



Invitation to Tender

Electronic Tender Submission due no later than 12:00 hours, 14th August 2026

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INVITATION TO TENDER

Contract for

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER

LOT 1 – 9

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RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

1. IMPORTANT NOTICES TO TENDERERS

1.1 Introduction

This Invitation to Tender ("**ITT**") is being made available by **Respond Housing Association CLG** (the "**Employer**") to those Organisations ("**Tenderers**") who have been selected to be invited to Tender for the contract for maintenance and repair of the Employer's property (the "**Contract**").

This ITT and the documents that accompany it (the "**Procurement Documents**") is made available to Tenderers on condition that it is to be used solely in connection with submitting a tender ("a **Tender**") for the Contract.

The internet address at which these Procurement Documents are made available is:

- **etenders.ie**

The Employer is following the open procedure under S.I. No: 284/2016 – European Union (Award of Public Authority Contracts) Regulations 2016

The Employer is concurrently procuring multiple Contracts, specifically two contracts per Lot, and the procurement documents for all contracts have commonality in respect of the documentation that is to be returned at the Bidder's tender submission. The Contracts are split into geographical lots. Dwelling volume, repair and void volume and 2024 turnover by area is as follows:

New Lot	County	2024 Annual Cost €	Number of units	Avg. cost per unit €
1	Donegal	111,584.00	140	797.03
	Sligo	113,750.00	77	1,477.27
	Mayo	78,460.00	71	1,105.07
	Roscommon	16,960.00	15	1,130.67
	Leitrim	7,115.00	3	2,371.67
		327,869.00	306	1,376.34
2	Galway	369,152.00	466	792.17
	Clare	135,026.00	161	838.67
		504,178.00	627	815.42
3	Monaghan	308,296.00	176	1,751.68
	Cavan	20,747.00	11	1,886.09
	Longford	144,400.00	110	1,312.73
	Louth	321,691.00	419	767.76
	Meath	347,120.00	239	1,452.38
		1,142,254.00	955	1,434.13
4	Dublin North (Fingal / DCC)	1,256,215.00	1687	744.64
5	Dublin South (SDCC/DLRCC)	761,941.00	1748	435.89
6	Offaly	166,100.00	244	680.74
	Kildare	286,621.00	390	734.93
	Laois	255,928.00	224	1,142.54
	Westmeath	39,873.00	83	480.40
		748,522.00	941	759.65
7	Tipperary	414,833.00	381	1,088.80
	Kilkenny	182,299.00	281	648.75
	Waterford	551,299.00	563	979.22
		1,148,431.00	1225	905.59
8	Kerry	79,100.00	115	687.83
	Cork	758,050.00	1149	659.75
	Limerick	213,600.00	138	1,547.83
		1,050,750.00	1402	965.13
9	Wicklow	100,588.00	189	532.21
	Wexford	228,207.00	285	800.73
	Carlow	140,434.00	222	632.59
		469,229.00	696	655.17

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Tenderers can bid for individual or all of the Lots providing they meet the criteria indicated in the procurement documentation. All 9 Lots will be initially separately evaluated in accordance with Section 4 of this ITT.

The Employer reserves the absolute right at its sole discretion to award contracts as either single or multiple Lot combinations.

Tenderers will only be required to submit one Suitability Questionnaire (Document A2) regardless of the number of Lots tendered for.

Tenderers will be required to submit one Form of Tender (Documents B1) for each of the Lots tendered for.

Tenderers will only be required to submit one Tender Submission Document (Document E1) for the Method Statement – Section 2 regardless of the number of Lots tendered for.

Tenderers will be required to submit one Pricing Document (Document C2.1) which provides a tab for each Lot. Tenderers are required to indicate in the Pricing Document which Lots they are providing a tender for.

