement, the Employer reserves the right to require corrective action and service improvement measures.

This may include:

-  performance improvement plans;
-  enhanced monitoring arrangements;
-  increased reporting requirements;
-  escalation meetings;
-  management intervention;
-  reduction of work allocation;
-  or temporary suspension of new work allocation.

Contractors shall cooperate fully with any service improvement measures required by the Employer.

11.8 Work Allocation Review and Re-Ranking

Initial work allocation within each Lot shall be based upon the Framework ranking and allocation methodology described elsewhere within this Invitation to Tender.



However, work allocation may be reviewed and adjusted throughout the Framework term based on:

-  KPI performance;
-  resident satisfaction;
-  quality assurance outcomes;
-  responsiveness;
-  operational capacity;
-  compliance performance;
-  commercial performance;
-  mobilisation effectiveness;
-  and overall service delivery.

The Employer reserves the right to:

-  increase or reduce work allocation;
-  amend Contractor rankings;
-  temporarily suspend allocation;
-  or reallocate work between Contractors within a Lot,

where considered necessary to protect service delivery, resident outcomes, compliance, or operational performance.

The Framework allocation methodology is intended to encourage continuous improvement and high-quality service delivery throughout the Framework term.

11.9 Persistent Poor Performance

Where a Contractor demonstrates persistent poor performance, repeated KPI failure, material breach of contract, or failure to deliver the required service standards, the Employer reserves the right to:

-  issue formal performance notices;
-  require remedial action;
-  suspend work allocation;
-  remove the Contractor from a Lot;
-  or terminate the Contractor's appointment from the Framework Agreement.

The Employer reserves the right to take any action considered necessary to protect residents, operational delivery, statutory compliance, and service continuity.

12.0 Data Protection and Information Security Requirements

12.1 Overview

Tenderers should note that, in delivering services under this Framework Agreement, Contractors may have access to personal data, sensitive operational information, resident information, property information, and other confidential data relating to Tuath Housing, its residents, employees, contractors, and stakeholders.

Accordingly, Tuath Housing places significant importance on:



-  data protection compliance;
-  cyber security;
-  information governance;
-  and secure data management arrangements.

Tenderers shall demonstrate appropriate technical and organisational measures to ensure compliance with applicable data protection legislation and information security requirements.

12.2 Data Protection Compliance

Contractors appointed to the Framework shall comply with:

-  the General Data Protection Regulation (“GDPR”);
-  the Data Protection Acts;
-  and all other applicable data protection and privacy legislation.

Tenderers shall demonstrate that they maintain an appropriate Data Protection compliance programme including:

-  information governance arrangements;
-  technical security controls;
-  organisational security measures;
-  staff awareness and training;
-  data breach management procedures;
-  and secure handling of personal data.

12.3 Information Security Requirements

Tenderers shall demonstrate appropriate technical and organisational security measures including, where applicable:

-  multi-factor authentication (“MFA”);
-  access controls;
-  secure mobile working arrangements;
-  password management controls;
-  secure data transfer arrangements;
-  device management controls;
-  cyber security arrangements;
-  and business continuity arrangements.

Tenderers are encouraged to provide details of any relevant certifications including:

-  ISO 27001;
-  Cyber Essentials;
-  or equivalent information security accreditations.

12.4 Data Processing and Sub-Processors

Tenderers shall identify any proposed sub-processors, third-party hosting providers, cloud service providers, or external organisations involved in processing data associated with the Framework.



Tenderers shall provide details of:

-  processing arrangements;
-  data storage locations;
-  any non-EEA processing activities;
-  and measures in place to ensure compliance with applicable data protection legislation.

Successful Contractors shall be required to:

-  enter into a Data Processing Agreement with Tuath Housing;
-  comply with Tuath Housing data protection policies;
-  and cooperate fully with Tuath Housing's governance requirements.

12.5 Data Breach and Incident Management

Tenderers shall maintain an appropriate Data Breach and Incident Management Policy.

Successful Contractors shall:

-  notify Tuath Housing immediately upon becoming aware of any actual or suspected personal data breach;
-  and in any event no later than 24 hours following identification of the breach.

Contractors may be required to provide:

-  breach reports;
-  containment actions;
-  impact assessments;
-  remediation measures;
-  and evidence of corrective action.

