OSPIDÉAL SAN SÉAMAS
ST. JAMES'S HOSPITAL

Procurement Unit
Finance Department
Third Floor, Hospital 1
St James's Hospital
James's Street
Dublin 8
Ireland

10th June 2026

Re: Formal Call for Tenders for a Quality, Safety & Risk Management System for St James's Hospital 2026.

I enclose herewith the Formal Call for Tenders (herein referred to as 'CfT') documentation for the Provision of a Quality, Safety & Risk Management System for St James's Hospital (herein referred to as 'SJH').

The procurement is being undertaken by the Board of St James's Hospital, James's Street Dublin 8 on behalf of St James's Hospital, the Contracting Authority (herein referred to as 'CA'). For clarity the primary customer and the contract holder will be the Board of SJH.

The CA will be utilising the Open procedure under the European Union (Award of Public Authority Contracts) Regulations 2016 (S.I. No. 284/2016) which transposes Directive 2014/24/EU into Irish law.

Tender submissions will be reviewed and evaluated by the Quality Management Steering Group (herein referred to as 'the Steering Group'), whose members, have been tasked by the CA with overseeing the tender process, in line with the award criteria stated herein.

Upon Tender Submissions, the CA may schedule time with individual Tenderer(s) for a brief Presentation on their Tender Submission.

The CA intends to award the contract to the Most Economically Advantageous Tender (herein referred to as 'MEAT'). The CA reserves the right with advance notice, and without giving reasons, to amend, change or terminate the process. The tender document does not represent a commitment to enter into any contract.

Interested Parties (referred to herein as 'Tenderers') are advised to read all the tender documentation and to ensure that their submission complies with the instructions contained in this CfT document and that all information requested is returned.

Failure to meet the tender requirements as set out in this CfT document may eliminate your organisation from further consideration for this tender.

The CfT consists of the following documents:

Document No:	Document Name
Document 001	Call for Tenders for the Provision of a Quality, Safety & Risk Management System
Document 002	Tender Response Document for the Provision of a Quality, Safety & Risk Management System
Document 003	Compulsory Pricing Schedule for the Provision of a Quality, Safety & Risk Management System
Document 004	Specification and Minimum Requirements for a Quality, Safety & Risk Management System
Document 005	SJH Terms and Conditions

Tenderers are advised that any contract(s) resulting from this CfT process will incorporate the CA's Terms & Conditions (herein referred to as 'T&Cs'), document 005, and that by submitting a tender, tenderers agree with these T&Cs.

Interested Parties are advised to read all the tender documentation and to ensure that their submission complies with the instructions contained in this CfT and that all information requested is returned in the 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System, 003 Compulsory Pricing Schedule for the Provision of a Quality, Safety & Risk Management System and 004 Specification and Minimum Requirements for a Provision of a Quality, Safety & Risk Management System.

Valid applications must be submitted using www.etenders.gov.ie

The Closing date for receipt of valid tenders, exclusively by electronic means on www.etenders.gov.ie is:

Wednesday 15th July 2026 @ 12:00 Noon.

Failure to meet these requirements may eliminate you from further consideration for this CfT.

If you have any queries on this tender please forward them on www.etenders.gov.ie

Yours sincerely,

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Ms. Catherine (Katie) Moan
Procurement Contracts Manager

Acknowledgement and Confirmation of Communication Protocol

Call for Tenders for the Provision of a Quality, Safety & Risk Management System for St James's Hospital.

We wish to acknowledge receipt of the above named tender and acceptance of the CA T&Cs and any additional terms detailed in the CfT document and pertinent to the above competition.

We also wish to confirm acceptance of Communications Protocol as outlined in Section 1.9 of this CfT and competition rules document for the above competition.

Signed: (Authorised Officer)	
Block Capitals:	
Position:	
Company:	
Registered Office:	
Date:	

Please indicate if you intend to provide a Tender Submission

☐ Yes ☐ No

Contact details for all queries in relation to this tender submission

Name:	Katie Moan
Position:	Procurement Manager
Telephone Number:	01 416 2449
E-mail Address:	cmoan@stjames.ie

OSPIDÉAL SAN SÉAMAS
ST. JAMES'S HOSPITAL

ST JAMES'S HOSPITAL

001 CALL FOR TENDERS FOR THE PROVISION OF A QUALITY, SAFETY & RISK MANAGEMENT SYSTEM FOR ST JAMES'S HOSPITAL

1.0 CALL FOR TENDERS

1.1 Introduction

This Call for Tenders (herein referred to as 'CfT') has been prepared for the purpose of requesting tenders in the Open Procedure (OJEU) procurement process in relation to the Provision of a Quality, Safety & Risk Management System for St James's Hospital (herein referred to as 'SJH').