To assist Tenderers the following table indicates whether documentation downloaded by Tenderers from the ***etenders.ie portal*** is applicable to all lots or to individual Lots

VOLUME	DOCUMENTATION	ONE DOCUMENT OR FOLDER FOR ALL LOTS	INDIVIDUAL DOCUMENT FOR EACH LOT
	Contract Notice	Yes	
A1	Invitation to Tender	Yes	
A2	Suitability Questionnaire	Yes	
A3	Works Requirements - Preliminaries	Yes	
A4	Works Requirements – Technical Specification	Yes	
A5	Works Requirements – KPI Framework	Yes	
A6	Term Brief (Operational Handbook)	Yes	
B1	Form of Tender		Yes – please submit form B1 for each Lot
C1	M3NHF Schedules of Rates	Yes	
C2	Pricing Document	Yes C2	
D1	Standard Agreement	Yes	
D2	Standard Form of Contract	Yes	
D3	Additional Contract Conditions	Yes	
D4	Schedule to the Contract	Yes	
E1	Method Statement Questionnaire	Yes	

1.2 Acknowledgement and Tendering intentions

Tenderers must return the completed ITT acknowledgement pro-forma at ANNEX 1:

- indicating whether they intend to submit a Tender; and, if so,
- confirming they are prepared to accept the conditions of Tendering set out in this ITT.

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Any organisation that does not wish to Tender should return the Tender acknowledgement completed to say this, to the address in paragraph 3.1. Copies of the Procurement Documents should also be deleted/destroyed. The Employer confirms that an organisation that does this will not be prejudiced in relation to any future procurements by the Employer.

1.3 Timetable

The table below sets out the proposed timetable for the procurement from the issue of the ITT to signature of the Contract Documents. The Employer reserves the right, in its absolute discretion to amend the timetable or extend any time period in this ITT.

Key Stage	Proposed Date
Pre-Tender Market Engagement Webinar	Friday 5 th June
Publish Contract Notice	3 RD JULY
Deadline for clarification questions in respect of Tender Documents	31st July
Deadline for Respond to provide full clarification log	22 nd July
Deadline for submission of Tenders	14th August
Evaluation of Tenders	17th August - 3rd September
Moderation/ Interviews (if required)	3rd September
Identification of Preferred Tenderers	4th September
Respond Board approvals	During standstill
Tender Feedback notices to Tenderers	7th September
Mandatory standstill period	8th - 21st September
Publication of Contract Award Notice/ E-tender Notice	22nd September
Finalisation of Contract with Preferred Tenderer	During mobilisation
Mobilisation	7th September - 13th November
Proposed contract start date	Monday 16th November

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1.4 Amendments to the Procurement Documents, tendering procedure and discontinuation

The Employer reserves the right to issue amendments or modifications to the Procurement Documents during the Tender period. These will be issued to all Tenderers simultaneously. Tenderers will be assumed to have taken account of any such modifications and amendments in their Tenders.

The issue of this ITT does not commit the Employer to award any Contract following the Tender process. The Employer is not bound to accept any Tender and the Employer reserves the right to reject any or all Tenders.

At its discretion, the Employer may either waive or insist on strict compliance with any requirement set out in this ITT.

The Employer reserves the right to change the procedures outlined in this ITT or to terminate the Tender process at any time before entering into the Contract.

1.5 Contact person and queries from Tenderers

The Employer has established an E Tender Portal for the purpose of this procurement process:

Portal Name:	Etenders.ie
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If this ITT is incomplete the Tenderer should make contact with the Employer through eTenders.ie using the Email function to arrange for the missing material to be sent. It is each Tenderer's responsibility to ensure that they have all the information they need to prepare their Tender.

Tenderers should note the following procedure for obtaining further information or clarifications during the Tender period:

- All communications from Tenderers (including requests for clarification or further information) must be made in writing through the eTenders.ie using the Email function. Questions must arrive at least 17th July deadline so as to enable the Employer to answer them by 22nd July.
- Except as stated below, the Employer will circulate all questions and responses to all Tenderers:
 - if a Tenderer believes their question is commercially confidential they should mark it 'Confidential – not to be circulated to other Tenderers';
 - if the Employer considers that, in the interests of open and fair competition, it is unable to respond to the question on a confidential basis, it will inform the Tenderer;
 - as soon as practicable thereafter the Tenderer must either withdraw the question or indicate that it may be treated as not being confidential;
- A Tenderer making a request for further information may (occasionally) be asked to pay the Employer's reasonable costs of obtaining and providing it. The Tenderer will be advised beforehand if a charge will be made.

