

Scope of Frameworks	
The LGMA intends to conclude two single-vendor framework agreements as follows: • Lot 1 – Support, Maintenance and Development of a suite of systems including: ○ MapRoad Roadworks Licencing System (MRL) ○ National Environment Management Information System (NEMIS) ○ LG Returns ○ Central Broker ○ Protect Our Water ○ Household Charge • Lot 2 – Support, Maintenance and Development of GIS systems, including: ○ MapRoad Asset Management System (Inclusive of MapRoad Mobile apps) ○ MapRoad Public Interface ○ MapRoad Public Lighting For each framework agreement, the initial term will be for two years with two options to extend by one year each. The initial call-off contract will be for the Support and Maintenance of the relevant system(s) for a period of one year with four options to extend by one year each. Payment for support and maintenance will be quarterly in arrears on foot of approved timesheets. Invoices will be submitted quarterly, with one consolidated invoice per quarter, detailing effort per system. Any additional contracts drawn down from the frameworks will either be on a fixed price or time-and-materials basis, as decided by the contracting authority. All pricing will be based on a blended daily rate (8-hour standard day), fixed for the first two years of the framework and subject to annual review thereafter. Any such review may not increase the fixed blended daily rate by more than the contemporary Consumer Price Index.	
Procedure	Open Procedure
eTenders ref (CfT Resource ID):	LGICT260006
Key Dates	
Issue Date	12/06/2026
Closing Date for Queries	1700 hours on Monday, 29/06/2026
Closing Date for Tender Submissions	1700 hours on Tuesday, 14/07/2026
Contact for Queries	Queries will be submitted via eTenders website.
Format for submission of tenders	
Please note that information relating to this Request for Tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal www.etenders.gov.ie. Registration is free of charge and there is no charge for documents.	

Please note that the Contracting Authority accepts no responsibility for information relayed (or not relayed) via third parties.

Please note that the Contracting Authority has supplied a Tender Response Document (and where relevant a separate pricing document) which must be used in the tender response. The documents should be uploaded as a Zip file on eTenders to protect the integrity of file names.

REQUEST FOR TENDER

SINGLE-PARTY FRAMEWORK AGREEMENTS

For the Support, Maintenance and Development of Bespoke Software – 2 Lots

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1 ABOUT THE CONTRACTING AUTHORITY

1.1 The Contracting Authority

The Local Government Management Agency (LGMA), herein after referred to as the Contracting Authority, is the authority responsible for this procurement.

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

1.2 Disclaimer

This Request for Tenders (RFT) document issued herewith ("the Document") is for information only and does not constitute, and shall not be interpreted as, an offer for sale, prospectus, or the basis of a contract.

Tenderers are recommended to read the documents thoroughly. While all reasonable steps have been taken to ensure that the information set out in the Document is accurate and up to date, no representation or warranty, express or implied, is or will be made or given in relation to the accuracy or the completeness of any information contained in the Document or otherwise provided by or on behalf of the Contracting Authority (in writing or otherwise) to any interested party or its advisers. No responsibility or liability for any loss or damage arising as a result of reliance on these documents, or for the information contained in these documents or for any omission is or will be accepted by the Contracting Authority or by any of its officers, employees, agents or professional advisers. No officer, employee, agent, or professional adviser of the company has any authority to give or make any representation or warranty, express or implied, in relation to such information. The Contracting Authority's officers, employees, agents, and professional advisers expressly disclaim any and all liability arising out of such documentation or information and any errors or omissions in or from the documents and information.

The Contracting Authority reserves the right to discontinue the procurement process at any time.

1.3 Use of eTenders

Please note that information relating to this Request for Tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal www.etenders.gov.ie. Registration is free of charge and there is no charge for documents. Please note that the Contracting Authority accepts no responsibility for information relayed (or not relayed) via third parties. In order to submit a response, it is mandatory to have **ASSOCIATED** your company with the competition using the eTenders log in.

1.4 Use of a Tender Response Document

The Contracting Authority have provided a Tender Response Document (TRD) as a separate document for tenderers to use in preparing their response to this tender. This document and format must be used. Tenderers should note that personalisation of the TRD is not allowed, and they must not add their branding/colours to the TRD.

Please note that in addition to this RFT and the TRD, the following documents form part of the tender documentation:

- Appendix 4 – Sample Framework Agreement
- Appendix 5 – Sample Call-Off Contract
- Any Clarification documents issued by the Contracting Authority during the tender submission period. Tenderers must ensure they regularly monitor eTenders and review any Clarification documents published.

It is recommended to upload your response as a **Zip file** in order to protect the integrity of file names.

1.5 Small and Medium Enterprise Participation

It is the policy of the Contracting Authority to promote participation by Small and Medium Enterprises (SMEs) on a fair and equal basis.

SMEs are encouraged to explore the possibilities of forming relationships with other SMEs or with larger enterprises to meet the financial, economic or technical capacity requirements of the competition, if required.

Tenderers may include individuals, partnerships, limited companies, groupings or any combination of the foregoing with or without legal personality. However, a grouping if successful will be required to establish legal personality to enter the Framework Agreements / contract.

Tenderers are reminded that they may rely on the resources of other entities to establish the requirements on condition that they can prove to the satisfaction of the Contracting Authority that they will have these resources at their disposal when necessary.

If the tender is from a consortium / joint venture, tenderers must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party. Relevant information relates to where a tenderer is relying on the resources to qualify (e.g. turnover, personnel, previous experience) and/or to deliver contracts. The consortium must appoint a single point of contact who will assume overall responsibility for delivery, and who is authorised to sign the Framework Agreements / contract on behalf of all consortia members. The Contracting Authority will not act as an arbitrator between members of consortia.

2 ABOUT THE FRAMEWORK AGREEMENTS

2.1 Type of Frameworks

The Contracting Authority invites tenders for the establishment of two Framework Agreements, one for each lot of this tender. A Framework Agreement constitutes a means of establishing overall terms and conditions in accordance with which, for a specified duration, individual contracts may or may not be awarded.

This competition relates to the establishment of two single-party Frameworks, each with one economic operator for one of the lots on offer (see 2.2 below). Tenderers may bid for more than one lot.

2.2 Overview of Requirements under the Framework Agreements

A. The Scope of the Framework Agreements

The Contracting Authority intends to conclude two Framework Agreements; one for each of the lots described below.

Both frameworks will entail the provision of ongoing support and maintenance of existing, bespoke software systems, and individual development and/or ICT consultancy services for projects relating to those systems, via call-off contracts with a minimum warranty period provided by the vendor of 90 days.

ICT consultancy services include but not limited to -

- Legacy modernization and technology refresh (e.g. .NET upgrades, mobile frameworks) to avoid technical debt accumulation
- Provide solution architecture and technical design input to ensure consistency, performance, scalability, and security across systems.
- Support design improvements and UX enhancements, particularly for public-facing and operational workflows
- Contribute to product roadmap and system evolution, helping to prioritize enhancements and align development with business objectives
- Provide technical architecture support on data integration and interoperability, ensuring effective coordination between MapRoad systems.

Lot 1: Development, Maintenance and Support of Various Systems

The suite of software systems to be covered by the framework includes:

- MapRoad Roadworks Licensing Systems (MRL)
- National Environment Management Information System (NEMIS)
- LG Returns
- Central Broker
- Protect Our Water

- Household Charge

The tenderer will propose a fixed blended daily rate that will be used for the purposes of pricing all contracts drawn down from the framework.

It is envisaged that when the framework is concluded that a contract for the maintenance and support of the above systems will be awarded. The support in this instance will be 2nd level support, if the LGMA team cannot answer the question they will pass it on to the tenderer, the tenderer will keep detailed records of which systems required support and how many days each instance of that support took. They will then bill the LGMA quarterly-in-arrears for the support provided on a time and materials basis using the fixed blended daily rate.

In the event of a new module being required, the tenderer will propose a development plan, and a contract will be called off from the framework for the required time and resources.

See section 3.1 for more details.

Lot 2: Development, Maintenance and Support of process-driven Geo-Spatial Infrastructure, Asset Management Systems and Associated Business Processes

The suite of software systems to be covered by the framework includes:

- MapRoad Asset Management System
- MapRoad Public Interface
- MapRoad Public Lighting

For further details regarding the scale and criticality of the applications please refer to *Appendix 1 – Specification of Requirements*

The tenderer will propose a fixed blended daily rate that will be used for the purposes of pricing all contracts drawn down from the framework. That blended daily rate will remain fixed for the first two years of the framework and may only be reviewed annually thereafter. Any increase in the blended daily rate will be capped at the Consumer Price Index most recently published by the Irish CSO on the date of the review.

See section 3.1 for more details.

B. The Scope of the Initial Call-Off Contract (if applicable)

Each framework agreement will involve an initial contract, described below, that will be used to assess the tenders' value-for-money proposition.

The initial contract for each framework will be a support and maintenance contract subject to the following terms:

1. The contract will be subject to annual renewal at the LGMA's discretion.
2. The service will be the provision of 2nd level support and maintenance for the systems within the scope of the relevant framework. Queries and issues will be passed to the contractor by the LGMA or other authorised body/bodies.
3. Payment will be in arrears on foot of invoices submitted to the LGMA subject to submission of a valid invoice and satisfactory performance of the services.

4. Pricing will be based exclusively on the fixed blended daily rate current on the date the services were drawn down.

While it is indicated that the initial contracts may be awarded to the most economically advantageous tender immediately following the establishment of the Frameworks, it should be noted that the Contracting Authority may at its sole discretion establish the Framework Agreements without awarding the initial contract should the circumstances so dictate.

C. Additional / Call-Off Contracts under the Frameworks

There is no guarantee of additional contracts, but where they arise, the Contracting Authority will consult the relevant contractor to agree terms. Smaller engagements may not require a formal services contract, but where such a contract is required, it will be based substantially on the sample contract for services included in *Appendix 5 – Sample Call-Off Contract* of this RFT. In all cases, pricing will be based exclusively on the contemporary fixed blended daily rate that applies at the time the call-off contract is concluded.

2.3 Anticipated Timeline

The following indicative timeline is envisaged for this procurement:

Issue RFT	As specified on title page
Closing date for Queries	As specified on title page
Dates for Site Visit (if applicable)	Not Applicable
Closing date for Receipt of Tenders	As specified on title page
Clarification / verification meetings (if anticipated)	Not Currently Anticipated
Award decision	01/09/2026
Framework Agreements Commencement	01/10/2026

The dates provided above are estimates at the time of publication of the Request for Tender. The Contracting Authority will endeavour to run the process to this timetable, but this cannot be guaranteed.

2.4 Numbers admitted to the Frameworks

The Framework Agreements will be established as a single-party Framework Agreements with the tenderer selected following the tender stage and the application of the award criteria and subject to that tenderer meeting the minimum criteria and rules.