This procurement process is being undertaken by the Board of St James's Hospital, James Street Dublin 8 who is the primary customer and the Contracting Authority (herein referred to as the 'CA').

1.2 Purpose of this CfT

The purpose of this CfT is to:

- invite Tenderers to outline their proposals for the Provision of a Quality, Safety & Risk Management System;

&

- set out the evaluation criteria and weightings that will be used to evaluate tender responses to this CfT.

The information set out within this CfT is being made available on the condition that it is utilised only in respect of the Contract and for no other purpose whatsoever.

Moreover, this CfT is being delivered to Tenderers using the CA Standard Terms and Conditions (herein referred to as 'T&C's) set out herein and it is not being issued to the wider public. The possession or use of this CfT in any manner contrary to any applicable law is expressly prohibited and accordingly Tenderers shall inform themselves concerning, and shall observe, any applicable legal requirements.

Who will have access to this information?

The only personnel to have access to your final proposal will be the Quality Management Steering Group (herein referred to as 'the Steering Group'), involved in the process and its advisors, who will be bound by procedures governing declaration of interest and confidentiality.

Where will this information be managed?

Access to files is strictly controlled by procurement staff and it will be stored securely. Complete records must be kept of all stages of the procurement process; this is required for good business practice and for internal audit and audit by the Comptroller and Auditor General (herein referred to as 'C&AG').

1.3 Acceptance

The delivery of this CfT to each Tenderer shall constitute and imply its agreement to and full acceptance of the CA T&C's set out within this CfT. Any attempt to qualify any of the T&C's detailed within this CfT may result in a Tenderer being disqualified.

1.4 Confidentiality

The CA undertakes to hold any information provided to it by Tenderers on a confidential basis, subject to the CA's obligations under law, including the **Freedom of Information Act 2014**. If, for any reason it is intended that information provided to the CA should not be disclosed because of its sensitive nature, then it is incumbent upon the person or body when supplying the information, to make clear this intention, and to specify the reason for the information's sensitivity. The CA will endeavour to consult with any Tenderer supplying sensitive information before making a decision on any Freedom of Information request received.

This document remains the property of the CA and is issued only in connection with the CfT. The document may not be copied, it may not be given to any third party, and its contents may not be divulged to any third party without the prior written consent of the CA. All information contained in this document must be treated in the strictest confidence by the Tenderer and by all the Tenderer's staff. Any third party involved in completing the proposal must also comply with these confidentiality requirements.

1.5 Procurement Process

The Open Procedure (OJEU) is a procedure provided for under the public sector procurement Directive 2014/24/EU.

- **Award to Runner Up**

In the event that, following the award of this contract, the successful tenderer cannot, for whatever reason, execute the contract or any contract awarded under it to the satisfaction of the CA, the CA reserves the right to award the contract in question to the next highest-ranked Tenderer emerging from this process at any time during the tender validity period for each tendered lot.

1.6 Indicative Open Procedure tender process timetable

Stage	Indicative Date
Issuing of Call for Tenders (CfT) and Briefing Documents	10th June 2026
Deadline for clarification requests (Tenderers)	7th July 2026
Deadline for receipt of Tenders	15th July 2026
Tender documentation evaluation	15th July 2026 – 24th July 2026
Final Tender Clarifications (Contracting Authority) – if applicable	15th July 2026 – 24th July 2026
Contract award decision, issuing of letters to successful and unsuccessful tenderer(s)	27th July 2026 – 31st July 2026
Standstill period	3rd August 2026 – 14th August 2026
Contract award	17th August 2026

The CA reserves the right to amend this indicative timetable.

Every effort has been made to ensure that this documentation contains all the necessary information for completion by interested parties. However, in the interest of fairness and equity, requests for additional information, clarification on the content of this document and all other queries must be made via e-Tenders messaging tool. Any additional information elicited will be made available to all potential Tenderers who have registered an Expression of Interest on e-Tenders.

If a Tenderer believes a query relates to a confidential or commercially sensitive aspect of its tender, tenderers must mark the query as **"Confidential"** and state the reason(s) why.

If the CA, at its absolute discretion, is satisfied that the query and/or response should be properly regarded as confidential or commercially sensitive, the nature of the query and its response shall be kept confidential, subject to any obligations under law. If a Tenderer has designated the query as confidential or commercially sensitive, and the CA decides that the response should be sent to all Tenderers, the CA will so notify the Tenderer concerned, who will have the option of withdrawing the query. The CA may still issue any information it considers appropriate to all Tenderers following withdrawal of the query.

The CA shall award the contract on the basis of the Most Economically Advantageous Tender (herein referred to as 'MEAT') overall on the basis of the award criteria set out in the CfT.