12.6 Artificial Intelligence and Automated Processing

Tenderers shall not utilise:

-  artificial intelligence systems;
-  automated profiling systems;
-  automated decision-making systems;
-  or any system involving automated processing of Tuath Housing data,

without prior written approval from Tuath Housing.

Tenderers should note that any proposed AI-related processing activities may require completion of a Data Protection Impact Assessment ("DPIA") and approval by Tuath Housing's Data Protection Officer.

The use of manipulative user interface techniques or "dark patterns" in systems associated with the Framework shall not be permitted.

12.7 Audit and Compliance Monitoring

Tuath Housing reserves the right to:



-  audit Contractor compliance arrangements;
-  review information security arrangements;
-  request evidence of compliance;
-  receive audit reports;
-  and require corrective action where necessary.

Contractors shall cooperate fully with any audit or compliance review activity.

Failure to maintain satisfactory compliance standards may result in:

-  corrective action requirements;
-  increased monitoring;
-  suspension of access to systems or data;
-  reduction in work allocation;
-  or removal from the Framework.

12.8 Data Retention and Contract End Requirements

Successful Contractors shall maintain appropriate data retention arrangements and shall not:

-  retain personal data longer than necessary;
-  archive data indefinitely for business convenience;
-  or retain Tuath Housing data beyond the agreed retention period.

At the end of the Framework Agreement or any associated contract, Contractors shall:

-  securely return Tuath Housing data in a structured and commonly used format;
-  securely delete residual data;
-  and provide evidence of deletion where requested by Tuath Housing.

12.9 SAQ and Tender Submission Requirements

Tenderers shall provide information within the SAQ and Tender Submission relating to:

-  data protection governance;
-  information security arrangements;
-  cyber security measures;
-  staff training arrangements;
-  incident management procedures;
-  sub-processor arrangements;
-  data retention policies;
-  and relevant certifications.

The Employer reserves the right to seek additional information, clarification, evidence, or supporting documentation relating to data protection and information security compliance at any stage during the procurement process.



13.0 Tender Timetable

The Employer intends to undertake the procurement process broadly in accordance with the timetable set out below.

Tenderers should note that the dates provided are indicative only and may be amended at the discretion of the Employer.

The Employer reserves the right to:

-  amend the procurement timetable;
-  extend time periods;
-  introduce additional clarification stages;
-  undertake interviews or presentations;
-  or otherwise amend the procurement process, where considered necessary.

Key Stage	Indicative Date
Finalisation of Tender Documentation and Internal Approval	Friday 5 th June 2026
Publication of Contract Notice / eTenders Issue	Friday 5 th June 2026
Issue of Invitation to Tender Documentation	Friday 5 th June 2026
Meet the Buyer Event / Tender Briefing Session	Week Commencing 15 th June 2026
Deadline for Clarification Questions	Friday 24 th July 2026
Final Clarification Responses Issued	Friday 31 st July 2026
Deadline for Submission of Tenders	Friday 14 th August 2026
Compliance Review and SAQ Assessment	Week Commencing 17 th August 2026
Quality and Commercial Evaluation	Aug-26
Moderation Sessions / Clarifications / Interviews (if required)	Sep-26
Identification of Preferred Tenderers	Friday 18 th September 2026
Internal Governance / Board Approvals	Sep-26
Issue of Intention to Award Notifications	Friday 25 th September 2026
Mandatory Standstill Period	Oct-26
Finalisation of Framework Agreement Documentation	Oct-26
Contract Award / Framework Appointment	Friday 16 th October 2026
Publication of Contract Award Notice	Oct-26
Mobilisation Period	October to November 2026
Anticipated Framework Commencement Date	Tuesday 1 st December 2026

Tenderers should ensure that sufficient resource is available throughout the procurement period to:

-  respond to clarification requests;
-  attend meetings or interviews if required;
-  participate in mobilisation activities;
-  and support implementation planning.

The Employer reserves the right to undertake additional clarification, verification, due diligence, moderation, interview, presentation, or mobilisation activities where considered necessary as part of the procurement and Framework appointment process.



13.1 Tender Briefing Session

Tuath Housing intends to hold a Tender Briefing Session during the procurement period to provide Tenderers with an overview of:

-  the Framework structure;
-  the scope of services;
-  the Lot arrangements;
-  operational expectations;
-  the procurement process;
-  the evaluation methodology;
-  and the anticipated mobilisation and contract management arrangements.