2.5 Duration of the Framework Agreements

Each Framework Agreement will be for a period of two (2) years with two options to extend, at the Contracting Authority's discretion, by a further one (1) year each.

The Contracting Authority confirms that the period of any contracts awarded under the Framework Agreements may extend beyond the date of expiry of the agreement.

2.6 Estimated Value for the Framework Agreements

It is envisaged that maximum spend (excluding VAT) under these Framework Agreements will not exceed the estimated values provided below, and that the likely value of individual contracts under each framework will be as shown.

Lot Number & Name		Estimated Value of the Framework	Estimated Value of individual Call-Off Contracts
Lot 1	Support, Maintenance and development of various systems	€4.8 million	€100K - €500K
Lot 2	Support, Maintenance and development of various GIS systems	€5 million	€100K - €500K

It is emphasised, however, that this figure is provided strictly for indicative purposes only as there is no guaranteed expenditure under the Framework Agreements.

2.7 Awarding Contracts under the Framework Agreements

Under a single-party Framework Agreement, contracts may be awarded directly on foot of the original tenders or by consultation with the Framework Member and invitation to provide a supplementary tender within the constraints laid down in this tender documentation and the Framework Agreements terms and conditions.

2.8 Right to tender outside of the Frameworks

The Contracting Authority intends to use the Frameworks for the procurement of requirements falling within their scope during the specified period; however, it reserves the right to go outside the relevant Framework Agreement(s) for the procurement of any requirement without reference to the relevant Framework Member(s). Admission to a Framework Agreement does not guarantee the award of any contract to any economic operator, nor does it give the Framework Member the right to be consulted in respect of, or tender for, any contract.

2.9 Compliance with the Terms and Conditions of the Framework Agreements

Admission to the Framework Agreements will be conditional upon acceptance of the Contracting Authority's Framework Terms and Conditions as appended at the relevant Appendix.

Tenderers are required to review these terms and conditions and indicate their acceptance thereof as part of their tender submission. Any reservation with regard to these terms should be submitted as a query in accordance with the procedure described in the Section below in the Instructions to Tenderers of this document.

2.10 Contract Terms and Conditions

In addition, tenderers should review the Contract Terms and Conditions which will apply to each discrete assignment under the Frameworks, as appended at the relevant Appendix.

2.11 Award to Runner Up

The Contracting Authority reserves the right to revoke the award of a framework agreement where it happens that during the tender validity period the economic operator to whom the framework was awarded cannot for any reason fulfil its obligations under a contract awarded on foot of the relevant framework. Where such circumstances arise, the Contracting Authority furthermore reserves the right to award a framework agreement and subsidiary contract to the next highest scoring tenderer in the relevant lot of this competition.

3 Detailed Specification of Requirements

3.1 Scope of Requirement under the Framework Agreements – Initial Contract

The Framework Agreements will be established on foot of this tender competition. The initial contract will be awarded to the successful tenderer shortly after the formal establishment of the Framework Agreements.

In the event of different tenders winning each lot, a high degree of cooperation, coordination, and interoperability between all appointed vendors will be mandatory. This requirement reflects the inherent interdependencies across applications, projects, and underlying data structures within the overall program.

Successful Tenderers will be expected to:

- Actively collaborate with other contracted parties to ensure seamless integration of systems, services, and deliverables.
- Participate in joint planning, governance forums, and cross-vendor workshops as required by the Contracting Authority.
- Ensure alignment of technical architectures, data models, and interface specifications to support consistency and data integrity across solutions.
- Proactively identify and manage interdependencies, risks, and potential conflicts that may impact program delivery.
- Adhere to agreed standards, protocols, and integration frameworks established by the Contracting Authority.
- Provide a 90-day warranty period on all live releases.
- Failure to demonstrate effective collaboration and coordination with other vendors may be considered a material performance issue under the contract.

Development methodology

The Vendor shall demonstrate a standard Agile development methodology as the framework for service delivery across the contract. This approach shall be applied to both application design and development as well as application support services, ensuring iterative delivery, continuous improvement, and responsiveness to ongoing and evolving business requirements.

The Vendor is expected to operate using Agile principles, including regular sprint cycles, stakeholder collaboration, backlog prioritisation, and frequent releases, while also incorporating Agile practices into support activities to enable efficient incident resolution, enhancements, and ongoing system optimisation.

Intellectual Property and Code Repository Requirement

All intellectual property rights, including, but not limited to, software artefacts, source code, documentation, and related deliverables developed under this contract shall vest exclusively in LGMA upon creation.

The contracted vendor shall ensure that all code builds, updates, and releases are transferred to and maintained within an LGMA-owned code repository. This transfer must occur concurrently with each Go-Live deployment of a build.

This requirement may be reviewed and revised annually, should any changes to the process be deemed necessary by LGMA.

Lot 1: Support, Maintenance and Development of Various Systems

Single-vendor framework with an initial term of two years and two options to extend by a further year each (for a maximum duration of four years).

The initial contract will be for support and maintenance of the systems for a period of one year with four options to extend by a further year each. For administrative and auditing purposes, payment for the service will be by means of separate quarterly invoices in arrears for each system detailing the support provided on a time and materials basis using the fixed blended daily rate.

In addition, development projects will be facilitated by means of call-off contracts based on agreed scoping (See *Section 3.2* below).

The suite of software systems to be covered by the framework includes:

- MapRoad Roadworks Licensing Systems (MRL)
- National Environment Management System (NEMIS)
- LG Returns
- Central Broker
- Protect Our Water
- Household Charge

Tenderers should note the first 2 applications (MRL & NEMIS) in the above list accounts for approximately 80% of the total budget/workload for this Lot.

For further details regarding the scale and criticality of the applications please refer to *Appendix 1 – Specification of Requirements*

Lot 2: Development, Maintenance and Support of process-driven Geo-Spatial Infrastructure, Asset Management Systems and associated Business Processes.

Single-vendor framework with an initial term of two years and two options to extend by a further year each (for a maximum duration of four years).

The initial contract will be for support and maintenance of the systems for a period of one year with four options to extend by a further year each. For administrative and auditing purposes, payment for the service will be by means of separate quarterly invoices in arrears for each system detailing the support provided on a time and materials used basis using the fixed blended daily rate.

In addition, development projects will be facilitated by means of call-off contracts based on agreed scoping (See *Section 3.2* below).

The suite of software systems to be covered by the framework includes:

- MapRoad Asset Management System
- MapRoad Public Interface
- MapRoad Public Lighting

For further details regarding the scale and criticality of the applications please refer to *Appendix 1 – Specification of Requirements*

3.2 Details of Additional Contracts under the Framework Agreements

In addition to the initial contract, the Framework Agreements may also be used for development and consultancy work falling within their scopes, as described in Section 3.1.

Additional contracts under the Frameworks may be charged on a fixed price or time-and-materials (i.e. daily rate) basis. In all cases, the contract price will be based solely on the fixed blended daily rate current for the relevant framework on the date the contract is commenced.

3.3 Site Visits

Not Used

3.4 Contract Management

The Contracting Authority requires tenderers to nominate a dedicated contract manager who will act as the main point of contact for the duration of the Frameworks. This person shall have the authority to deal with all matters in relation to contracts and be responsible for the satisfactory delivery of the supplies/services required. The duties of the contract manager will include the following:

- Overall responsibility for a good working relationship with the Contracting Authority
- Provide regular reports on performance as agreed with the Contracting Authority
- Meet as and when required to review and examine performance in adherence to an agreed Service Level Agreement and Key Performance Indicators (KPIs);
- Deal with disputes, complaints or concerns that cannot be adequately resolved
- Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general and providing suggestions for improvement and cost savings

NOTE: Tenderers will note that contract management activities will be non-billable.

4 SELECTION CRITERIA

The Contracting Authority is using the **Open** procedure for the award of this Framework Agreements, therefore, while all interested parties may submit a tender, only those tenders that are deemed valid and that meet all of the selection criteria listed below will be considered under the award criteria. In order to demonstrate a tenderers' qualifications, tenderers are required to provide the information set out below in the Tender Response Document (TRD) which is based on a self-declaration model, however tenderers are required to provide the minimum information required.

4.1 Use of the European Single Procurement Document

In accordance with Directive 2014/24/EU, tenderers may have compiled a European Single Procurement Document (ESPD), either electronically via the eESPD on eTenders or as a separate uploaded attachment with the tender response, which will be accepted as evidence of compliance with Section 4.3 on condition that all information self-declared will be provided promptly on request at any time prior to an award decision.

4.2 Relying on the Standing of Other Entities

Small and Medium Enterprises (SMEs) are encouraged to explore the possibilities of forming relationships with other SMEs or with larger enterprises to meet the financial, economic or technical capacity requirements of the competition, if required.

Tenderers are reminded that they may rely on the resources of other entities in order to meet criteria and / or deliver elements of the contract requirements on condition that they can prove to the satisfaction of the client that they will have these resources at their disposal when necessary.

Therefore, a tenderer may consist of a grouping of any number of economic operators¹. Where a group come together in whatever form i.e. consortium, joint venture, subcontractors etc. to submit a Tender in response to this Request for Tender and regardless of the legal relationship between them, the Contracting Authority will deal with all matters relating to this competition through the entity (the "Lead Tenderer") who will carry overall responsibility for the performance of the contract only, if successful irrespective of whether or not tasks are to be performed by a subcontractor or other consortium member.

The Lead Tenderer must clearly and comprehensively set out the name, title, telephone number, postal address, and email address of the nominated contact personnel authorised to represent the tenderer and to whom all communications shall be directed and accepted until this competition has been completed or terminated. Correspondence from any other person (including from any subcontractor) will not be accepted or responded to.

All Lead Tenderers relying on the capacity of other entities must:

- Identify in the TRD as the Lead Tenderer for the grouping with whom the Contracting Authority will communicate and with whom any subsequent contractual arrangements will be made if successful.

¹ 'Economic operator' means any natural or legal person or public entity or group of such persons and / or entities, including any temporary association of undertakings, which offers the execution of works and / or a work, the supply of products or the provision of services on the market; (Art 2(10) of Directive 2014/24/EU).

- Identify in the TRD the relevant third parties upon whose capacity the Lead Tenderer is relying upon to meet selection criteria and / or deliver elements of the contract and identify the relevant criteria and elements of the contract.
- Ensure the TRD including all subsections are completed and submitted for all relevant third parties upon whom the Lead Tenderer is relying on to meet criteria and / or deliver elements of the contract if awarded.
- In all tenders, the Lead Tenderer must nominate the reference contracts for inclusion in the assessment and selection process. The number of reference contracts for which details are to be provided will be nominated in the TRD of the Lead Tenderer. If more reference contracts are provided than required only the first listed reference contracts to the number specified (e.g. the first three (3) reference contracts) will be considered. Where relying on the experience of others, at least one of the references provided should include reference to their relevant experience.