The Employer reserves the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that request would or would be likely to prejudice its own commercial interests.

1.6 Confidentiality and data protection

The Procurement Documents are made available by the Employer on condition that Tenderers do not use or copy such Procurement Documents for any purpose other than Tendering (or deciding whether to Tender) for the Contract.

Tenderers should note that some of the Procurement Documents may include confidential information and/or Personal Data under Data Protection Law (in particular any TUPE

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information disclosed with the ITT or subsequently). Such information will be communicated exclusively to Tenderers and will not be made publically available on the internet.

Tenderers will be regarded as Data Controllers in relation to any Personal Data (including TUPE information which is Personal Data) that is disclosed to them by the Employer. Tenderers must comply with their obligations as Data Controller of such Personal Data under all Laws relating to privacy and the Processing of Personal Data in force in the legal jurisdiction of Ireland, including all applicable guidance and Codes of Practice issued by the Information Commissioner's Office or any replacement Data Protection Law.

Tenderers may disclose confidential information only if:

- the disclosure is made for the sole purpose of preparing a Tender and the person receiving the information undertakes in writing to keep it confidential on the same terms as those set out in this ITT;
- the Tenderer is required to make the disclosure by Law; or
- the Employer gives prior written consent to the disclosure.

Tenderers must notify the Employer as soon as reasonably practicable and in any case within 24 hours of:

- becoming aware of any event that results or may result in any unauthorised or unlawful access to, processing, loss and/or destruction of Personal Data disclosed to them by the Employer including any actual or potential Personal Data Breach; or
- any Data Subject Access Request in relation to Personal Data disclosed to them by the Employer.

On the conclusion of this procurement or their withdrawal from it, Tenderers must destroy all versions and copies of documents containing confidential information and/or Personal Data disclosed to them by the Employer in connection with this procurement.

The Employer may disclose any information relating to Tenders to its members, board members, officers, employees, agents or advisers. The Employer may disseminate information about the Contract to all Tenderers, (in accordance with paragraph 1.5 and subject to any duty to protect any Tenderer's commercial confidence).

Tenderers should note that the Employer may be required to disclose information they provide to the Employer under the Freedom of Information Act 2014 unless the Employer considers that the information is subject to a duty of confidence or that it is both commercially sensitive and the public interest in maintaining its confidentiality is greater than the public interest in disclosing it.

Tenderers must not undertake or permit any publicity to be undertaken at any time, about the Contract unless the Employer has first approved its form and content.

1.7 Non-collusion and non-canvassing

Tenderers are required to certify in their Tender Certificate, and by returning Document B2 Non-Collusion Statement with their tender submission, that:

- neither the Tenderer nor any member of the Tenderer's team has engaged in collusive tendering or canvassing; and
- that there are no circumstances that would make it a breach of ***the Employer's financial standing orders ("Probity Policy")*** to award a contract to the Tenderer.

Without prejudice to any other remedies available to the Employer or any criminal liability, the Employer may disqualify any Tenderer from further participation in the Tender process or the Contract who, in connection with its Tender for the Contract:

- offers an inducement, fee reward or financial advantage to any officer or employee of or adviser to the Employer in connection with the Contract;
- does anything which would breach the Criminal Justice (Corruption Offences) Act 2018;
- fixes or adjusts its Tender by or in accordance with any agreement or arrangement with any other Tenderer;
- enters into any agreement or arrangement with any other Tenderer not to Tender or to

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- alter the content of any Tender to be submitted in any way
- communicates the content of its proposed Tender to any person (outside its consortium, and professional advisers) other than the Employer or the Employer's advisers.
- causes or induces any person to enter into any such agreement to inform any other Tenderer of the content of any other Tender for the Contract; or
- offers or agrees to pay or give or does pay or give any sum of money, inducement or valuable consideration directly or indirectly to any persons for doing or having done or causing or having caused to be done any act or omission in relation to any other Tender or proposed Tender for the Contract.