The Tender Briefing Session is anticipated to be undertaken remotely via Microsoft Teams.

The session will also provide Tenderers with the opportunity to:

-  seek clarification in relation to the procurement documentation;
-  better understand the operational and strategic objectives of the Framework;
-  and raise questions relating to the Tender process.

Further details regarding:

-  date;
-  time;
-  attendance arrangements;
-  and Microsoft Teams access information,

will be issued via the eTenders portal.

Tenderers should note that:

-  attendance may be limited to a reasonable number of representatives per organisation;
-  the Employer may issue presentation materials or supplementary information following the session;
-  and any clarification or information intended to amend or supplement the procurement documentation will be formally issued via the eTenders portal.

The Employer reserves the right to:

-  record the session;
-  publish responses to questions raised;
-  and make information available to all Tenderers in the interests of transparency and equal treatment.

13.2 Tender Interviews and Clarification Meetings

Following submission of Tender Responses, the Employer reserves the right to invite Tenderers to attend clarification meetings, interviews, presentations, or operational discussions as part of the procurement process.

Any such meetings are intended to:



-  clarify aspects of the Tender Response;
-  explore operational delivery proposals;
-  discuss mobilisation arrangements;
-  review systems and reporting capability;
-  confirm resource availability;
-  and provide the Employer with additional assurance regarding the Tenderer's proposed service delivery model.

Tenderers should note that any interview or clarification meeting will not form a separately scored element of the evaluation process unless expressly stated otherwise by the Employer.

However, information provided during clarification meetings or interviews may be taken into account during moderation and final evaluation where:

-  clarification is required in relation to the submitted Tender Response;
-  inconsistencies are identified;
-  contradictory information is provided;
-  or the information provided materially alters the Employer's understanding of the Tender submission.

Where statements made during interviews or clarification meetings materially conflict with the submitted quality response, the Employer reserves the right to:

-  seek further clarification;
-  adjust moderated evaluation scores where appropriate;
-  disregard unsupported statements;
-  or otherwise evaluate the Tender Response based on the information considered most credible and reliable.

The Employer reserves the right to:

-  invite all Tenderers or selected Tenderers to interview;
-  request presentations or demonstrations;
-  undertake operational discussions;
-  or dispense with interviews entirely,

at its sole discretion.

Tenderers shall ensure that representatives attending any interview or clarification meeting are suitably knowledgeable regarding:

-  operational delivery;
-  mobilisation;
-  contract management;
-  commercial management;
-  systems capability;
-  and resident service delivery arrangements relevant to the Framework.



14.0 Tender Return Checklist

Tenderers shall ensure that all required documentation is fully completed and submitted as part of their Tender Response.

The Tender Return Checklist is intended to assist Tenderers in confirming that all mandatory procurement documentation has been included within the submission.

Tenderers should note that:

-  failure to submit required documentation;
-  submission of incomplete documentation;
-  omission of Lot-specific Cost Models;
-  failure to complete declarations;
-  or submission of materially incomplete Tender Responses,

may result in the Tender Response being deemed non-compliant and excluded from further evaluation.

Tenderers are responsible for ensuring that:

-  all documents are completed in full;
-  all declarations are signed where required;
-  all pricing documentation is submitted for each Lot being bid for;
-  and all submissions are uploaded via the eTenders portal prior to the submission deadline.

Unless otherwise stated, the following documents are required as part of the Tender Response.

Ref	Tender Return Requirement	Submission Requirement
1	Suitability Assessment Questionnaire ("SAQ")	One completed submission regardless of the number of Lots being bid for
2	Form of Tender	One completed and signed submission
3	Quality Question Responses	One submission responding to all eight quality questions detailed within Section 7.8
4	Cost Model - Lot 1	Required only where bidding for Lot 1
5	Cost Model - Lot 2	Required only where bidding for Lot 2
6	Cost Model - Lot 3	Required only where bidding for Lot 3
7	Cost Model - Lot 4	Required only where bidding for Lot 4
8	Cost Model - Lot 5	Required only where bidding for Lot 5
9	Cost Model - Lot 6	Required only where bidding for Lot 6
10	Non-Collusion Declaration	Completed and signed declaration
11	Conflict of Interest Declaration	Completed and signed declaration
12	Tender Declaration	One completed and signed submission
13	Supporting Documentation	As requested within the SAQ and procurement documentation

Tenderers are strongly advised to review their submission carefully prior to final upload to ensure that:



-  all required information has been provided;
-  all Lot submissions are complete;
-  all attachments are legible;
-  and all documentation reflects the final intended Tender Response.