1.7 Closing Date and Time for Submission of Formal Proposals

The latest time for the receipt of completed tender responses is:

Date	**Wednesday 15th July 2026**
Time	**12.00 Noon**

1.8 Formal Proposals Submission

Completed tender responses should be submitted in soft copy on line via the e-tenders forum; http://www.etenders.gov.ie/

Please note that this web site is managed by the Office of Government Procurement (OGP). Should you require technical assistance in terms of uploading of your tender information please contact the OGP at the below contact details.

Please email the helpdesk on etenders@eu-supply.com. However, if your technical enquiry is urgent, you can call 021 243 92 77 (please dial +353 21 243 92 77 if calling from outside of Ireland) during office hours (09:00am – 17:30pm GMT).

The CA cannot access any of the uploaded documents until the official (and audited) opening procedure has taken place. The official opening procedure cannot take place before the Closing Date and Time for Submission (as set in eTenders) has been reached.

The CA therefore recommends that Tenderers do not leave it to the last few hours before the Closing Date and Time Deadline to upload all the documents that constitute their final proposal. They should allow for some buffer in case of connectivity/technical issues, as the deadline for submissions cannot be extended and no documents will be accepted after the deadline has elapsed.

1.9 Communication Protocol

The sole point of contact for the CA shall be the person named in the table below. Tenderer(s) shall not contact any CA personnel about this submission between the issuance of this document and the date of award unless previously authorised to do so by the person named in the table below.

Name of Contact	Ms. Catherine (Katie) Moan
Job Title	Purchasing and Contracts Manager
Contact Address	Procurement Unit, Finance Department, Top Floor, Hospital 1, St. James's Hospital James Street, Dublin 8 Ireland

Any necessary meetings or discussions will be arranged and/or facilitated by the above-named person, or his/her nominee. In all phases of this procurement, all communication among Tenderer(s) and the CA which relate to this Tender must be in writing through e-Tenders only.

Queries may be submitted via the e-Tenders Question-and-Answers forum only (www.e-tenders.gov.ie). The CA will publish responses to all queries received via the Question-and-Answer forum.

It is the responsibility of all Tenderer(s) to check their e-Tenders/e-mail on a daily basis.

Questions/queries raised after the close of business on the date listed below will *NOT be entertained.*

The latest time for the receipt of questions/queries is:

Date	**Tuesday 7th July 2026**
Time	**12.00 Noon**

1.10 Conditions of Contract

The CA's T&C's are included in this CfT (005 CA's Terms and Conditions). By submitting a tender, tenderers agree that the T&C's will form the basis for the Agreement between the CA and the successful tenderer. Acceptance "in principle" is not acceptable as the agreement will not be negotiated with individual Tenderers.

1.11 Contract Duration

It is proposed to place a contract for a period of three (3) years (36-month contract) with an option to further extend for an additional two periods of 12 months each. This is subject to the satisfactory outcome of a bi-annual review. The use of these extension options will be solely at the discretion of the CA.

This tender document does not represent a commitment to enter into any contract. The CA does not bind itself to accept the lowest cost or any Tender and will not pay any compensation whatsoever in connection therewith. It reserves the right to reject in whole or in part any or all Tenders received.

The Initial Term means the period commencing on the Commencement Date and ending three (3) years after that date. There are two (2) possible extension periods of twelve (12) months (2 x 12 months). There will be an automatic role over of the first (1st) and the second (2nd) extension periods following the initial term of the contract subject to an annual review by the CA.

Extension Period 1
SJH has the option, in its sole discretion, exercisable by written notice from SJH to the Supplier at any time to provide (90 days' notice before the end date of the initial term) to not extend the contract. If no notice is provided, the contract is automatically rolled over and extended for twelve (12) months for the first (1st) extension period under the same terms and conditions of the tender.

Extension Period 2
SJH has the option, in its sole discretion, exercisable by written notice from SJH to the Supplier at any time to provide (90 days' notice before the end date of the extension period 1) to not extend the contract. If no notice is provided, the contract is automatically rolled over and extended for the second (2nd) extension period of twelve (12) months under the same terms and conditions of the tender.

Upon reaching the third extension period end date, the contract ends and cannot be extended.

1.12 Scope

The Hospital requires one (1) provider for the provision of a Quality, Safety & Risk Management System. The Hospital requires a three (3) year comprehensive contract whereby the Tenderer take full responsibility for the CA's requirements in relation to a Quality, Safety & Risk Management System.

It is vital that the Successful Tenderer can encompass the transition from the current system to the new system.