Tenderers are required to confirm this in the Tender Certificate as set out in Document B2 'Non Collusion Statement' of the ITT when they return it with their Tender. Submission of Document B2 is a pass/fail element of the tender.

A Tenderer that contravenes its obligations set out in the Tender Certificate may also be required to reimburse the Employer for its costs related to the procurement.

1.8 Conflicts of interest and Probity Policy

The Employer requires all actual or potential conflicts of interest to be identified and remedied to its satisfaction so as to avoid any distortion of competition and to ensure equal treatment of all Tenderers. This must be done before the delivery of Tenders in response to this ITT. This includes any conflicts of interest arising during the Tendering and evaluation processes where a Subcontractor/Supplier or Adviser put forward by a Tenderer in respect of the Contract:

- has advised the Employer in relation to this procurement;
- is subject to a conflict of interest with a relevant staff member of the Employer or a procurement adviser to the Employer; or
- is from the same firm or company or a member of the same group of companies as that put forward by another Tenderer in respect of the Contract.

For reference, the relevant Advisers of the Employer are:

Impart Links Ltd

Resolution of such conflicts of interest could involve:

- the Employer excluding relevant staff members from the procurement process including, in particular, from the evaluation of Tenders;
- information barriers being maintained between different parts of the Tenderers or of their consortium; and/or
- either the Employer or the Tenderer being required to change their procurement adviser.

If a conflict of interest cannot be resolved to the Employer's satisfaction the Employer may exclude the Tenderer concerned from the procurement process.

The Employer reserves the right to reject any Tender received from a person or business trading for profit to whom the Employer is prohibited from making a payment or granting a benefit by its Probity Policy.

This Policy prevents the Employer from making any payment (even if full value is received in return) to any of its board members or employees, any person who has ceased to be a board member or employee in the past 12 months or any close relative of any of these. The Probity Policy also prevents the Employer from making any payments to a business trading for profit (i.e. one which can distribute profits to its shareholders or proprietors) of which such a person is a principal proprietor or in which a person is directly concerned with the management.

There are only limited exceptions to the Probity Policy. Tenderers who are unclear as to the application of the Probity Policy to their circumstances should seek clarification from the contact person.

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1.9 Accuracy of information and liability of the Employer and their advisers

Whilst the information in this ITT and the Procurement Documents has been prepared in good faith, it does not purport to be comprehensive or to have been independently verified. This ITT is issued on the basis that:

- neither the Employer nor any of its advisers accept any liability, responsibility or duty of care to anyone other than the Employer for its adequacy, accuracy, completeness or for anything said or done in relation to the procurement to which the Procurement Documents relate;
- neither the Employer nor any of its advisers make any (express or implied) representation or warranty either about the information contained in the Procurement Documents or on which it is based, or about any written or oral information that may be made available to any Tenderer or their advisers;
- the Employer does not undertake to provide Tenderers with access to any additional information or to update the information in the Procurement Documents or to correct any inaccuracies that may become apparent;
- nothing contained in this ITT or the Procurement Documents constitutes an inducement or incentive in any way to persuade any Tenderer to submit a Tender or enter into the Contract Documents or any other related agreement;
- neither this ITT, the Procurement Documents nor any information supplied by the Employer should be relied on as a promise or representation as to the future;
- the Procurement Documents are neither an offer capable of acceptance nor are they intended to create a binding contract nor are they capable of creating such a contract by any subsequent actions; and
- no implied contract is to arise between the Employer and any Tenderer resulting from the issue of or any Tenderer's compliance with this ITT or any matters related to it.

Tenderers must satisfy themselves as to all conditions likely to affect the execution of Works under the Contract, including the types, construction and location of the Properties.

Tenderers must form their own opinions, making such investigations and taking such advice as is appropriate, regarding the Works and their Tenders, without reliance upon any opinion or other information provided by the Employer or their advisers and representatives.