Where the tenderer consists of a grouping of economic operators and the tenderer is subsequently successful at tender stage, the Contracting Authority may require the members of the tender grouping to enter into a formal arrangement that can support the provision of collateral warranties to the Contracting Authority for the group members' performance, etc. of the contract.

4.3 Common to All Lots

A. General, Legal and Financial Requirements

Tenderers are required to provide information on the following in the Tender Response Document. The criteria and rules outlined below are assessed on a pass/fail basis. Failure to comply with the requirements will result in the tender being considered inadmissible.

General Information	
Provide contact and general information on the tendering organisation - company name, address and contact details for individual responsible for this tender and company overview as well as information on sub-contractors and consortium members if applicable.	
Financial	
Tax	Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant in accordance with the rules of the Irish Revenue Commissioners and in their country of establishment.
Turnover	Confirmation that the tendering party turnover exceeded €500k during each of the last three years or pro-rata if more recently established firms are tendering – however the firm must have been in existence for at least 6 months. Evidence will be required prior to the award of the framework agreement / any contract. In the case of an applicant being a grouping, this condition may be satisfied by the group members as a whole, or by reliance on the lead applicant. Where group members are relying on the lead applicant's financial capacity, self-declaration / evidence will only be required of the lead.
Insurance	Confirmation of the following insurances being in place: • Employer's Liability - € 13.0 million • Public Liability - € 6.5 million • Product Liability - € 6.5 million • Professional Indemnity - € 2.0 million • Cyber Insurance - € 3.0 million
Declarations	
• Complete the Declaration of Bona Fides as per Art. 57 of Directive 2014/24/EU as implemented by SI 2814 of May 2016 as contained in the Tender Response Document. • Complete the Declaration regarding compliance with relevant statutory obligations as contained in the Tender Response Document. Where tenderers are established and operating outside of Ireland compliance with equivalent legislation as applicable in the country of establishment / operation is required.	

B. Technical Capacity Requirements

Tenderers are required to provide information on the following in their Tender Response Document (TRD) submissions for respective Lots. The criteria and rules outlined below are assessed on a pass/fail basis. Failure to comply with the requirements will result in the tender being considered inadmissible.

Required Resources
Tenderers must be able to fill the required roles, and the minimum number of each role, given in the Tender Response Document with suitably qualified and experienced individuals. Tenderers may note that a single individual may fulfil multiple roles so long as they possess both the years' experience stated in the TRD and the required skills and experience given in Appendix 2 for each role. Tenderers should also note that while the list of roles for each lot is the same, some roles in Lot 2 require additional GIS related skills and experience, as described in Appendix 2.
Previous Contracts/Experience
Tenderers must provide details of three (3) previous contracts demonstrating the satisfactory delivery of similar services at similar scales. Tenderers should note that the MapRoad Roadworks Licensing System (MRL) in Lot 1 is a critical, income-generating system that is widely used by utility providers and accordingly the previous contracts cited for Lot 1 must refer to the support, maintenance and development of similar national level critical .NET systems that generate substantial income for the owners. Tenderers should note that the LGMA does not act as a referee for its own tender competitions.
Health & Safety Management System
Tenderers must provide information which demonstrates operation of health & safety systems and procedures in line with all relevant Safety Health & Welfare at Work legislation. Please complete the TRD. Evidence of compliance will be required as condition of contract award.
Quality Assurance Management System
Tenderers must provide information which demonstrates a commitment to quality assurance and provides details of quality assurance policies and systems and whether 3rd party certified. Please complete the TRD.

5 AWARD CRITERIA

Only tenders that meet the Selection Criteria and are confirmed as valid and responsive to the specifications set out in this document will be evaluated against the award criteria. Tenderers should ensure that they have submitted sufficient relevant information to allow their tenders to be assessed under each of the award criteria set out below.

The Frameworks will be awarded on the basis of the most economically advantageous compliant tender taking into account the following award criteria and weightings. Tenderers should note that the qualitative award criteria are assessed first.

Please note that the maximum marks available is 10,000.

NOTE 1: Tenderers should ensure in their tender submission that they provide detailed information in respect of all aspects of the contract award criteria as stated above. This will enable the awarding authority to assess fully the extent of their offers.

5.1 Lot 1-Specific Award Criteria

Submissions for Lot 1 of this tender will be assessed against the following award criteria:

Criterion A		Weighting	Maximum Marks	
Cost Criterion		30%	3000	
Description	The cost element of the award criteria will be assessed on the basis of a Blended Daily Rate . The proposed rate must apply to each resource used, for each day, or pro rata for each part of a day, the resource is used. Marks will be awarded according to the following formula:			
	$\frac{\text{Maximum points available} \times \text{lowest responsive valid tender}}{\text{Value of individual tender}}$			
	The lowest responsive valid tender will achieve maximum points, and all other tenders will be scored on a sliding scale thereafter using the above formula			
Criterion B		Weighting	Maximum Marks	Minimum Marks
Merit of the Proposed Project Team		20%	2000	Not Applicable
Description	1. Organisation Chart -The team's position within the organisation. (2%, 200 marks)			
	2. Continuity of Service How the team will be managed to ensure continuity of service. (3%, 300 marks)			

	3. Details of the relevant skills, qualifications and experience of the individuals that are proposed to fill specific roles in the framework and support and maintenance contract. (15%, 1500 marks)			
Criterion C		Weighting	Maximum Marks	Minimum Marks
Merit of the Proposed Engagement Process		30%	3000	Not Applicable
Description	Having regard to the efficiency of the engagement process for: (a) The support and maintenance service, including details of the process for submitting queries/maintenance requests, monitoring the systems for maintenance issues, alerting the LGMA to maintenance issues and keeping the LGMA informed regarding progress of support and maintenance issues, etc. (15%, 1500 marks) (b) Fixed-price engagements, including details of resource selection and assignment, supervision and quality control, progress reporting and issue identification and resolution, etc. (10%, 1000 marks) (c) Account Management, including details of oversight and quality control, how the account manager is kept informed of issues and progress and how they keep the LGMA similarly informed, the account manager's input into resource allocation and replacement, etc. (5%, 500 marks)			
Criterion D		Weighting	Maximum Marks	Minimum Marks
Merit of the Proposed Handover Process		15%	1500	Not Applicable
Description	Having regard to the tenderer's proposals for ensuring that the handover process at the end of the framework and any contract concluded under it will be as efficient as possible, including details of documentation, data transfer and subsequent destruction (if required), knowledge transfer to the LGMA and/or its nominated agent (possibly a competitor of the Tenderer), etc.			
Criterion E		Weighting	Maximum Marks	Minimum Marks
Environmental Sustainability	Impact and	5%	500	Not Applicable

Description	Having regard to the tenderer's proposals for minimising the environmental impact of the services provided under the framework agreement.
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5.2 Lot 2-Specific Award Criteria

Submissions for Lot 2 of this tender will be assessed against the following award criteria:

Criterion A		Weighting	Maximum Marks	
Cost Criterion		30%	3000	
Description	The cost element of the award criteria will be assessed on the basis of a Daily Rate. The proposed cost of the initial contract will be used for the purposes of evaluating this criterion. Marks will be awarded according to the following formula: $\frac{\text{Maximum points available}}{\text{Value of individual tender}} \times \text{lowest responsive valid tender}$ The lowest responsive valid tender will achieve maximum points and all other tenders will be scored on a sliding scale thereafter using the above formula			
Criterion B		Weighting	Maximum Marks	Minimum Marks
Merit of the Proposed Project Team		20%	2000	Not Applicable
Description	1. Organisation Chart -The team's position within the organisation. (2%, 200 marks) 2. Continuity of Service How the team will be managed to ensure continuity of service. (3%, 300 marks) 3. Details of the relevant skills, qualifications and experience of the individuals that are proposed to fill specific roles in the framework and support and maintenance contract. (15%, 1500 marks)			
Criterion C		Weighting	Maximum Marks	Minimum Marks
Merit of the Proposed Engagement Process		30%	3000	Not Applicable
Description	Having regard to the efficiency of the engagement process for: (a) The support and maintenance service, including details of the process for submitting queries/maintenance requests, monitoring the systems for maintenance issues, alerting the LGMA to			

	maintenance issues and keeping the LGMA informed regarding progress of support and maintenance issues, etc. (15%, 1500 marks) (b) Fixed-price engagements, including details of resource selection and assignment, supervision and quality control, progress reporting and issue identification and resolution, etc. (10%,1000 marks) (c) Account Management, including details of oversight and quality control, how the account manager is kept informed of issues and progress and how they keep the LGMA similarly informed, the account manager's input into resource allocation and replacement, etc. (5%, 500 marks)			
Criterion D		Weighting	Maximum Marks	Minimum Marks
Merit of the Proposed Handover Process		15%	1500	
Description	Having regard to the tenderer's proposals for ensuring that the handover process at the end of the framework and any contract concluded under it will be as efficient as possible, including details of documentation, data transfer and subsequent destruction (if required), knowledge transfer to the LGMA and/or its nominated agent (possibly a competitor of the Tenderer), etc.			
Criterion E		Weighting	Maximum Marks	Minimum Marks
Environmental Sustainability	Impact and	5%	500	
Description	Having regard to the tenderer's proposals for minimising the environmental impact of the services provided under the framework agreement.			

5.3 Methodology for Calculating the Cost Score

The following formula will be applied to the cost score:

The lowest cost tender that also meets all the minimum requirements of the qualitative award criteria will receive the maximum score achievable under this criterion. The scores of the other valid tenders will be calculated using the following formula:

Lowest Cost from a Bona Fide Tender	A
Maximum Marks available for Cost	B

Cost for the tender being evaluated	C
Formula employed	$\frac{A \times B}{C}$

5.4 Methodology for Calculating Scoring of Qualitative Criteria

Scoring Band	Description
1 (90% - 100%)	An excellent response that fully meets requirements and provides comprehensive, detailed and convincing assurance that the Tenderer will deliver on the Contracting Authority's requirements to an excellent standard.
2 (80% - 89%)	A very good response demonstrating very good understanding offering assurance that the Tenderer will deliver on the Contracting Authority's requirements to a very good standard.
3 (60% - 79%)	A good response that demonstrates real understanding of the requirements and assurance that the Tenderer will deliver on the Contracting Authority's requirements to a good standard.
4 (40% - 59%)	A satisfactory response which demonstrates a reasonable understanding of the requirements and gives reasonable assurance of delivery of the Contracting Authority's requirements to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.
5 (20% - 39%)	A poor response where some capabilities to meet the requirements are detailed however reservations exist. Lacks full credibility and/or convincing detail, and there is a significant risk that the delivery of the Contracting Authority's requirements will not be successful.
6 (1% – 19%)	A very poor response where limited information was provided and serious reservations exist. This may be because, for example, insufficient detail is provided, and/or the response has fundamental flaws, is seriously inadequate or seriously lacks credibility with a high risk of non-delivery of the Contracting Authority's requirements.
7 (0%)	No response or response completely fails to address the criterion under consideration.
Marks in the score ranges outlined above can be awarded where responses so merit additional marks.	