In addition, it is also the CAs aim to achieve cost savings and efficiencies. The CA will also be open to new and innovative product offerings/technological advances in the industry that can help reduce costs. Tenderers should note that by virtue of submitting a proposal in response to this FCfT, the CA will assume that Tenderers acknowledge both the CAs expectations and the Tenderers commitment to achieving them.

1.13 Definitions

In the Contract, the following expressions shall, unless the context otherwise requires, have the following definitions and regulations or standards applied:

"Approval"	Shall mean the approval in writing by St. James's Hospital
"Call for Tenders (CfT)"	Shall mean Call for Tenders
"Contracting Authority (CA)"	Shall mean Contracting Authority or St. James's Hospital
"Contract Duration"	Shall mean the length of the proposed contract, commencing on the effective date together with any extensions thereto agreed between the parties in writing
"Most Economically Advantageous Tender (MEAT)"	Shall mean the tenderer who provides the most advantageous tender, that combines price and quality.
"Must"	Shall mean an essential requirement
"Normal Working Hours"	Shall mean the Normal Working Hours as defined in the contract
"Premises"	Shall mean any of the Hospital Premises/Locations
"Service Level Agreement"	Shall mean the Agreement to achieve the CA requirements
"Should"	Shall mean a desirable requirement
"SJH" (CA)	Shall mean St. James's Hospital or the Contracting Authority
"Specification and Minimum Requirements"	Shall mean a comprehensive document that provides a clear specification of system functionality requirements.
"Steering Group"	Shall mean the QSRMS Steering Group
"Tenderer(s)"	Shall mean the companies tendering
"The Hospital" (CA)	Shall mean St. James's Hospital or the Contracting Authority
"The Hospital Representative"	Shall mean the person appointed by the Hospital to liaise with the Tenderer(s) and all other parties associated with this tender
"The Price"	Shall mean the Price, Exclusive of Value Added Tax (VAT) payable by the Hospital to the Successful Tenderer(s) in respect of a Quality, Safety & Risk Management System

2.0 REQUIREMENTS

2.1 Service Delivery

The CA will appoint one (1) provider who will bear full responsibility for the delivery of a Quality, Safety & Risk Management System.

3.0 MISCELLANEOUS

This Contract will be awarded in one (1) lot.

- The CA reserves the right to divide the contract between Tenderer(s) and to accept all or part of an itemised tender to ensure minimum risk and impact to patients, patient care providers (staff) and their support services in the event of product quality and/or supply chain failures.
- Projected requirements are based on the current trends and do not represent a commitment to purchase. The CA may use higher or lower quantities than the estimate provided.

3.1 Form of Documentation Required

Tender submissions must include the completed documentation below, to include appendixes, by electronic means and through e-Tenders only.

Document No:	Document Name
Document 002	Tender Response Document for a Quality, Safety & Risk Management System.
Document 003	Compulsory Pricing Schedule for a Quality, Safety & Risk Management System.
Document 004	Specification and Minimum Requirements for a Quality, Safety & Risk Management System.

[e-Tenders post-box]

Tender Submission Instructions – e-Tenders post-box facility	
1	For guidance on ePost-box facilities refer to section 6 (Page 9) of electronic tender management system quick guide.
2	Post-box facility is time locked. Receipt of submissions is not possible after the official closing deadline.
3	Avoid last minute problems by rehearsing tender submission process well in advance of deadline.
4	Tender submissions will not be accepted in hard copy or by electronic means other than www.etenders.gov.ie
5	The following document formats are acceptable: Microsoft Word (all versions); Microsoft Excel (all versions), PDF (all versions).

Please note: The onus is on Tenderer(s) to present clear and accurate responses rather than on CA staff to decipher mistakes. Tenderer(s) are requested to insert their response on the relevant CfT Response Document provided. The CA cannot be responsible for, and will not consider submissions, which are badly drafted or contain fundamental errors or omissions.

3.2 Determination of Responsiveness

After the official opening of submissions, the CA's Quality Management Steering Group will determine whether each tender is substantially responsive to the requirements of the tender submission documents. A substantially responsive submission is one which conforms to all the CA's requirements (including but not limited to completion of documentation, completed and returned via e-Tenders) without material deviation.

A material deviation is one which affects in any substantial way the quality, completion or timing of the proposed contract to be undertaken by the Tenderer(s) or which limits in any substantial way the CA's rights or the Tenderer(s) obligations under the contract.

A submission determined to be non-responsive shall be rejected by the CA and may not be subsequently made responsive by the Tenderer(s) by correction of the non-conformity.

The CA may waive any minor non-conformity or irregularity in a submission which does not constitute a material deviation, provided that the waiver does not prejudice or affect the relative ranking order or scoring of any submission.