1.10 Tender costs and loss of profits

Tenderers are to bear all their own tendering costs. In no circumstances will the Employer be liable for any tendering costs, nor any loss of profits, loss of contracts or other costs or losses suffered or incurred by any Tenderer.

1.11 Tenderer's warranties

In submitting its Tender, each Tenderer warrants, represents and undertakes that:

- all information, representations and other matters of fact (including those contained in its Tender and the selection questionnaire) communicated (whether in writing or otherwise) to the Employer by the Tenderer, its employees or agents in connection with or arising out of the Tender are true, complete and accurate in all respects at the time of submission of the Tender and the Tenderer will notify the Employer in writing of any changes to that information that occur before entry into the Contract Documents;
- it has undertaken its own investigations and research and has satisfied itself in respect of all matters (whether actual or contingent) relating to the Tender including the accuracy and completeness of any information that may have been provided (orally, in writing or otherwise) by or on behalf of the Employer;
- it will not submit any Tender and will not have entered into the Contract Documents in reliance upon any representation (oral, in writing or other) that may have been made by or on behalf of the Employer;
- it has full power and authority to enter into the Contract Documents and undertake the Works;
- it is of sound financial standing and has sufficient working capital, skilled staff, other equipment and other resources available to it to comply with the obligations it will undertake under the Contract Documents; and

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- it will not at any time whilst the Contract Documents are in force or at any time thereafter claim or seek to enforce any lien, charge or other encumbrances over property of any nature owned by either of the Employer which is for the time being in the possession of the Tenderer in connection with carrying out the Works.

1.12 Language

All Tenders and the Contract Documents will be in English, governed by Irish law and subject to the jurisdiction of the courts of Ireland.

Any references to a “partnership” or “partnering” in this ITT or the Procurement Documents are not to be construed as suggesting that a partnership at law will be formed between the Employer and the Contractor.

Terms beginning with a capital letter in the Procurement Documents have the meanings given in the Contract Conditions.

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2. BRIEF DESCRIPTION OF CONTRACT

2.1 Overview

Subject to paragraph 1.4 above, the Employer intends to enter into a Contract with the successful Tenderers (the "**Contractor**") for the maintenance, repair and void improvement of its Properties to meet its repairing obligations as a landlord.

The Contract will be let on an "all-inclusive" basis incorporating the National Housing Federation Schedule of Rates suite of documentation as set out in the draft Articles of Agreement completed in accordance with the Schedule to the Contract included with the Procurement Documents.

2.2 Scope of Works

Responsive Maintenance and Voids – All Lots

The scope of the Works under this Contract comprises the following Workstreams:

- Responsive Maintenance (including Emergency Works ordered during Normal Working Hours);
- Out of Hours Emergency Works;
- Void Property Works.

Void Property Works include co-ordination with the Employer's gas and electrical contractor (where not the Contractor), Asbestos Consultant and Asbestos Licensed Contractor, as applicable (for which no payment is made to the Contractor).

Void Property Works may include:

- Design, supply and renewal of kitchens;
- Design, supply and renewal of bathrooms;
- Domestic electric rewires;
- Renewal and/or upgrading of pitched and flat roofs;
- Renewal of fascias, cladding and rainwater goods;
- Repointing and other structural works;
- Replacement of boundary fencing;
- Renewal of windows and/or external and communal doors;
- Major chimney defects, following CCTV survey;
- Remediation of damp and mould;
- Fire protection works

The Contractor will be required to:

- provide and maintain an office within the area(s) covered by the Contract Lot (as specified in the Schedule to the Contract):
 - to facilitate the effective management of the contract through face-to-face contract management meetings;
 - to facilitate personal visits from the Employer in connection with the Works.

Historical repairs, and Property information is given in Appendix 2 – Asset Summary April 2025 and Appendix 1 – Repairs History to this ITT. This is provided as an indication only and the Employer shall have no liability under the Contract or otherwise for any inaccuracies.