The Employer reserves the right to:

-  seek clarification in relation to submitted documentation;
-  request confirmation of information provided;
-  and determine whether any omission or irregularity is material in nature.

However, Tenderers should not rely upon the Employer seeking clarification and should ensure that their Tender Response is complete at the point of submission.

15.0 TUPE and Employee Transfer

Tuath Housing has considered the nature, structure, and operational delivery arrangements associated with the existing responsive repairs and maintenance arrangements currently in place across the portfolio.

Having regard to:

-  the fragmented nature of the existing service delivery arrangements;
-  the significant number of existing service providers currently engaged;
-  the absence of a single organised grouping of employees principally dedicated to the services;
-  the geographical and operational diversity of the current arrangements;
-  and the materially different operational structure proposed under this Framework Agreement,

Tuath Housing's current position is that the Transfer of Undertakings Regulations ("TUPE") are not anticipated to apply to this procurement process or the subsequent Framework arrangements.

Accordingly, no employee liability information is being provided as part of this procurement.

Tenderers should:

-  satisfy themselves as to the applicability or otherwise of TUPE;
-  undertake their own independent assessment;
-  obtain their own professional advice where necessary;
-  and make their own assumptions regarding labour resources, mobilisation, and operational delivery arrangements.

Tenderers shall be deemed to have:

-  undertaken their own due diligence;
-  considered all relevant employment-related obligations;
-  and allowed for all associated risks, liabilities, and costs within their Tender submission.

Tuath Housing:



-  provides no warranty or representation regarding the applicability or non-applicability of TUPE;
-  accepts no liability arising from any TUPE-related claim or employment-related liability;
-  and reserves the right to revise its position should material information become available during the procurement or mobilisation process.

Tenderers should note that the proposed Framework structure is intended to establish new operational delivery arrangements and a new multi-contractor service delivery model across the Tuath Housing portfolio.

16.0 Schedule of Appendices

The following appendices form part of the procurement documentation and should be read in conjunction with this Invitation to Tender.

Tenderers are responsible for reviewing all appendices and supporting documentation prior to submission of their Tender Response.

The appendices include:

-  procurement documents;
-  pricing documentation;
-  operational information;
-  historic performance information;
-  contractual documentation;
-  and supporting technical information relevant to the Framework Agreement.

Tenderers shall be deemed to have:

-  examined the appendices;
-  satisfied themselves as to the information provided;
-  and taken account of the appendices in preparation of their Tender Response.

The Employer reserves the right to:

-  amend;
-  clarify;
-  supplement;
-  or replace appendices,

through the formal procurement clarification process.

Appendix	Description
Appendix 1	Master Stock Asset Sheet
Appendix 2	Suitability Assessment Questionnaire ("SAQ")
Appendix 3	Lot 1 Cost Model - Dublin North
Appendix 4	Lot 2 Cost Model - Dublin South
Appendix 5	Lot 3 Cost Model - South East & Midlands
Appendix 6	Lot 4 Cost Model - North East & Midlands
Appendix 7	Lot 5 Cost Model - South West



Appendix 8	Lot 6 Cost Model - West & North West
Appendix 9	Government Construction Contracts Committee Public Works Contract (“GCCC PWC”)
Appendix 10	Framework Agreement
Appendix 11	Form of Tender
Appendix 12	Non-Collusion Declaration
Appendix 13	Conflict of Interest Declaration
Appendix 14	Specification and Works Requirements
Appendix 15	Anonymised Historic Responsive Repairs Data - 2025
Appendix 16	Anonymised Historic Voids Data - 2025
Appendix 17	Indicative KPI Schedule
Appendix 18	Framework Lot Boundary Maps
Appendix 19	Tender Declaration
Appendix 20	Schedule of Heat Pump Models

Tenderers should note that historic operational information has been provided for indicative and informational purposes only.

The Employer provides no guarantee regarding future workload volumes, work allocation, operational demand, property growth, or future service requirements under the Framework Agreement.

17.0 IT Systems, Integration and Digital Working

Tuath Housing is currently undertaking a wider organisational IT and digital transformation programme which is anticipated to include enhancements to operational systems, reporting capability, asset management functionality, and repairs management processes.