3.3 Submissions by Groups of Economic Operators

The CA is seeking a total managed solution where by the Successful Tenderer(s) will be the Primary Tenderer(s) who will bear full responsibility for the delivery of the product and service. Elements of the contract may be Sub-Contracted however submissions should make clear which company is proposed as the Primary Tenderer and which companies are proposed as Sub-Contractors.

Any conflict of interest or potential conflict of interest involving a Tenderer(s) must be fully disclosed to the CA, particularly where there is a conflict of interest in relation to any recommendation or proposals put forward by the Tenderer(s). In the event that the CA considers that a conflict of interest or potential conflict of interest exists, the CA will, in its absolute discretion, decide on the appropriate course of action.

3.4 Insurance/Indemnification

The Tenderer, before the commencement of the contract, shall take out a policy or policies with an approved insurance company to the amounts set out below. Such policy or policies duly completed shall be furnished to the Hospital for approval before the commencement of the contract.

Insurance Type	Required Insurance Level
Employers Liability	€13m
Public Liability	€6.5m
Product Liability	€6.5m

3.5 Declaration of Interest/Conflict of Interest

Tenderers must declare in their submissions, any current or previous work undertaken, or any relationship that may be perceived to potentially conflict with this Contract.

3.6 Late Submissions

PLEASE NOTE THAT LATE SUBMISSIONS WILL NOT BE CONSIDERED UNDER ANY CIRCUMSTANCES.

3.7 Post Tender Closing

Please note that post tender submissions, no individual negotiations will take place and the CA's decision will be final.

3.8 Tender Evaluation Process

The CA is utilising the Open Procedure (OJEU). In the CfT document, all Tenderer(s) are invited to submit defined information as requested in this document.

During the CfT period clarifications may be sought in writing from Tenderer(s), using the e-Tenders messaging tool. Clarifications may include testimonials from customers in support of particular aspects of a tender, whether such aspects are contained in the original submission or in subsequent responses to requests for clarification. Deadlines will be imposed for the receipt of such clarifications and failure to meet these deadlines may result in the disqualification of the tender submitted or loss of marks. Responses to requests for clarification shall not materially change any of the elements of the proposals submitted. Unsolicited communications from Tenderer(s) will not be entertained during the evaluation period.

The CA shall award the contract on the basis of the Most Economically Advantageous Tender overall having regard to the award criteria set out in this CfT.

The Successful Tenderer(s) will be informed in writing that their tender has been identified as the preferred bidder(s) subject to the satisfactory conclusion of a contract. The Unsuccessful Tenderer(s) will also be informed in writing, as well as their ranking following the evaluation process.

3.9 Canvassing/Interference

Please note that canvassing or failure to comply with the Communications Protocol as set out in section 1.9 of this document may result in the disqualification of your tender submission.

Any effort by the Tenderer to unduly influence any staff or agents of the CA in the process of examination, clarification, evaluation and comparison of submissions and in decisions concerning the Award of Contract shall have their submission rejected. In accordance with Section 38 of the Ethics in Public Office Act 1995 any money, gift or other consideration received from a person holding or seeking to obtain a contract will be deemed to have been paid or given corruptly unless the contrary is proven.

3.10 Anti-Competitive Conduct

Tenderer(s) particular attention is drawn to the application of the Competition Act, 2002. The Act makes it a criminal offence for tenderer(s) to collude on prices or terms in a public tendering procedure. Should the CA become aware of direct or indirect communications through trade associations or otherwise between tenderer(s) relating to the contract or which might facilitate price collusion it shall be the policy of CA to disqualify such tender(s) or tenderer(s) and to notify the matter to the Competition and Consumer Protection Commission with the recommendation that action be taken against such tenderer(s).

3.11 Cancellation of Tender Process

In the event of cancellation, of the competitive tender procedure, Tenderer(s) will be notified of the cancellation by the CA. Cancellation may occur where:

- The tender procedure has been unsuccessful, i.e., no qualitatively or financially worthwhile tender has been received or there is no response at all.

- The economic or technical data of the project have been fundamentally altered.
- Exceptional circumstances or force majeure render normal performance of the contract impossible.
- All technically compliant tenders exceed the financial resources available.
- There have been irregularities in the procedure, in particular where these have prevented fair competition.

In no event shall the CA be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a tender procedure even if the CA has been advised of the possibility of damages. The publication of a procurement notice does not commit the CA to implement the programme or project announced.

3.12 Debriefing of Suppliers

Apart from observing legal obligations where provisions of EU Procurement Directives apply, the CA adopts a voluntary constructive policy on debriefing unsuccessful Tenderer(s). Debriefing Tenderers not selected either for a bid list or unsuccessful Tenderer(s) is considered important in helping Tenderer(s) improve their competitive performance and increase the potential improvement and value for money. It is viewed as a key element in Tenderer(s) development and allows procurement staff to gain more information on the market place, in general, and Tenderer(s) specialisation in particular.