Note: Where two or more economic operators are tied for first place a cascading quality tie-breaker will be applied, whereby each of the quality award criteria and sub-criteria will be considered in the order they are presented above and the first economic operator to achieve a higher score under any criterion or sub-criterion will be deemed the winner.

All information regarding the evaluation process or potential outcomes shall remain confidential until after the conclusion of the tender process.

5.5 Post Tender Clarification

At the discretion of the Contracting Authority, tenderers may be invited, in writing, to clarify certain aspects of their tender, particularly where information or documentation to be submitted appears to be incomplete or erroneous. However, all such requests will be made in full compliance with the principles of equal treatment and transparency and avoid any distortion of competition.

5.6 Verification

Award of contract/membership of the Frameworks may be subject to attendance at a verification meeting. It would be essential that the key personnel assigned to these Frameworks should be available and present at this meeting. If required, tenderers will be notified of the date, time, agenda and format for such meetings as soon as possible.

A visit to the Tenderer's premises may be required to clarify any questions or queries regarding the tender offer.

5.7 Clarification of Abnormally Low Tenders

If the Contracting Authority considers the tender submission to be commercially unsustainable or otherwise problematic considering the tendered price or any other financial matter (including proposed indicative hours), the tenderer shall be invited to provide clarification to the Contracting Authority in respect of all elements of the tender submission that the Contracting Authority deems relevant. Any failure to satisfactorily comply with such a request, or to satisfactorily address the Contracting Authority's concerns, may, at the discretion of the Contracting Authority, result in the elimination of the tender in question on the basis of it being considered abnormally low.

5.8 Right to Confirm Suitability

Tenderers should note that the Contracting Authority reserves the right to confirm that the financial and technical capacity of the tenderer is valid and unchanged prior to the establishment of the Frameworks and the award of any contract.

6 INSTRUCTIONS FOR TENDERERS

6.1 Submission of Tenders

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

Tenderers must ensure that they give themselves enough time to upload and submit all required documentation before the closing date/time noting the use of the eTenders platform. Tenderers should consider the fact that upload speeds vary. In order to submit a response to the electronic post-box, please note that you must ensure you have submitted the response completely. It is advisable to familiarise yourself with the platform prior to the closing date.

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

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

Email: irish-eproc-helpdesk@eurodyn.com

Phone: +353-818001459

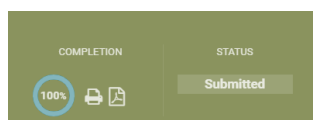
Accessing Documents

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

- (a) Log-in to the system
- (b) Locate the competition using the Advanced Search by Contracting Authority or Resource ID
- (c) Click on the hyperlink for the competition which will bring you to the CfT Workspace
- (d) In the Show CfT Menu for the competition click on the "Expression of Interest" in the drop-down menu
- (e) Complete the "Association with the CfT" tab.
- (f) This will then provide you with a link to "Tender" under the Show CfT Menu

Submitting your Response

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



If you do not receive a message similar to above and a confirmation email, you have not submitted your response.

Please note that the screen may say **OFFLINE**, this is a technical feature of eTenders and does not mean you cannot submit. Also please note you may see the percentage field also saying 100% before you submit, this still requires you to go through the submit button.

Please upload your response as a **ZIP FILE** to protect the integrity of the file names.

It is the responsibility of the Tenderer to ensure that their tender is complete and is uploaded in accordance with the instructions provided on eTenders prior to the deadline as per the front page.

6.2 Closing date for Tenders

The closing date for tender submission	as specified on the title page
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It is the responsibility of the tenderer to ensure that their tender is complete and is uploaded / submitted by the designated deadline.

6.3 Queries

The closing date for submitting queries	as specified on the title page
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All queries regarding this tender should be submitted through the messaging facility on www.etenders.gov.ie, including any omissions which would prevent tenderers from submitting a comprehensive tender. Please submit queries as soon as possible and before the query closing date. The Contracting Authority is not obliged to respond to questions received after this date.

In circulating responses, queries will be edited to avoid disclosing the identity of the querist and will be circulated to all parties who have expressed an interest in the procurement on the eTenders website.

6.4 Extension of Tender Period

The Contracting Authority reserves the right, at its sole discretion, to extend the closing date for receipt of tenders by giving notice in writing (by post or electronic means) to all parties who have expressed an interest in the notice via eTenders no later than six days before the original closing date.

6.5 Tender Validity Period

To allow sufficient time for Tender assessment a Tender Validity period of 6 months is required, this period commencing on the closing date by which the Tenders are to be returned.

6.6 Discrepancies between Documents

A pdf version of the Request for Tender has been made available on eTenders. This document will be considered as the primary source document in this procurement process, word versions of documents where they are provided are being made available to assist tenderers in responding to the tender competition. Where there is a discrepancy between a

pdf version and a word version, the pdf version will take precedence. Tenderers are requested to notify the Contracting Authority immediately of any anomaly. Where applicable the Contracting Authority will issue amended versions.

6.7 Formatting of Tenders / Amending Tender Documents

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

Tenderers are prohibited from amending any text or content of forms or declarations or templates provided as part of this tender competition in their tender responses. Where amendments have been identified, the Contracting Authority may at its discretion eliminate the tenderer from further consideration. Likewise, failure to use the template documentation provided particularly in relation to costing / pricing may result in tenders being eliminated.

6.8 Collusive Tendering

If any Tendering Party is found to have, at any time, offered to give or to have agreed to offer or give to any person, any bribe, gift, gratuity, commission or consideration of any kind as an inducement or reward for taking or forbearing to take any action in relation to the obtaining of its Tenders, or for showing or forbearing to show any favour or disfavour to any person in relation to its Tenders, the bid submitted by such Tendering Party shall be automatically disqualified and the circumstances surrounding such action shall be referred to the appropriate authority.

6.9 Confidentiality

After the official opening of Tenders, information relating to the examination, clarification, evaluation and comparison of Tenders and recommendations will not be disclosed to tenderers or other persons not officially concerned with such process until the award decision with the successful Tenderer has been announced and in conformity with national laws.

Tenderers shall treat the details of all documents supplied to them in connection with this contract as private and confidential and shall not disclose the contents to a third party without the permission of the Contracting Authority.

Any effort by the Tenderer to influence the Contracting Authority or their staff in the process of examination, clarification, evaluation and comparison of Tenders and in decisions concerning the award of the contract may result in the rejection of that Tender.

6.10 Clarification of Tenders

The Contracting Authority is entitled, but not obliged, to seek clarification of tenders, including pricing breakdowns in the course of the evaluation process. No change in the price or substance of the Tender shall be sought, offered or permitted. To assist in finalising the tender evaluation, selected tenderers may be invited to attend clarification meetings with the Contracting Authority.

Tenderers will be responsible for any costs incurred by them in the event that they are required to attend clarification or other meetings or make a presentation of their proposals.

6.11 Correction of errors

Detailed pricing of all tenders will be examined for errors that might alter the tender pricing as determined from the figures on the Form of Tender and electronic versions of the tender (if applicable). In general, the following approach will be applied to manifest errors - where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern.

The amount stated in the tender form will be adjusted by the Contracting Authority in accordance with the above procedure and, with the agreement of the tenderer, shall be considered as binding upon the tenderer. Without prejudice to the above, a tenderer not accepting the correction of their tender as outlined may have their tender rejected.

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

Once the tender submission deadline has expired, no new information can be introduced. This includes cost elements.

6.12 Change in the composition of a Tenderer

Where a change in composition of a tenderer arises, this must be notified in writing to the Contracting Authority and formally approved by them. Where the original party to the tender was critical to the tenderer meeting some or all selection criteria, any replacement party must meet or exceed the same selection criteria standard.

The Contracting Authority reserves the right, but is not obliged, to disqualify any Tenderer that makes any change to its composition after submission of a Tender.

6.13 Interference and Inducement to Purchase

Any effort by the tenderer to unduly influence the Contracting Authority, relevant agency personnel or any other relevant persons or bodies in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning the Award of Contract shall have their tender rejected. The presumptions (including as to any gift, consideration or advantage) and other provisions under the Criminal Justice Act 2018, and all other measures for the time being governing the subject-matter in any applicable jurisdiction, shall be applicable.

6.14 Conflict of Interest

Any conflict of interest involving a tenderer (or tenderers in the event of a consortium bid) must be fully disclosed to the Contracting Authority. Any registrable interest involving the tenderer and the Contracting Authority or employees of the Contracting Authority or their relatives must be fully disclosed in the tender submission or should be communicated to the Contracting Authority immediately upon such information becoming known to the tenderer, in the event of this information only coming to their notice after the submission of a bid and prior to the award of the contract. Failure to disclose a conflict of interest may disqualify a tenderer or invalidate an award of contract, depending on when the conflict of interest comes to light.

6.15 Publicity

Tenderers shall not undertake (or permit to be undertaken) at any time, whether at this stage or after the award of the contract, any publicity activity with any section of the media in relation to this tender/agreement other than with the prior written consent of the Contracting Authority. Such consent shall extend to the content of any publicity. For the purposes of this paragraph, the word “media” includes (but is not limited to) radio, television, newspapers, trade and specialist press, the Internet and email, accessible by the public at large and the representatives of such media.

The Contracting Authority will have the right to publicise or otherwise disclose to any third-party information regarding this process and the agreement.

6.16 Right Not to Award

The Contracting Authority does not bind itself to accept the most economically advantageous tender or any tender. It also reserves the right to accept or reject in whole or in part any or all tenders received, and, in particular, to source the requirement with more than one provider.

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

6.17 Notification of Tender Evaluations

All information regarding the evaluation process or potential outcomes shall remain confidential until after the conclusion of the tender process.

All tenderers will be informed of the outcome of their tenders following tender evaluation and any necessary clarifications.

Potential outcomes can be:

- Establishment of the Frameworks/Award of Contract
- Letter of Regret
- Decision not to proceed with the establishment of the Frameworks

The Contracting Authority may be required to, or may at its own discretion elect to, observe a standstill period of 14 calendar days following the notification of the tender process outcome. Where such a standstill period is observed the notification letter will contain the relevant details and no contract or Framework Agreements will be concluded during the standstill period.