Accordingly, Contractors appointed to the Framework shall be expected to:

-  work collaboratively with Tuath Housing;
-  support system integration activities;
-  participate in digital implementation processes;
-  and maintain sufficient flexibility to support evolving operational and technology requirements throughout the Framework term.

The Employer anticipates that the future operating model will place significant emphasis on:

-  digital repairs management;
-  mobile working;
-  real-time operational reporting;
-  compliance tracking;
-  resident communication;
-  contractor performance management;
-  and data-driven asset management.

Framework Contractors shall therefore be expected to demonstrate:

-  strong IT capability;
-  operational systems maturity;
-  reporting functionality;



 and willingness to integrate with Tuath Housing systems and operational processes.

This may include:

-  integration with repairs management systems;
-  mobile workforce integration;
-  use of electronic ordering systems;
-  electronic certification and compliance reporting;
-  secure data exchange;
-  API or interface capability;
-  and participation in digital workflow processes.

Contractors shall cooperate fully with Tuath Housing and its appointed advisers in relation to:

-  systems implementation;
-  data migration activities;
-  testing and onboarding;
-  reporting development;
-  operational integration;
-  and process alignment activities.

The Employer reserves the right to:

-  amend digital working requirements;
-  introduce new systems or reporting requirements;
-  require integration with future operational platforms;
-  and revise operational processes associated with digital transformation initiatives,

throughout the duration of the Framework Agreement.

Tenderers should therefore ensure that proposed operational systems and delivery models are sufficiently scalable, adaptable, and capable of supporting future technological and operational developments.

The Employer recognises that certain aspects of the future IT operating model may continue to evolve during the mobilisation and early operational phases of the Framework and Contractors shall be expected to adopt a collaborative and flexible approach to implementation and continuous improvement.

18.0 Mobilisation and Service Commencement

18.1 Overview

Following Framework appointment, Tuath Housing intends to undertake a structured mobilisation period with all appointed Contractors prior to commencement of live service delivery.

The mobilisation period is intended to:

-  support operational readiness;
-  establish effective communication and governance arrangements;
-  implement operational procedures;



-  finalise systems integration;
-  and ensure a safe, controlled, and effective commencement of service delivery across all Lots.

Contractors shall cooperate fully with Tuath Housing and its appointed advisers throughout the mobilisation process.

18.2 Mobilisation Requirements

Successful Contractors shall be expected to participate in mobilisation activities which may include:

-  mobilisation meetings and workshops;
-  implementation planning;
-  systems integration and testing;
-  reporting setup;
-  emergency escalation planning;
-  operational process alignment;
-  resident communication planning;
-  compliance verification;
-  supply chain confirmation;
-  and operational readiness reviews.

Contractors shall ensure that sufficient operational, supervisory, managerial, commercial, and IT resources are available throughout the mobilisation period.

18.3 Mobilisation Plan

The Employer may require each appointed Contractor to prepare and maintain a Mobilisation Plan setting out how the Contractor intends to safely and effectively implement the services.

The Mobilisation Plan may include:

-  mobilisation programme and key milestones;
-  staffing arrangements;
-  operational structure;
-  contact arrangements;
-  escalation procedures;
-  IT integration arrangements;
-  reporting arrangements;
-  supply chain mobilisation;
-  health and safety arrangements;
-  emergency response arrangements;
-  and business continuity arrangements.

The Employer reserves the right to review and comment upon any Mobilisation Plan submitted by a Contractor.

18.4 Systems Integration and Digital Working



Contractors shall cooperate fully with Tuath Housing in relation to:

-  operational systems integration;
-  testing activities;
-  reporting development;
-  data exchange arrangements;
-  mobile working implementation;
-  and digital workflow development.

Contractors shall support the implementation of any operational or reporting systems required by Tuath Housing as part of the wider IT transformation programme described elsewhere within this Invitation to Tender.

18.5 Governance and Operational Meetings

During mobilisation, the Employer may establish:

-  mobilisation governance meetings;
-  operational working groups;
-  IT implementation meetings;
-  commercial meetings;
-  and resident communication planning sessions.

Contractors shall ensure that suitably empowered representatives attend all required mobilisation meetings.

18.6 Training and Operational Readiness

Contractors may be required to:

-  attend operational training sessions;
-  participate in process workshops;
-  review operational procedures;
-  and complete readiness assessments prior to service commencement.