The Employer will award two contracts per Lot. The 1st place Contractor for each Lot will be awarded approximately 60% of the properties within that Lot, the 2nd place Contractor will be awarded approximately 40% of the properties within that Lot. The property splits for each Contractor are within Appendix 2 – Asset Summary.

The Term will be as stated in the Schedule to the Contract.

2.3 Payment

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The basis of payment will be in the following order:

- Bespoke priced Schedule of Rates
- the M3NHF Schedule of Rates – Responsive Maintenance and Void Property Works Version 8 - Eire against which Tenderers should tender their percentage adjustments in the Pricing Document
- Dayworks – hourly rates and percentage uplifts to be able to quote for more complex works

Emergency Work ordered during Normal Working Hours will be paid for at the Rate for Responsive Maintenance. No additional payment will be made for such Emergency Works and the Contractor should take this into account in their Tenders.

Tenderers must include their uplift for Out of Hours Emergency Works in their completed Pricing Document.

2.4 Contract Documents

Drafts of the documents comprising the Contract (the "**Contract Documents**") form Volume D to this ITT.

The final Contract Documents will include the Contractor's tendered response to the above documents in the form of:

- the Method Statement;
- the completed Pricing Document

The Contractor is also required to provide:

- a Parent Company Guarantee from its ultimate holding company or other holding company approved by the Employer where the Contractor is a subsidiary;

As the Employer is using the open procedure under OJEU, there can be no negotiations over the terms of the Contract Documents. Only minor amendments by Tenderers and/or the Employer to clarify their terms are permitted. The Employer will consider any amendments proposed by Tenderers strictly on their merits and within the limits imposed by the Regulations.

Tenderers are therefore required to identify any amendments they wish to be made to the Contract Documents within or as an Appendix to their Tender Certificate. If a Tenderer proposes amendments that are not acceptable to the Employer, the Employer will inform the Tenderer of that fact. If the Tenderer does not withdraw those amendments that the Employer is not prepared to accept, the Employer may reject the Tender as non-compliant.

The Employer does not intend to enter into any contractual relationship with Tenderers until the completion of the Contract Documents for this procurement. In particular the Employer is not required to consider any Tender, to accept any Tender or to award any contract for the Works.

2.5 Health and Safety (including pandemics)

Works will be carried out in Properties where particular consideration will be needed in respect of:

- children;
- people with a disability;
- elderly people;
- visitors to the Properties who may be unaware that Works are being carried out;
- violent, abusive or aggressive Customers or visitors;
- persons with limited understanding of the English language;
- persons with particular requirement because of their ethnic, religious or other backgrounds
- domestic pets; and/or
- motor vehicles and the like.

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Other contractors and technicians may be working at the Properties contemporaneously with the Contractor.

In some Properties the Contractor may encounter:

- asbestos, in the form of linings and insulation which may be encapsulated or painted;
- asbestos and asbestos containing material, as a component in certain materials such as sheeting, textured decorating coatings, floor tiles, adhesives etc; or
- substances such as alumino silicone fibre used in combustion chamber linings in some heating boilers and appliances.

Any of the Properties may contain hazards resulting from:

- vandalism;
- utilities being disconnected and artificial light not being available;
- natural light being excluded due to Properties being boarded up; or
- unsanitary and generally unhygienic conditions including particularly unpleasant smells, infestation, the presence of needles, human and animal faeces, bodies, animal carcasses etc.

Properties with damp, poorly ventilated or similar conditions that may present risks to health, particularly sufferers of asthma, hay fever, other allergies etc, through the presence of mycotoxin releasing moulds and fungi.

Hazards involved in the Works may include:

- risks associated with working at and falls from height or access equipment;
- electrical hazards;
- hazards associated with infectious diseases including Covid-19; and
- risks associated with possible open gas supplies or toxic emissions from unserviced or faulty gas appliances.

The Contractor must give full consideration to the above risks and employ proper safe working practices in planning and carrying out the Works.