6.18 Award Notices

Following the conclusion of the Frameworks, an award notice will be dispatched to eTenders announcing the results of the competition.

6.19 Policy on Personal Debriefings

Based on the provision of the information to unsuccessful tenderers as outlined above and due to resourcing constraints, the Contracting Authority will not be offering individual debriefing meetings to unsuccessful bidders.

6.20 Copyright

Unless otherwise agreed, the Contracting Authority will have copyright ownership of any material developed for use by the Contracting Authority under the terms of this tender. The service provider may have a non-exclusive license to use such material but only for its own purposes (to be agreed with the successful tenderer).

6.21 Brand Names, etc.

Please note in relation to this tender document; where reference is made to a particular make, source, process, trademark, type or patent, that this is not to be regarded as a de facto requirement. In all such cases it should be understood that the reference in question is accompanied by the words "or equivalent".

6.22 Environmental Aspects

The Contracting Authority is committed to the principles of environmental management in its activities, and it encourages the implementation of sustainability principles in its procurement practices. Tenderers/contractors should make all reasonable efforts to minimise adverse environmental impact in the methods of service delivery and in materials used.

6.23 Knowledge and Skills Transfer

It will be a condition of the contract that opportunities for the transfer of skills and/or knowledge from the Tender/Tender's staff to the Contracting Authority staff will be availed of during the course of contracts under the Framework Agreements.

6.24 Currency and Payments

The currency in which all prices and rates shall be tendered, and which payments under the contract will be paid, shall be Euro (€). All prices and rates quoted should be exclusive of VAT, with the applicable rate of VAT clearly indicated.

A schedule of payments will be agreed with the successful tenderer and invoices shall be submitted in accordance with the terms agreed with the Contracting Authority.

6.25 Irish Legislation and Law

Tenderers should be aware that national legislation applies in other matters such as Employment, Working Hours, Official Secrets, Data Protection and Health and Safety. Tenderers must have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in the Contracting Authority tenders and in delivering contracts awarded to them. The contract(s) awarded on foot of this tender process will be governed by Irish law.

6.26 Anti-Competitive Conduct

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

6.27 Accessibility / Dignity at Work

The successful tenderer(s) shall comply with all relevant legislation relating to dignity at work. As a public body and employer, the Contracting Authority is committed to a policy of equality of opportunity for all personnel.

In line with the Disability Act 2005, accessibility requirements should be clearly stated in request for tenders / quotations where applicable. Under Section 27 of the Act the Contracting Authority is required to ensure that both the goods supplied, and services provided to it are accessible to persons with disabilities.

6.28 Withholding Tax

Where applicable, payments shall be subject to Irish 'Professional Services Withholding Tax' at the prevailing rate (currently at 20%) as laid down by the Revenue Commissioners in Ireland. Non-residents may be able to reclaim such deducted Tax from the Office of the Revenue Commissioners in Ireland, International Claims Section located currently at Government Buildings, Nenagh, Co. Tipperary, Ireland (Tel: +353 (0) 67 63400).

6.29 Freedom of Information

All responses to this Request for Tender will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the tenderer except insofar as is specifically required for the consideration and evaluation of the response or as may be required under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement Procedures, or in response to questions, debates or other parliamentary procedures in or of the Oireachtas (the Irish Parliament).

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

6.30 Late Payment

The Contracting Authority operates in accordance with EU Directive 2011/7/EU on combating Late Payment in commercial Transactions transposed into national legislation as S.I. 580 of 2012 and amended by S.I. No. 281 of 2016.

6.31 Data Protection

"Data Protection Laws" means all applicable national and EU data protection laws, regulations and guidelines including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the "General Data Protection Regulation"), the Data Protection Act, 2018 and any guidelines and codes of practice issued by the Data

Protection Commission or other supervisory authority for data protection in Ireland from time to time.

The Contracting Authority will be a Controller (where Controller has the meaning given under the Data Protection Laws) in respect of any Personal Data (where Personal Data has the meaning given under the Data Protection Laws) required to be provided by the Tenderer in response to this Request for Tender.

The Tenderer, as Controller in respect of any Personal Data provided by it in its Tender, is required to confirm by way of statement in the "Declarations" section of the accompanying Tender Response Document that all Data Subjects (where Data Subject has the meaning given under the Data Protection Laws) whose Personal Data is provided by the Tenderer have consented to the processing of such Personal Data by the Tenderer, the Contracting Authority, the Evaluation Team and the supplier of the eTenders website, for the purposes of the participation of the Tenderer in this Competition or that the Tenderer otherwise has a legal basis for providing such Personal Data to the Contracting Authority for the purposes of its participation in this Competition.

6.32 Changes in Legislation

As a condition of award, it shall be the sole responsibility of the tenderer (in the event of success in this competition) to fulfil the obligations under the Contract.

6.33 International Procurement Instrument-IPI

The Contracting Authority would refer Tenderers in particular to the provisions of Regulation (EU) 2022/1031 on the access of third country economic operators, goods and services to the Union's public procurement and concession markets and procedures supporting negotiations on access of Union economic operators, goods and services to the public procurement and concession markets of third countries (International Procurement Instrument – IPI), and to their obligation to comply therewith. In particular, tenderers and candidates should note in Article 6 of Regulation (EU) 2022/1031, the obligations for a Contracting Authority in the context of a procurement procedure where the EU Commission has adopted an IPI measure.

6.34 Responsibility of Successful Party

As a condition of award, it shall be the successful tenderer's sole responsibility to ensure they have taken account of all obligations under the Contract including supply chain and related risk factors.

Appendix 1 – Specification of Requirements

A1.1 Lot 1. Support, Maintenance and Development of Various Systems.

A1.1.1 MapRoad Roadworks Licensing Systems

System Overview

MapRoad Licensing (MRL) is Ireland's national online application system for managing all aspects and workflows related to road opening licences on a large scale. MRL caters for both applicant organisation and road authority functions. It facilitates a consistent end to end process for road opening licences in line with the Department of Transport Guidelines for Managing Openings in Public Roads. The Road Management Office (RMO) supports users and organisations in their registration and operation of MRL. The RMO also plays a key role in facilitating and managing the ongoing development of the MRL system in conjunction with other key stakeholders.

Access to MRL is provided securely over the internet, to all users and stakeholders across Ireland from its centralised implementation. There is no local software installation required in any user organisation as all functionality is provided via use of any of the commonly supported commercial browsers.

The current *MRL* system release is built on the classic .NET Framework 4.8 technology stack and Web Communication Framework components. It is a multi-tier, enterprise architecture that adheres to Object Oriented design principles. It is deployed in a highly secure configuration and is both logically and physical scalable across physical and virtual server environments. It is developed primarily as a C#.NET/WCF based web application that also uses ASP.NET, VB.NET and ADO.NET as appropriate, operating on the Classic Microsoft .NET Framework.

All associated system databases (Operational and Reporting dedicated) are hosted on Microsoft SQL Server 2022 in a virtual environment. Data exchange is current via Web services/XML and JSON. Analysis of the significant volume of operational data is performed using a dedicated MRL Reporting Database, design optimised for analysis, which is populated and managed using nightly extracts.

The system is centrally installed, scaled and managed in the secure LGMA hosting environment. As a critical system of national importance that requires 24x7 availability, it is hosted on multiple load balanced chains each of which typically comprises of:

- Web Application Server
- Web Services Server
- Microsoft SQL Server Database
- Microsoft SQL Server Report Server

Application Performance Management (APM) and observability tools are used to monitor, analyse, and optimize the complex MRL IT environment.

In addition to the Live/Production Environment, MRL has environments used to support RMO's operations. These are the MRL Sandbox for organisational and user instruction and training, the MRL UAT environment for comprehensive user acceptance testing of new releases and functionality and the MRL LDT which is specifically dedicated to secure live data testing by the development team. These environments also have dedicated physical/virtual server environments that provide web application, web service servers connecting to SQL Server and SQL Server Reporting DB environments.

Technology Stack

The core application framework technology stack for the system includes but not limited to: -

Development Tools/Languages/Source Control	Frameworks/Libraries/Webservices	Backend/ Database/ Data Analytics	APMS Monitoring tools/ Error Tracking
C# version 6.0 to 7.3 and 12.0 Feature Set, F# version 4.3.1 minimum Python 3.7 and Visual Studio Python tools GitLab	.NET Framework: 4.7,4.8 .NET (Core): 5, 6, 8 ASP.NET, ASP.NET Identity, NetTopologySuite, Log4Net, OSi MapGenie Web Services	Windows Communication Foundation (WCF) SQL Server (2016,2019 and 2022), T-SQL, ADO.NET, LINQ, SQL Spatial Tools and ProjNet (SQL) Library ASP.NET Core Web API, SQL Server Spatial extensions	AppDynamics (Cisco)
Visual Studio , Android Studio, Kotlin, Windows Presentation Foundation (WPF), NuGet Package Management			Sentry.io
Python, FastAPI, NetworkX	Entity Framework 6	SSRS, SSIS/DTS	
JavaScript, JQuery, ExtJS, JSON/GeoJSON, XML XSL/XSLT/CSS 3, CSS, HTML4/HTML5	Leaflet, ArcGIS Online (AGOL) Proj4js Library	ETL, Power BI	

System architecture Installations

A typical end-to-end application build installation comprises of:

- 1 x Web App Server (Front End)
- 1 x Web Services Server (Back End)
- Single Database on a SHARED Database Instance

The system environments to be supported have the following application server set up:

- Production
- UAT
- Sandbox
- Live data testing
- Disaster Recovery

Support & Maintenance Environments

There are 3 main environments that RMO interact with:

- MRL Live/production
- MRL User Acceptance Testing
- MRL Sandbox/Playpen

There is also a MRL Android Mobile App for authority inspections

Users / Organisations (Approx.)

- Total Active Users – Range between 5000 - 6000
- Total number of Organisations – Range between 2000 - 3000

Support, Maintenance & BI Analytics Service Requirements

Technical support is required to cover the following:

- Management of releases, comprehensive testing and granular version control
- Performance management and monitoring, use of APMS system monitoring Tools
- Webservices integration
- Mobile App uploads/support of Mobile App (Android/Kotlin based) deployments
- Issue resolution and Change management
- Technical support, investigation and resolution of data issues
- Coordination of fixes (scripts, database configuration etc) with multiple stakeholders
- Management of asset data structures, attribute information and metadata
- Development of reports using BI/analytical tools.
- Support for high volume data reports from a consolidated database which is populated by scheduled nightly batch processes.
- Support, performance, reliability, and technical upkeep of the system.
- Secure development practices and compliance with applicable standards and regulations.
- Design and delivery of usable and accessible interfaces that conform to LGMA/National standards for web-based services delivery.
- Provision of application live support, documentation (functional & technical specification, design & architecture), and ongoing system improvements.
- Support for MRL administrators and RMO staff users when resolving complex issues that require technical input.
- Provision of technical support services to carry out ArcGIS services/tasks and MapRoad operational functions as defined by the RMO

Development Requirements

- There is an expectation that the system will undergo continued enhancements to existing modules and the development of significant enhancements to add value to the system. These may include:
 - data collection for purposes of noise mapping,
 - AI tools for interpreting voluminous data,
 - Reporting on KPIs and other performance indicators,
 - Mobile APPs for recording of data and inspection detail in the field.