For all significant Procurements the CA Procurement and Contracts Manager formally debrief Tenderer(s) who request it, where they have been unsuccessful at either the selection or tender stage in procurement. This formal debriefing may take the form of written correspondence rather than a meeting. Purpose of debriefing is to establish a reputation as a fair, honest, 'open' and ethical organisation to encourage good Tenderer(s) to seek the CA's business and tender submission proposals. The CA recognises that it is important that unsuccessful Tenderer(s) are offered some benefit from the time and money spent in preparing their tender submissions and price proposals and assisting Tenderer(s) to improve their performance.

3.13 Appeals

All Tenderer(s) have a right of review to the High Court under the European Union (Public Authorities' Contracts) (Review Procedures) Regulations 2010 (S.I. No. 130 of 2010) (the Remedies Regulations). With regard to time limits for initiating proceedings Tenderer(s) should refer to the Remedies Regulations and the Rules of the Superior Court Review of Award of Public Contracts) 2010 (S.I No. 420/2010).

Failure to comply with any of the above procedures may disqualify Tenderer(s) from the tender process.

3.14 Publication and Documentation Updates

Please note that all information relating to this tender, including tender documentation, clarifications and changes, will be published on the *e-Tenders* website (www.etenders.gov.ie) only. Registration is free of charge and there is no charge for documents. The CA will not accept responsibility for information relayed or not relayed via third parties.

The CA reserves the right to update or alter any information contained in this document at any time. In the event that any additions or amendments to the CfT, as set out in this document, are deemed necessary prior to the closing date for receipt of proposals, these will be issued to Tenderers in the form of supplementary documents and will form part of the submission response requirement.

3.15 General Terms and Conditions

I. All written and oral communications and all documents shall be in the English language unless otherwise required by law.
II. The awarding authority will not be liable in respect of any costs incurred by Tenderers in the preparation of tenders, or any associated work effort.
III. The information supplied in response to this Tender will be regarded as forming part of any future contract entered into.

4.0 EVALUATION PROCESS & AWARD CRITERIA

The CA is using the Open Procedure (OJEU) for the establishment of the Contract. While any interested party may submit a tender, only those Tenderer(s) demonstrating that they meet the stated levels of economic, financial and technical capacity will be considered. In order to enable the CA to ascertain compliance with said levels, all Tenderer(s) must complete Document 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System, 004 Specification and Minimum Requirements for a Quality, Safety & Risk Management System. Failure to complete the documents and/or comply with the requirements will render the Tender non-compliant and it will be rejected. The following items are all mandatory:

(a) Standard supplier information

Rule: Tenderer(s) must answer this section. If the Tenderer is a grouping, then each group member must address the questions below. Tenderer(s) are required to complete Section 1.0 in Document 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System.

(b) Evidence of insurances

Rule: Tenderer(s) are required to provide current insurance certificates or a broker's letter confirming the following types and levels of insurance: Employers Liability €13m, Public Liability €6.5m, Products Liability €6.5m. Alternatively, tenderer(s) may submit a letter from their insurance company or broker confirming that such types and levels of insurances will be put in place if the tenderer is successful in the competition. Tenderer(s) are required to complete Section 1.0 and Schedule 2.1 b) in Document 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System.

(c) Tax clearance certificate issued by the Irish Revenue Commissioners

Rule: Tenderer(s) must provide evidence of a current and valid (current year) tax clearance certificate or, alternatively, evidence that they have applied for it. Tenderer(s) are required to complete Section 1.0 and Schedule 2.1 (D) in Document 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System.

(d) Evidence of financial standing

Rule: Tenderer(s) must provide evidence from an objective source confirming that they are in a sound financial position and that they have a turnover of €168,000 per annum over the past three years. Tenderer(s) are required to complete Section 2.0 and Schedule 2 (A) in Document 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System.

(e) Previous experience (expand)

Rule: Tenderer(s) must demonstrate the successful delivery of similar contracts for a Quality, Safety & Risk Management System within the last three (3) years of a comparable nature to the Hospitals requirements within Ireland, the UK or Europe. Tenderer(s) are required to complete Section 2.4 in

Document 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System.

(f) Confidentiality declaration

Rule: Tenderer(s) must complete, sign and date the confidentiality declaration contained in Appendix A in Document 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System. Non-compliant Tenderer(s) will be automatically disqualified.