Where the Safety Health and Welfare at Work (Construction) Regulations 2013 apply, the Contractor will be appointed as the Principal Contractor under the Regulations.

Pre-construction information under the Regulations is in Appendix 7 [*Health and Safety Pre-construction Information*] to the Schedule to the Contract.

2.6 TUPE

The European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003 ("**TUPE**") may apply to the workforce of the incumbent contractor(s) in relation to the Works under the Contract.

Whether or not TUPE applies is a matter of law. This can finally be determined only by an Employment Tribunal. If TUPE applies, the existing workforce of the incumbent contractor who are assigned to the Works immediately before the Commencement Date will transfer, unless they choose not to, to the Contractor on their existing conditions of employment.

Option 2: Where no TUPE information is provided

Information concerning workforce of the incumbent contractor was not available when the ITT Documents were issued. Tenderers should therefore not include any costs for TUPE in their Tenders. If TUPE does apply the Employer will reimburse to the Tenderer their proven, reasonable and proper additional costs due to TUPE subject to evidence of those costs being provided.

The Contractor must provide the Employer with all necessary assistance to allow it to fulfil its statutory duties under TUPE. Under the Contract Documents, the Contractor must indemnify the Employer against specified TUPE risks.

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

2.7 Scaffolding and other means of access

The Pricing Document Rules clarifies when the cost of scaffolding and other means of access is deemed to be included in the Contractor's Tender and when it is reimbursable separately under the Contract.

Where the cost of scaffolding and other means of access is reimbursable under the Contract, payment will be at the Contractor's tendered Rates as set out in the Quoted Works section in the Pricing Document.

Tenderers must therefore ensure that their Tendered Rates in the completed Pricing Document cover all scaffolding, scaffold towers, stagings, mechanical hoists/platforms and access costs or shortfalls that might be incurred due to the requirement for scaffolding and other means of access on an individual job by job basis and for full compliance with all Health and Safety Laws governing working at height.

2.8 Materials

The Works Requirements - Technical Specification sets out the Employer's requirements for materials used in delivering works under the Contract. The Employer has identified a limited number of materials and components which cannot be described solely in functional terms. The Employer wishes these standard materials and components to be used throughout the Employer's Properties to simplify parts requirements, improve repairs processes and reduce maintenance costs. Under OJEU, Tenderers are entitled to propose "equivalent" materials to those specified. In line with procurement case law, any Tenderer wishing to propose "equivalent" materials to those specified must do so in their Tender, providing proof as part of their Tender that those substitute materials are genuinely "equivalent". The Employer will assess the equivalence of the proposed item as part of the Tender evaluation process. The Employer reserves the right to reject as non-compliant any Tender proposing alternative materials that are not "equivalent".

2.9 Social Value

The Contractor must provide satisfactory responses to the relevant section in Method Statement. The Contractor is required to demonstrate how they successfully create a working environment that supports staff retention, wellbeing and a good work-life balance. It is important to the Client that it has the best opportunities to develop a partnering relationship over the course of the Contract, ensuring continuity of service and trust with its Customers.

2.10 Publicity and Branding

No announcements or statements should be made by or on behalf of any Tenderer any section of the media (including radio, television, newspaper, internet and e-mail) unless the Employer has given its prior written approval to the proposal to publish and to the text.

The Contractor must give the Employer's logo primacy on all their stationery, promotional material, vehicle livery, staff uniforms and signs relating to the Contract. Where possible, the Employer's logo should be positioned in the bottom right corner, with the Contractor's logo positioned bottom left. The Contractor's logo should not have a greater visual impact than the Employer's logo. It is important that both logos are of a similar size, are legible and have enough clearance space around them.

3. TENDER SUBMISSION

3.1 Procedure for the submission of Tenders – e-tendering

Please read these instructions carefully; non-compliance may lead to your Tender being rejected as non-compliant.

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

The Employer's procedures enable the Price and quality submission to be uploaded to the same tender box reference.

The Employer is using an e-tendering portal for this procurement as follows:

Mailbox Portal Name:	Etenders.ie
Tender Box reference:	<i>As per E.Tenders Contract Notice</i>

All Tender Documents must be uploaded to the above tender box.