This may include training relating to:

-  resident engagement;
-  safeguarding;
-  compliance procedures;
-  systems usage;
-  data protection;
-  reporting requirements;
-  and emergency response arrangements.

18.7 Soft Landing and Initial Operational Period

Tuath Housing reserves the right to implement an enhanced monitoring and support period during the initial commencement phase of the Framework.

This may include:



-  increased reporting requirements;
-  enhanced operational meetings;
-  increased quality inspections;
-  additional performance monitoring;
-  and closer operational oversight during the early stages of delivery.

The purpose of the initial operational period is to:

-  support service stability;
-  identify operational issues early;
-  establish effective working relationships;
-  and ensure a positive resident experience from commencement of service delivery.

18.8 Failure to Mobilise

The Employer reserves the right to take appropriate action where a Contractor fails to demonstrate satisfactory mobilisation progress or operational readiness.

This may include:

-  delaying operational commencement;
-  reducing work allocation;
-  reallocating work to alternative Contractors;
-  enhanced monitoring arrangements;
-  or removal from the Framework,

where the Employer considers that mobilisation risks may adversely affect operational delivery, resident service, statutory compliance, or business continuity.

19 Inflation and Commercial Review

The Tendered Rates and Prices submitted within the Cost Model shall remain fixed for an initial period of twelve (12) months from the Framework Commencement Date unless otherwise agreed by Tuath Housing.

Following the initial twelve (12) month period, Tuath Housing reserves the right, acting reasonably and entirely at its discretion, to undertake periodic reviews of the commercial arrangements and pricing mechanisms operating under the Framework Agreement.

Any review may consider factors including but not limited to:

-  Harmonised Index of Consumer Prices (HCIP) data published by the Central Statistics Office (CSO);
-  labour market conditions;
-  statutory employment cost increases;
-  material and supply chain cost movements;
-  fuel and transportation impacts;
-  and wider market conditions.

Framework Contractors may submit a written request for commercial review supported by appropriate evidence and justification. Tuath Housing shall not be obliged to approve any adjustment.



Any agreed amendments to rates or pricing mechanisms:

-  shall be subject to continued value for money;
-  satisfactory contractor performance;
-  budget availability;
-  and compliance with applicable Irish and EU public procurement legislation.

For the avoidance of doubt, there shall be no automatic entitlement to annual inflationary uplifts, indexation, or price adjustment under the Framework Agreement.

20 Renewable Technologies and Heat Pump Competency Requirements

Tenderers should note that Tuath Housing operates and maintains a growing portfolio of renewable heating and ventilation technologies across its housing stock, including a range of air source heat pumps, exhaust air heat pumps, MVHR systems, solar PV systems and associated controls and components.

Appendix 20 provides a schedule of known heat pump and renewable technology systems currently installed within the housing portfolio. The schedule is provided for information purposes to assist Tenderers in understanding the likely equipment profile and competency requirements associated with the Framework.

It is essential that any appointed Contractor has the technical capability, appropriately trained operatives, manufacturer awareness and operational capacity necessary to inspect, diagnose, service, maintain and repair the installed systems without adversely affecting manufacturer warranties, product guarantees, system certifications or statutory compliance obligations.

Tenderers shall ensure that:

-  all works are undertaken by suitably qualified, trained and competent operatives;
-  operatives hold all relevant certifications, registrations and accreditations applicable to the systems being worked upon;
-  repairs, servicing and replacement works are completed in accordance with manufacturer recommendations, industry best practice and applicable Irish and EU regulations;
-  only compatible, approved or manufacturer-compliant components and replacement parts are utilised;
-  all commissioning, testing and recommissioning activities are completed in accordance with manufacturer requirements;
-  any software, controls or system parameter adjustments are undertaken only by appropriately competent personnel;
-  warranty conditions are preserved wherever applicable; and
-  full servicing, testing and commissioning records are provided to Tuath Housing upon completion of works.

Tenderers should clearly detail within their tender submission:

-  their experience in delivering renewable technology repairs and maintenance;
-  relevant manufacturer training and certifications;



-  FGAS and other specialist accreditations where applicable;
-  access to specialist supply chains and technical support;
-  arrangements for specialist subcontractors where utilised; and
-  their approach to maintaining manufacturer warranties and system compliance.