System Design Requirements

- Advanced Object-Oriented Design
- Relational database design
- Service Oriented Architecture (SOA) using Windows Communication Foundation and ASP .NET Core Web APIs
- OGC Web Services using GIS technologies
- Profiling and performance optimization of .NET SOA applications
- Web Service Integration between distributed systems
- N-Tier/SOA/Web Service distributed deployments
- Migration of enterprise WCF services to utilize modern ASP.NET Core Web APIs

Capacity Requirements

The MapRoad Roadworks Licensing System (MRL), as one of the major application development and support programs in Lot-1, is expected to require a sustained and scalable vendor delivery capacity over the full contract duration. The estimated effort can scale approximately between 200 – 400 person days annually.

Over the total 4-year contract period, this equates to an overall effort range of approximately between 800 and 1600 person-days.

This level of development and support activities implies:

- A lean delivery capability, likely supported by a small, specialized resource pool.
- The ability to scale effort periodically in response to specific enhancements or operational needs while maintaining baseline continuity.
- A delivery model aligned to a low-to-medium effort system, requiring efficient resource utilisation and strong knowledge continuity.

Overall, the vendor is expected to maintain a light but stable annual effort baseline, with sufficient flexibility to address incremental changes, on-demand feature development and ongoing support requirements across the 4-year term.

A1.1.2 National Environment Management Information System

System Overview

National Environment Management Information System (NEMIS) is a system developed in partnership between the Local Government Management Agency and the Department of Environment Climate Action and Communications to support local authorities in the entry and processing of their RMCEI Returns. This first iteration of the system allowed for the monthly recording of return information in the areas of Waste, Water & Wastewater, Air, Noise and Planning. This also has features assisting in the generation of the annual RMCEI Return and in internal quarterly reviews.

It currently services the following returns:

- RMCEI Annual Return – Staffing, Registers and Licences/permit/CoRs, Complaints, Inspections, Compliance, Enforcement and Prosecution
- Quarterly Waste Quarterly Returns – complaints and inspections data
- Quarterly Water/Wastewater, Air & Noise Return – Complaints and inspections data
- Planned Inspections Return – Expected complaint numbers and planned inspections numbers

The NEMIS system is built on a classic .NET Framework 4.8 technology stack and various Web Framework components. It is developed as a C# based web application operating on the Microsoft .NET Framework and all associated system databases are hosted on Microsoft SQL Server 2022.

In addition, LGMA has also undertaken a new bespoke system (NEMIS-II) development which is currently underway for local authorities to deal with the more encompassing areas of environmental management, workforce planning and a full case management covering complaints, inspections, enforcements and prosecutions.

The NEMIS-II system is currently being piloted and actively developed on a Microsoft .NET 8.0 implementation stack based on the latest upgraded LGMA Core Application suit.

System architecture Installations

A typical end-to-end application build installation comprises of:

- 1 x Web App Server
- 1 x Web Services Server
- Single Database on a SHARED Database Instance
- Report Server (Shared)
- SMTP Server (Shared)

System Users/ Support

The NEMIS system is currently used across all the Local Authorities and the EPA (Environment Protection Agency) with approximately ~600 user accounts.

User Support queries are directly to a support email which is monitored by LGMA and in collaboration with participating external vendors on technical application queries.

Development Requirements (NEMIS-II)

An intensive phase of development is scheduled over the coming years to develop the NEMIS-II system to cater of the functional requirements of the environment section of a local authority. This includes:

- Complaint recording, monitoring, reporting and actioning
- Investigation of incidences of environmental damage
- Inspection recording; routine and non-routine
- Enforcement and prosecution
- Local and sectoral reporting for national priorities
- Qualitative and quantitative analysis
- Mobile App development for on-site recording of inspections
- Workforce-planning and task lists

Support & Maintenance Service Requirements (NEMIS, NEMIS-II)

Technical support is required to cover the following:

- Maintain NEMIS system stability, manage and support capture of returns and reporting
- Technical resolution of application and data issues
- Provision of application support, documentation, and ongoing system improvements.
- Data-sharing with other ICT sectoral systems

A1.1.3 LGReturns System

System Overview

LGReturns is a website developed for the Department of Housing specifically for the entry, processing and reporting of the National Service Indicators. The website has been developed in a services-oriented architecture and is generic in as far as allowing for data entry on a forms-based environment for any purpose. It is in use in all Local Authorities and several Central Government Departments and Agencies.

It is essentially a website for data validation and exchange of data between Government sectors. Its use is mostly dependent on the requirements of the DHLGH and to date it has been used for the following:

- Performance Indicators
- Summary of Social Housing Assessments (SSHA)
- Rental Accommodation Scheme (RAS) – various.
- Landlord returns to Revenue for both RAS and Social Housing Leasing Initiative (SHLI)
- Traveller Families Annual Estimates
- Traveller Accommodation Programme (Actuals & Targets)
- Other services (e.g. Library service, etc.)

A suite of reports is also generated for each of the systems for analysis. Bespoke reporting is also available if required as a data warehouse is also available at the back end of LGRReturns.

Users from Local Authorities may share data if granted permission by other Authorities. Statistics may then be output for comparisons and for decision making. Central Government sections however have access to all the relevant data from the sector.

Technical environment

The *LGRReturns* system is built on .NET Framework 4.7 technology stack and various Web Framework components. It is developed as a C# based web application operating on the Microsoft .NET Framework and all associated system databases are hosted on Microsoft SQL Server 2022.

A typical end-to-end application build installation comprises of:

- 2 Web servers
- 2 Web Services
- Microsoft SQL Server Report Server
- Microsoft SQL Server Database

UAT and Live production environments are in place for these.

The system is centrally hosted in the LGMA. There are approximately 1900 end users of the system and a couple of Admin users.

Support & Maintenance Service Requirements

Technical support of the LGRReturns System will be required in the form of approximately 40 draw down days per year. This support will include application/server support of the technical environment. First level user support is provided by the LGMA.

Typical support issues may include functional enquiries, updates to reports, new requirements, system behaviour issues etc.

Development Requirements

With regards to Development requirements, it would vary from updates relating to accessibility/security to ensure compliance with latest requirements to new functional requirements including but not limited to new reports/new features/legislative updates etc.

There is no functionality updates planned for the next year at this stage, but a technology update/refresh will be needed over the next couple of years to bring the software up to the latest versions.

A1.1.4 Central Broker System

System Overview

This application is a simple lookup query, where the user enters a PPSN to query a central DB, that has been populated by all participating Local Authorities. It is centrally hosted in the LGMA.

There are two types of users, and they are an Administrator user and an Enquiry user.

The *Central Broker System* is built on .NET Framework 4.8 technology stack and various Web Framework components. It is developed as a C# based web application operating on the Microsoft .NET Framework and all associated system databases are hosted on Microsoft SQL Server 2022.

The system is centrally installed in the LGMA hosting environment.

A typical end-to-end application build installation comprises of:

- 1 Web server
- Microsoft SQL Server Database

UAT and Live production environments are in place for these.

Support & Maintenance

Technical support of the Central Broker System will be required in the form of approximately 15 draw down days per year. The system is centrally hosted in the LGMA. There are approximately 90 - 100 end users of the system and a couple of Admin users.

This support will include application/server support of the technical environment. First level user support is provided by the LGMA.

Typical support issues will include application, User and Server support.

Development Requirements

With regards to Development requirements, it would vary from updates relating to accessibility/security to ensure compliance with latest requirements to new functional requirements. There are no major updates planned for the next year at present but functional/legislative/security updates may be required as needed.

There is a potential for new functionality to be added to create a new batch process around the current single enquiry.

A1.1.5 Protect Our Water System & Household Charge Systems

System Overview

The *Protect Our Water and Household Charge System* is built on .NET Framework 4.8 technology stack and various Web Framework components. It is developed as a C# based web application operating on the Microsoft .NET Framework and all associated system databases are hosted on Microsoft SQL Server 2022.

The systems are centrally installed in the LGMA hosting environment.

A typical end-to-end application build installation comprises of: -

- Front end Web server
- Back-end Microsoft SQL Server Database

Support & Maintenance environment

There are 4 users of both systems, with approximately 7.5k email queries/calls per year for Protect Our Water and 1800 for Household Charge. The LGMA provides first line support to these systems.

Support & Maintenance Service Requirements

Technical support of the Protect Our Water System & Household Charge Systems

will be required in the form of approximately 40 draw down days per year.

As per above the systems are centrally hosted in the LGMA. There are approximately 8 administrative users of the system.

This support will include application/server support of the technical environment. First level user support is provided by the LGMA.

Typical support issues will include Application and Server support.

Development Requirements

With regards to development requirements, it would vary from updates relating to accessibility/security to ensure compliance with latest requirements to new functional requirements including but not limited to new reports/new features/legislative updates etc. There are no major updates planned for the next year at present but functional/legislative/security updates may be required as needed.

A1.2 Lot 2. Support, Maintenance and Development of GIS Systems

A1.2.1 MapRoad Asset Management System

System Overview

The road network represents one of the principal assets held by national and local government as well as being one of the most important transport modes supporting the economy. MapRoad Asset Management System (AMS) is a centralised data capture and storage repository for Road Asset Datasets including the Road Schedule, Maintenance Works (type & location), Planned Works (type & location), Public Lighting, Active Travel infrastructure, Bridges, Drainage, Asset Condition, Collision data and Speed data including signage.

MapRoad AMS facilitates Local Authorities in utilising evidence-based decision making for the management of their road assets. The overall aim of asset management using MapRoad AMS is to optimise the service level delivered by the road network over its life cycle.

The system supports the spatial recording of approximately 7,000 projects annually, with a total expenditure of approximately €700 million. Each project can include over 100 recorded attributes, with project phases and milestones effectively controlled through system inputs, ensuring robust tracking, consistency, and informed decision-making.

The application is a Geographic Information System driven through a mapping component with data layers available in modular fashion to display information in a thematic way to give an

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understanding of historic events, asset attribute information and a holistic view of history, status and scheduling.