(g) Declaration of Bona Fides

Rule: Tenderer(s) must complete, sign and date the supplier declaration (Article 57) contained in Appendix B in Document 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System. Non-compliant Tenderer(s) will be automatically disqualified.

(h) Notification of hazards and/or recalls

Rule: Tenderer(s) must complete, sign and date the declaration of notification of hazards and/or recalls contained in Appendix C in Document 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System. Non-compliant Tenderer(s) will be automatically disqualified.

(i) Environmental Management

Tenderer(s) are asked to demonstrate that they implement environmental management through 'green' initiatives. Tenderer(s) are required to complete Section 2.1(F) in Document 002 Tender Response Document for the Provision of a Quality, Safety & Risk Management System.

Tenderers who fail to comply with the criteria and rules set out above will be deemed ineligible for detailed tender evaluation against the award criteria.

4.1 Evaluation Process and Award Criteria

The CA has outlined the Evaluation Process and Award Criteria in the table below. Responses will be scored for each of the weighted criteria based on the level of detail provided, the criteria and scoring methodology outlined below and relative to the other tenders submitted. If a tenderer receives less than 60% of the maximum score achievable in respect of Award Criteria B, C, D, E and F, they shall be excluded from the tender competition.

Table 1 – Award Criteria and Weightings

Award Criteria and Weightings				
Weighted Criteria			Percentage Range	
	Award Criteria	**Percentage (%)**	**Maximum Score Achievable**	**Minimum Score Required**
	Compliant Tender	PASS/FAIL	N/A	PASS
A	Ultimate Cost	40 (%)	N/A	N/A
B	Quality, Functional & Technical	40 (%)	4,000	2,800
C	Contract Management Model and After Sales	15 (%)	1,500	900
D	Green Procurement	5 (%)	500	300
	Total	**100 (%)**	**6,000**	**4,000**

A: Ultimate Cost Criteria (40%)

This tender document does not represent a commitment to enter into any contract. The CAs do not bind themselves to accept the lowest or any Tender and will not pay any compensation whatsoever in connection therewith. It reserves the right to reject in whole or in part any or all Tender received.

The assessment of the Most Economically Advantageous Tender (MEAT) Overall will be made on the basis of the Weightings and Criteria set out in Table 1 above.

Tenderer(s) are responsible for devising their financial proposals and should bear in mind the CA's requirement to have certainty in relation to annual expenditure for a Quality, Safety & Risk Management System and to achieve cost savings.

All costs quoted must be all-inclusive, be expressed in Euro only and exclusive of VAT. Currency variations occurring during the term of the Contract shall be borne by the Tenderer.

The cost shall include all Set-Up costs, Software Licenses/Subscriptions costs, Hardware and Infrastructure costs, Customization and Integration costs, Data Migration and Cleansing costs, Consulting and Professional Services costs, Operational Costs such as Maintenance and Support costs, Usage costs and Management Fees to include Training and Change Management. No additional charges shall be payable by the CAs.

Tenderers must provide their Pricing in Document; 003 Final Compulsory Pricing Schedule for the Provision of a Quality, Safety & Risk Management System. All applicable cells that are to be completed by Tenderers are highlighted in yellow. Any Tenderers who deviate from the Pricing Schedule template will be excluded. Any query in relation to the pricing schedule must be logged on e-Tenders.

The lowest cost will be given a Cost Mark of 500. Other tenderer(s) will then be given a mark using the formula below:

Number of points to be awarded = the lowest valid Ultimate Cost divided by the Ultimate Cost in question and multiplied by the maximum score achievable.

Please complete and return Document 003 Compulsory Pricing Schedule for the Provision of a Quality, Safety & Risk Management System in Microsoft Excel format (.xls) ONLY.

B: Quality, Functional & Technical (40%)

Reliability and the quality of the Quality, Safety & Risk Management System is paramount to the CA. If Tenderer(s) do not Pass 'Mandatory Requirements,' referred to in 004 Specification and Minimum Requirements for the Provision of a Quality, Safety & Risk Management System, they will not be further evaluated. Tenderer(s) are requested to provide as much relevant information as possible as the 'Non-Mandatory Requirements' as responses will be scored accordingly.