The Employer reserves the right to request evidence of qualifications, manufacturer approvals, training certifications, accreditations or competency records at any stage during the procurement process or Framework term.

21 Definitions and Interpretation

21.1 Introduction

Unless otherwise stated within this Invitation to Tender (“ITT”), the following words and expressions shall have the meanings set out below.

The definitions contained within this section shall apply throughout the procurement documentation, Framework Agreement, and associated tender documents unless the context otherwise requires.

21.2 Definitions

Term	Definition
AHB	Approved Housing Body operating within the Republic of Ireland.
Annual Review	The periodic performance assessment undertaken by Tuath Housing in relation to Contractor performance, KPI achievement, operational delivery, and Framework management.
Appointment	The formal appointment of a Tenderer to the Framework Agreement.
Call-Off Works	Individual work orders, projects, repairs, void works, compliance activities, or associated services issued under the Framework Agreement.
Clarification	Any supplementary information, explanation, amendment, or response issued during the procurement process.
Compliance Works	Statutory or planned compliance-related activities including but not limited to EICRs, detector replacement programmes, certification works, and associated remedial works.
Contract	The legally binding agreement entered into between Tuath Housing and the successful Contractor following award.
Contractor	Any Tenderer appointed to the Framework Agreement.
Cost Model	The pricing document and commercial submission template issued as part of this procurement.



Term	Definition
Customer / Resident	Any tenant, resident, occupier, leaseholder, licensee, or authorised occupant of a Tuath Housing property.
EICR	Electrical Installation Condition Report.
Employer	Tuath Housing Association CLG and/or its authorised representatives, consultants, or advisers.
Emergency Repairs	Repairs requiring immediate attendance to remove or reduce risk to health, safety, security, or property.
eTenders	The Irish national public procurement portal located at www.etenders.gov.ie
Framework Agreement	The multi-contractor framework arrangement established through this procurement.
Framework Lot	A geographical operational area established under the Framework Agreement.
Framework Term	The duration of the Framework Agreement, anticipated to be five years (3 + 1 + 1).
GCCC PWC	Government Construction Contracts Committee Public Works Contract.
ITT	This Invitation to Tender document and associated procurement documentation.
KPI	Key Performance Indicator used to monitor Contractor performance.
Lot	A geographical area or service division established within the Framework structure.
MEAT	Most Economically Advantageous Tender.
Mobilisation	The implementation and operational readiness period between Framework award and commencement of live service delivery.
Operative	Any employee, subcontractor, specialist, consultant, or individual engaged by the Contractor in connection with service delivery.
Out-of-Hours Service	Emergency repairs or operational support provided outside normal business hours.
Pricing Schedule	The detailed pricing submission forming part of the Cost Model.
Procurement Documents	All documents issued in relation to this procurement process.



Term	Definition
Quality Submission	The Tenderer's response to the scored quality questions contained within the ITT.
Responsive Repairs	Day-to-day reactive maintenance and repair works undertaken to occupied properties and communal areas.
SAQ	Suitability Assessment Questionnaire.
Service Commencement Date	The date upon which operational delivery under the Framework formally commences.
SME	Small and Medium Enterprise.
Specification	The operational, technical, and service delivery requirements issued as part of the procurement documentation.
Tenderer	Any organisation or entity submitting a Tender Response in connection with this procurement.
Tender Response	The complete tender submission submitted by a Tenderer in response to this ITT.
Tuath Housing	Tuath Housing Association CLG.
Void Works	Inspection, repair, reinstatement, compliance, cleaning, clearance, and associated works undertaken to vacant properties prior to reletting.
Works	Any responsive repairs, void works, compliance activities, planned works, inspections, maintenance services, or associated activities delivered under the Framework Agreement.

21.3 Interpretation

21.3.1

References to:

-  statutes, regulations, or legislation shall include any amendments, re-enactments, or replacements thereof;
-  persons shall include companies, partnerships, joint ventures, consortiums, and other legal entities;
-  the singular shall include the plural and vice versa where the context permits.

21.3.2

Headings contained within this ITT are included for convenience only and shall not affect interpretation.



21.3.3

Where there is any conflict or inconsistency between procurement documents, Tuath Housing reserves the right to determine the applicable interpretation for the purposes of the procurement process.

21.3.4

Unless otherwise stated, all monetary values contained within this ITT are expressed in Euro (€).

21.3.5

References to days shall mean calendar days unless expressly stated otherwise.