The key modules of the system include:

- Road Schedule
- Projects
- Programmes
- Bridges
- Speed Limits
- Surveys
- Traffic
- Performance Measures

Many of these components of the system are complimented Mobile Apps deployed to Android phone and/or tablet. Future development will consider deployment of same to iOS platform also.

Technology Stack

The core application framework technology stack for the system includes but not limited to: -

Development Tools/Languages/Source Control	Frameworks/ Libraries/Services	Backend Database/Data Analytics	Performance Monitoring/Error Tracking
C#, F#, .NET, C++, GDAL/OGR	.NET Framework (4.7,4.8, 5 and 10), ASP .NET MVC	Microsoft SQL Server 2022+, SQL/T-SQL	AppDynamics (Cisco)
Gitlab	Backend .NET Services, Web Services	Spatial Database	Sentry.io
Python, FastAPI, NetworkX	Entity Framework 6	SSRS, SSIS/DTS	
JavaScript, JSON, XML, CSS, HTML	JavaScript GIS, ExtJS Framework (GeoExt), Leaflet	ETL, Power BI	
	OpenLayers, Xamarin		
Flutter and DART	Proj4js Library		

The system is centrally hosted within the LGMA network environment, and each installation consists of the following:

- Microsoft Front-end webserver
- Microsoft Back-end webserver
- Microsoft SQL Server Database instance

MapRoad AMS is a centrally hosted system used by 31 local authorities and other users including TII, the NTA, external service providers and some private entities within Republic of Ireland. All users access the system through a web browser and(or) mobile apps. There are in excess of 3000 registered users of the system.

Support, Maintenance & BI Analytics Service Requirements

Technical support is required to cover the following:

- Management of releases, testing and version control.
- Performance
- Webservices integration
- Mobile App uploads

- Technical troubleshooting and resolution
- Technical support of data issues
- Management of asset data structures, attribute information and metadata
- Development of dashboards, reports, and analytical tools.
- Support, performance, reliability, and technical upkeep of the system.
- Secure development practices and compliance with applicable standards and regulations.
- Design and delivery of usable and accessible interfaces.
- Provision of application support, documentation, and ongoing system improvement.
- Provision of technical support services to carry out ArcGIS services/tasks and MapRoad operational functions as defined by the RMO

Development Requirements

- There is an expectation that the system will undergo continued enhancements to existing modules and the development of significant enhancements to add value to the system. These may include:
 - data collection for purposes of noise mapping,
 - AI tools for interpreting voluminous data,
 - Reporting on KPIs and other performance indicators,
 - Mobile APPs for recording of data and inspection detail in the field.

Core System Development & Evolution

Development and enhancement of the core MapRoad platforms:

- Asset Management System.
- MapRoad Public Lighting System.
- MapRoad Road Licensing System.

Mobile & Field Application Development

Development and maintenance of MapRoad's mobile applications supporting local authority field operations.

- Works.
- Bridges.
- Public Lighting.
- La16.
- Licensing Inspections.
- PSCI.
- Speed Signs.

Public & External User Interfaces

- Development and support of public-facing portals and external user access.

GIS & Spatial Systems Development

- Development of mapping, layers, and spatial analysis.

Data & Asset Information Management

- Management of asset data structures, attribute information and metadata.

Integration & API Development

- Development and maintenance of interfaces with internal (MRL and MPL) and third-party systems.

Reporting, Analytics & Decision Support

- Development of dashboards, reports, and analytical tools.

Platform Operations & Technical Maintenance

- Support, performance, reliability, and technical upkeep of the system.

Security, Compliance & Data Protection

- Secure development practices and compliance with applicable standards and regulations.

User Experience & Accessibility Delivery

- Design and delivery of usable and accessible interfaces.

Release, Quality & Configuration Management

- Management of releases, testing and version control.

Support, Knowledge Transfer & Continuous Improvement

- Provision of application support, documentation, and ongoing system improvement.

In order to bring future enhancements to an agreed specification of works, business analysis of core principles of infrastructure asset management is necessary.

Capacity Requirements

The MapRoad Asset Management System (AMS) as one of the major application development and support programs in Lot-2, is expected to require a sustained and scalable vendor delivery capacity over the full contract duration. The estimated effort can scale approximately between 1400 – 1500 person days annually which can comprise of ~1000 person days for development and ~500 person days for maintenance and application support services.

Over the total 4-year contract period, this equates to an overall effort of approximately 6000 person-days.

This level of development and support activities implies:

- A consistent, multi-disciplinary delivery team capable of handling both ongoing development, non-functional requirements (performance, scalability, availability) and operational support streams in parallel.
- A sufficient degree of flexibility in resourcing to accommodate fluctuations in development workload while maintaining stable support coverage.
- A delivery capacity aligned to a small to medium-scale enterprise system support, requiring structured planning, resource continuity, and knowledge retention across the contract lifecycle.

Overall, the vendor is expected to maintain a steady-state annual resourcing baseline, with the capability to scale within that envelope to meet evolving system and business needs over the 4-year term.

A1.2.2 MapRoad Public Interface System

System Overview

This is a public-facing portal with content extracted from the MapRoad PMS SQL Server database and contains tools for external user access. MapRoad Public Interface is a standalone ArcGIS Map Service.

It is a web-based GIS portal that aggregates local authority datasets in one publicly accessible national dataset.

- intuitive and user-friendly interface that allows non-experts to easily navigate and interact with the datasets.
- data available for download in common GIS data formats.
- users can search for locations.

The technical environment for the system includes:

- ArcGIS Online
 - Experience Builder
 - Jupiter Notebooks (ArcPY)
- MapServer
- SQLServer

Support & Maintenance Service Requirements

Support to the Roads Management Office will be covered as part of the contract. Technical support for delivering new datasets to the Viewer is anticipated along with guidance on new technical developments and reporting for ArcGIS.

Development Requirements

The MapRoad Public Interface is a new development and over time, there is an expectation that additional datasets from the core MapRoad AMS and Public Lighting systems will be extended.

As the core asset management systems develop, these will be complimented with application enhancements/changes and 3rd party data integrations to the MapRoad Public Interface to match updated datasets.

A1.2.3 MapRoad Public Lighting System

System Overview

This asset management system supports local authorities in gathering and reporting technical data on public lighting. It is of the form of a Geographic Information System driven through a mapping component.

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Technology Stack

The core application framework technology stack for the system includes but not limited to:

Development Tools/Languages/Source Control	Frameworks/ Webservices	Libraries/ Backend Database/Data Analytics tools	Performance Monitoring/ Error Tracking
C#, F#, .NET, C++, GDAL/OGR GitLab	.NET Framework (4.7,4.8, 5 and above)	Microsoft SQL Server 2022+, SQL/T-SQL	AppDynamics (Cisco)
ASP .NET MVC	Backend .NET Services	Spatial Database	Sentry.io
Python, FastAPI, NetworkX	Entity Framework 6	SSRS, SSIS/DTS	
JavaScript, ExtJS, XML, CSS, HTML	JSON, JavaScript GIS Framework (GeoExt), Leaflet	ETL, Power BI	
Xamarin	OpenLayers Library		
Flutter and DART	Proj4js Library		

The system is used by most local authorities in Ireland as well as contractors who are part of a maintenance or retrofit project for public lighting to maintain the asset base.

Support & Maintenance Service Requirements

There is no scheduled development of the system to add new functionality, however maintenance of the existing system will be necessary. Technical refreshes to the system as required will be undertaken to maintain the performance and security of the system.

Support is to be provided for technical issues and troubleshooting as well as additional support to users who experience technical difficulties with uploading information from the Mobile APP data-collection tools.

Development/Integration Requirements

Integration of public lighting data from other systems may be developed as part of a programme to consolidate tools for the recording of the asset as well as evaluation of energy use and cost. This may require interface to other 3rd party systems.

Appendix 2 – Roles, Skills & Experience Requirements

The following table identifies the various roles that will be required. Note, the list of roles is identical for both lots, but some roles for Lot 2 will require additional skills and experience not required for Lot 1.

Roles & Responsibility	Minimum Experience in Role (years)	Minimum Number of Resources
Account Manager	10	1
Project Manager/ Scrum Master	5	2
Business Analyst/Product Owner	5	2
Software Architect	7	2
Senior Developer (.NET, Python)	7	2
Junior Developer (.NET, Python)	3	5
Senior Developer (Mobile App Development)	7	2
Junior Developer (Mobile App Development)	3	2
GIS Developers (LOT-2)	5	3
DBA/ Database Architect	7	2
SQL Database Developer	5	2
QA Lead	5	2
QA Tester	4	4
Web & UX Designer	4	1
Network/Server Admin/Onsite deployments & Support Engineer	5	2

The following table identifies the specific skills and competencies required by each role. Items that are specific to Lot 2 are identified as such, e.g. item H is GIS Technical Development (LOT-2). All items not identified as being specific to Lot 2 are common to both lots.

Items	Skills/Technical Ability	Roles	Specific Expertise Required
A	Business Analysis	Business Analyst Product Owner Scrum Master/PM	• Systems Analysis - Hard Systems Approach (HSA) • Systems Mapping • Agile development methodologies • Influence Diagramming • Flow-Block Diagramming • Process Diagramming • Requirements Gathering • Documenting User Acceptance Criteria • Progress Reporting • Leading requirements workshops; making presentations, • Production of high-level functional and non-functional requirements documents • Testing and Implementation support & training • Business Process Reengineering / Prototyping • Data management with regard to centralised collection and collation of data from multiple external systems Domain specific knowledge in the following areas (Optional): • Roads and Pavement Management Knowledge • Road noise mapping/monitoring and closely related services with a regard to procurement of same. • Environmental monitoring and management systems/applications • Asset management about Public Infrastructure
B	Development Tools and Languages	Software Architect Senior/Junior Software Developer	• C# version 6.0 to 7.3 and 12.0 Feature Set, and in particular: ○ Generics ○ Lambda expressions ○ LINQ concepts ○ Pattern Matching

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Items	Skills/Technical Ability	Roles	Specific Expertise Required
			• F# version 4.3.1 minimum • Python 3.7 and Python Tools for Visual Studio • .NET Framework 4.7.2, 4.8, • Visual Studio 2019 and 2022 • Development/Documentation of Application Programming Interfaces (API's) • Windows Presentation Foundation (WPF) • NuGet Package Manager • Visual Studio • Android Studio • .NET 8 and .NET 10
C	Backend and Business Logic	DBA/Database Architect SQL Database Developer	• Windows Communication Foundation (WCF) • SQL Server 2016, 2019 and 2022 and T-SQL or later • ADO.NET • LINQ • SSRS, SSIS, SSAS • Configuration File Management and Manipulation • SQL Spatial Tools and ProjNet (SQL) Library • ASP.NET Core Web API • PowerBI
D	Web Services and Management Tools	Senior/Junior Software Developer	• Entity Framework 6.x • ASP.NET MVC • C# 6.0 to 7.3, 12 • ASP.NET Identity • WCF • NetTopologySuite • Bootstrap and jQuery • Log4Net • JSON / XML
E	Presentation/User Interface	Senior/Junior Software Developer	• HTML 4, HTML 5, jQuery • XML/XSL/XSLT/CSS 3 • Cross Browser Compatibility (PC / Tablet / Mobile) • Responsive Design