'Non-Mandatory Requirements' of tender proposals will be scored by the Quality Management Steering Group who will assess the information provided and attribute a scoring rated 0 – 100% as outlined in the table below:

Table 2 – Scoring Rational

Score	Indicator	Interpretation
0 %	Failed to address the question	Response completely fails to address the question.
1 – 24 %	Below unacceptable	Demonstrating a very limited understanding of the requirements, fundamental flaws and a significant risk.
25 – 49 %	Unacceptable	Response with limited understanding of the requirements, with insufficient and/or no detail to support their answer.
50 – 59 %	Fair	Demonstrating very limited understanding of the requirements and incorporating fundamental flaws and lack of credibility, with a significant risk of non-delivery.
60 – 69 %	Good	A good response, demonstrating good service proposal and capability, offering assurance to the CA – supported by the CA.
70 – 79 %	Very Good	A very good response, demonstrating very good service proposal and capability, offering assurance to the CA – fully supported by the CA.
80 – 89 %	Excellent	An excellent response, demonstrating excellent service proposal and capability, offering assurance to the CA – strongly supported by the CA.
90 – 100 %	Outstanding	A very comprehensive and detailed response, demonstrating a comprehensive service proposal and capability, offering full assurance to the CA – fully supported by the CA, with no reservations.

C: Contract Management Model and After Sales (15%)

The Contract Management Model and After Sales support will be vital for the CA to outline contract expectations and scope. It will also be vital in achieving a good working relationship between the Supplier and the Hospital. If Tenderer(s) do not Pass 'Mandatory Requirements,' referred to in 004 Specification and Minimum Requirements for the Provision of a Quality, Safety & Risk Management System, they will not be further evaluated. Tenderer(s) are requested to provide as much relevant information as possible in the 'Non-Mandatory Requirements' as responses will be scored accordingly in line with Table 2 above.

D: Green Procurement (5%)

'Green' Procurement and sustainability in general is coming to the fore in all Hospital endeavours. Document 004 Specification and Minimum Requirements for the Provision of a Quality, Safety & Risk Management System touches on 'Green' Procurement. If Tenderer(s) do not Pass 'Mandatory Requirements,' they will not be further evaluated. Tenderer(s) are requested to provide as much relevant information as possible in the 'Non-Mandatory Requirements' because responses will be scored in line with Table 2.

Appendix: 1

Quality, Safety & Risk Management System Overview:

St James's Hospital is seeking a comprehensive, integrated Quality, Safety and Risk Management System (QSRMS) capable of enabling best practice in patient safety & risk management, healthcare quality assurance and improvement, the management of service user feedback, organisational learning and effective governance.

Building on over two decades' experience of using electronic tools to support QSRM, the hospital, through its Quality and Safety Improvement Directorate (QSID), envisions the application of contemporary technology to advance its QSRM capability, while also optimising work-flow efficiency, service reliability and value. As an academic teaching hospital, St James's Hospital, places the patient at the centre of all its endeavours. The hospital prioritises patient and staff safety and wellbeing and recognises the importance of systems data in driving healthcare assurance and improvement, staff education and research.

At its core, the proposed solution must incorporate the following modules, as specified in this document:

- A Safety Incident Management module, including, but not limited to, patient safety incidents, medication safety incidents, staff safety incidents, public liability and environmental incidents, enabled by configurable incident taxonomies (e.g., Irish national taxonomies).
- A Risk Register to support organisational risk governance, including the ability to create, categorise, assess and score risks using an embedded matrix aligned with best-practice methodologies.
- A dedicated Patient Experience module, capable of supporting the intake and storage of multi-channel feedback (e.g., letters, documents, emails), including complaints, compliments, concerns, comments and staff-reported feedback, enabling case management, response generation and data analysis using categorisation taxonomies.
- A Recommendations/Actions module to manage organisational learnings and track system improvements.
- A Clinical Audit register, supporting end to end study management and document storage.

Additional functionality considered advantageous, though not essential, includes a quality improvement project register, a document management system for Policy, Protocol, Procedure and Guidelines (PPPGs), and a Safety Alerts management module.

Key capabilities underpinning all the above functions are expected to include:

- Capacity and ease of customisability of the system to the Irish healthcare and hospital context.
- Interfacing with the hospital's existing ICT systems, including email.
- Ability to generate and disseminate analytical reports, including customisable dashboards, reports and dashboards, with customisable levels of access.
- Ability to communicate with service-level staff, including customisable notifications of time-critical process steps.
- Unique case-identification numbers for each function/module
- Facilitation of customisable, thematic analyses within and between modules.
- An auditable system access trail, with the capability to generate engagement metrics.
- Document management and storage, within each module.

EU Standards / CE Mark:

Is there an EU Standard that the Quality, Safety and Risk Management System must comply with?

The successful tenderer must provide certification of compliance with aforementioned EU standards and CE Mark for their Quality, Safety and Risk Management System.

Product Standards:

Is there an accredited Product Quality and Safety Standards relating to a Quality, Safety & Risk Management System?

Quality Assurance System:

The National Standards for Safer Better Healthcare (HIQA, 2024) are the primary standards against which acute hospitals are regulated in Ireland and inform quality, patient safety and risk management functions to be enabled by the procured solution.