Items	Skills/Technical Ability	Roles	Specific Expertise Required
			• W3C WAIG 1.0, 2.0, 3.0 • Windows Presentation Foundation (WPF) • ASP.NET • Accessibility & Usability Auditing • Leaflet
F	System Design and Development	Software Architect Senior/Junior Software Developer	• Advanced Object-Oriented Design in the context of C# 6.0 to 7.3, 12 • Advanced ASP.NET MVC • Advanced use SQL Server 2016, 2019, 2022 ADO.NET and relational database design • Development of data access and data model code layers • Practical application of Service Oriented Architecture (SOA) using Windows Communication Foundation and ASP .NET Core Web APIs • Practical application of Service Oriented Architecture (SOA) and OGC Web Services using GIS technologies • Profiling and performance optimisation of .NET SOA applications • Both practical application and theoretical understanding of security infrastructure in a .NET Framework 4.6.2/4.72/4.8 and .NET 8.0 SOA based environment • Agile development methodologies, in particular SCRUM • Web Service Integration between distributed systems • N-Tier/SOA/Web Service distributed deployments • Secure Network Configurations / Domain / User Management • Prototyping • Migration of enterprise WCF services to utilize modern ASP.NET Core Web APIs • Experience developing and maintaining frameworks and tools to

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Items	Skills/Technical Ability	Roles	Specific Expertise Required
			optimise and streamline the development, support and upgrade of enterprise scale system implementations.
G	Graphic Design and UI Design	Web & UX Designer	• System Functionality Design • System Interface Design • Accessibility and Usability (W3C) • Graphic Design and Branding • Advanced HTML and CSS • Workflow Design • Prototyping • UI Responsive Design Techniques
H	GIS Specific Technical Development (LOT-2)	Senior .NET Developer	• JavaScript, JSON/GeoJSON, OSi MapGenie, • Web Services and Interfacing • Proj4JS, Python 3.7, Windows PowerShell • MS SQL Server Spatial extensions • MS SQL Server Management Studio for integrating spatial and non- spatial data • Leaflet • ArcGIS Online
I	Mobile Platform Development and Cloud Services	Senior/Junior Developer (Mobile App Development)	• Comprehensive knowledge of Android (SDK, Play Services, UI best practices) • SQLite, Spatialite, C# 6.0 to 7.3 and 12.0 • HTTP/HTTPS, REST, JSON, Android Studio, Kotlin
J	Reports	SQL Database Developer	• Design and development of Reporting using SQL Server 2016/2019/2022 and Reporting Services (SSRS) including mapping integration • Microsoft PowerBI as a reporting and analysis tool • Verification of reported results based upon the underlying data

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Items	Skills/Technical Ability	Roles	Specific Expertise Required
			Data flattening/denormalization techniques and implementation for end user Reporting.
K	Build Management	Senior/Junior Developer	- Versioning and build control management - Deployment management in distributed/multiple environments
L	Testing	QA Lead QA Tester	- Development of Test Plans and Scripts - Manual Testing with focus on Context driven methodologies and Exploratory techniques - Automated testing - Live Data Testing - Issue tracking - Agile Methodologies - Mobile App Testing, Tablet Testing - Deployment of AppDynamics in production environments - Knowledge and experience in the appropriate use of AI in testing/test data generation scenarios
M	Software Deployment/Release Management	Senior Developer	- Deploying/implementing developed systems to virtual server environments - Managing deployments of developed systems to load balanced and distributed server environments. - Cooperating with network, hosting and security operations teams in the day-to-day management of scalable multi-tier systems like the MapRoad PMS and MapRoad Licensing Systems - Experience using AppDynamics or equivalent for web system performance management, operational analytics and issue diagnosis

Items	Skills/Technical Ability	Roles	Specific Expertise Required
N	Core GIS Technical Skills (LOT-2)	Senior /Junior Developer	GIS Programming & Scripting • Python (industry standard for GIS automation and tooling) • JavaScript (for web-based GIS apps) • Frameworks: ArcGIS API for JavaScript, Leaflet, Open Layers • C#/.NET for ArcGIS Pro SDK, enterprise GIS integrations • SQL for spatial queries Spatial Databases & Data Management • Experience designing, managing, and optimising spatial databases • Spatial indexing, topology rules, geodatabase versioning • ETL workflows using Python, custom data pipelines Desktop GIS Extension Development • ArcGIS SDK (C# / .NET) • QGIS plugins Building GIS-enabled web applications using ArcGIS Online / Enterprise Hands-on Experience in: • Spatial APIs and designing RESTful GIS services • Designing enterprise GIS architectures • Integration between GIS and other IT systems • Integrating GIS with web services using JSON, GeoJSON, XML, REST

Appendix 3 – Sample Declaration of Personal and Legal Circumstances

Candidates may be required, as per section 3.1.5 above, to complete and return the following declaration printed on the Candidates' headed notepaper and signed by the Candidate and a practicing solicitor or commissioner for oaths. The Contracting Authority will edit this declaration prior to making any such request to reflect the specifics of the competition, including the list of discretionary grounds for exclusion that might apply.

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For clarity, the following is provided for information purposes only; Candidates' self-declaration under section 3.2 above is sufficient unless and until a signed declaration is specifically requested of them.

Re:

NAME: Candidate's Name

ADDRESS: Candidate's Address

I, [Name of Declarant], having been duly authorised by [Insert name of entity] sincerely declare that [Insert name of entity] itself or any person who has is a member of the administrative, management or supervisory body of [Insert name of entity] or has powers of representation, decision or control in [Insert name of entity]:

1. Has never been the subject of a conviction for participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA.
2. Has never been the subject of a conviction for corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union and Article 2(1) of Council Framework Decision 2003/568/JHA as well as corruption as defined in the national law of the Contracting Authority or [Insert name of entity].
3. Has never been the subject of a conviction for fraud within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests.
4. Has never been the subject of a conviction for terrorist offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA respectively, or for inciting or aiding or abetting or attempting to commit an offence, as referred to in Article 4 of that Framework Decision.
5. Has never been the subject of a conviction for money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council.
6. Has never been the subject of a conviction for child labour and other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council.
7. Is not in breach and has not breached its obligations relating to the payment of taxes or social security contributions.
8. That the preparation of the Tender was carried out independently.

[Any of the following discretionary exclusion grounds not selected for inclusion in the eESPD generated for this competition should be deleted and replaced with "Not Used" if not applicable]

When finished, delete these instructions.]

9. *Delete and replace with "Not Used" if not applicable:* Has, in the performance of all public contracts, complied with applicable obligations in the field of environmental, social and labour law that apply at the place where the works are carried out or the services provided, that have been established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Schedule

7 of the European Union (Award of Public Authority Contracts) Regulations 2016 (Statutory Instrument 284 of 2016).

10. *Delete and replace with "Not Used" if not applicable:* Is not bankrupt or the subject of insolvency or winding-up proceedings, its assets are not being administered by a liquidator or by the court, it is not in an arrangement with creditors, its business activities are not suspended nor is it in any analogous situation arising from a similar procedure under national laws and regulations.
11. *Delete and replace with "Not Used" if not applicable:* Is not guilty of grave professional misconduct.
12. *Delete and replace with "Not Used" if not applicable:* Has not entered into agreements with other economic operators aimed at distorting competition.
13. *Delete and replace with "Not Used" if not applicable:* Is not aware of any conflict of interest due to its participation in the Competition;
14. *Delete and replace with "Not Used" if not applicable:* Has not had any prior involvement in the preparation of the Competition;
15. *Delete and replace with "Not Used" if not applicable:* Has not shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.
16. *Delete and replace with "Not Used" if not applicable:* Is not guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the Selection Criteria for this Competition and did not withhold such information and did not fail or is not able to submit supporting documents in respect of this Competition as required under Regulation 59 of the European Union (Award of Public Authority Contracts) Regulations 2016 (Statutory Instrument 284 of 2016)
17. *Delete and replace with "Not Used" if not applicable:* Has not undertaken to unduly influence the decision-making process of the Contracting Authority in respect of the Competition, or obtain confidential information that may confer upon it undue advantages in respect of the Competition; or negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.

We further confirm that we are fully compliant with the following legislation, or equivalent legislation in our country of establishment / operation:		Yes	No
(i)	Employment Equality Acts 1998-2011		
(ii)	Equal Status Acts 2000-2011		
(iii)	National Minimum Wage Act 2000 as amended		
(iv)	Organisation of Working Time Act 1997 as amended		
(v)	Safety, Health and Welfare at Work Act 2005 and Safety, Health and Welfare at Work (General Application) Regulations 2007		
(vi)	Disability Act 2005		
(vii)	General Data Protection Regulation 2016/679		

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(viii)	We have procedures in place to ensure that our subcontractors, if any are used for this contract, apply the same standards.		
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I understand and acknowledge that the provision of inaccurate or misleading information in this declaration may lead to my business/firm/company/partnership being excluded from participation in this or future tenders, and I make this solemn declaration conscientiously believing the same to be true and by virtue of the Statutory Declarations Act, 1938. This declaration is made for the benefit of the Contracting Authority.

Signature of Declarant

Name of Declarant in print or block capitals

Declared before me by _____ who is personally known to me

(or who is identified to me by _____ who is personally known to me)

at _____ this _____ day of _____ 20__

(signed)
Practising Solicitor/Commissioner for Oaths

Appendix 4 – Sample Framework Agreement

Those parties that are successful in phase II of this competition will be required to sign a framework agreement based on the template provided in the accompanying document “Sample Single-Vendor Framework Agreement.PDF”.

While the Contracting Authority reserves the right to modify the terms and conditions included in the sample framework agreement at any time prior to signing with the successful party or parties, Candidates should note that the Contract Authority does not anticipate any substantial departure from those terms and conditions included in the sample document.

Appendix 5 – Sample Call-Off Contract

Services provided under the framework agreement(s) concluded on foot of this competition will be provided under the terms of a call-off contract which will be based on the template provided in the accompanying document “Sample Call-Off Contract for Services.PDF”.

While the Contracting Authority reserves the right to modify the terms and conditions included in the sample contract at any time prior to signing with the successful party or parties, Candidates should note that the Contract Authority does not anticipate any substantial departure from those terms and conditions included in the sample document.