The Tender Submission Document comprises the following:

Volume A2:	The Suitability Questionnaire
Volume B1:	The Form of Tender for each Lot which must be completed and signed
Volume B2:	Non-Collusion Statement, which must be completed and signed
Volume C2:	The Pricing Document for the Lot completed with the Tenderer's Rates, including percentage adjustments to the Schedule of Rates, and Prices for the Pricing Document Details
Volume E1:	The Method Statement in response to the Method Statement questionnaire to including any policy documentation and other attachments requested in the questionnaire Part 1: Customer care and quality of Works questions; Part 2: Management of the Works questions; Part 3: IT System questions; Part 4: Collaborative working questions Part 5: Social Value delivery questions;

Completed Tender Documents must be "uploaded" to the same tender boxes (as applicable) no later than **12 o'clock noon on 14th August 2026**.

Please note that:

- uploading the documentation to the tender box may take considerable time. Tenderers must allow sufficient time to upload their Tender Documents by the deadline. The tender boxes will automatically close at **12:01pm on 14th August 2026**. Any Tender Documents not uploaded by this time will not be considered (other than in exceptional circumstances and at the sole discretion of the Employer).
- the Employer will not accept any hard copy information, including hard copy tenders or Tender Documents submitted by email (other than in exceptional circumstances and at the sole discretion of the Employer). Any tender information provided by e-mail or in hard copy, before the tender return deadline time, (other than were the Employer has exercised the Employer's discretion to allow the Tender Documents not to be returned electronically due to exceptional circumstances) will result in disqualification of that Tenderer from the tender process.

Tenderers should only include the Tender Documents requested.

The Employer may reject as non-compliant any Tender that is not properly completed, that is qualified in any way, or that is not submitted strictly in accordance with the requirements of this Invitation to Tender.

3.2 Confirmation of selection information & misrepresentations

Tenderers must confirm that all self-certification statements made in their completed Suitability Questionnaire ("**SQ**") (Document A2) are correct.

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

Where a consortium is tendering or the Tenderer is relying on the resources of other organisations or its group or proposed subcontractors in its SQ, the Tenderer must notify the contact person via the tender box for clarification questions of any change to the composition of its consortium, group or its subcontracting arrangements.

Any Tenderer who no longer satisfies the Employer's minimum selection requirements as set out in the SQ may be excluded from further participation in the Tender.

The Employer reserves the right to reject or disqualify a Tenderer where:

- the Tenderer is guilty of a material misrepresentation in relation to its Tender, its SQ and/or any representation made during the Tender process; and/or
- there is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the Tenderer.

3.3 Method Statement questionnaire

Tenderers should provide a Method Statement setting out how they will undertake the Works and responding to the Method Statement questionnaire in ANNEX 6. The response should answer each of the questions individually in the order in which they appear in ANNEX 6 and should incorporate any relevant supporting documentation required by the Method Statement question. In completing this, the Employer's maximum word count (where stated in ANNEX 6) must be adhered to for each question in the Method Statement questionnaire. The Employer reserves the right not to consider any words beyond the maximum word count for any question when evaluating Tenders.

All pages of the Method Statement Document E1 should show clearly the Tenderer's name and the number of the question to which it relates. The information disclosed in the Method Statement will be used in determining the quality and technical merit of Tenders.

The Method Statement should be drafted specifically for the Contract and follow exactly the Method Statement questionnaire. Generic method statements which refer to information within company profiles, brochures or other promotional and/or marketing literature will not gain high marks.

The Employer reserves the right to reject any tender not submitted strictly in accordance with these instructions.

3.4 Pricing Document

Tenderers should complete a Pricing Document for each Lot with their tendered Rates, percentage adjustments to the Schedules of Rates and Prices for the Pricing Document Details for the Contract.

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

4. TENDER EVALUATION

4.1 Tender Evaluation Panel

The tender review panel shall be:

NAME	JOB TITLE
Colm Barnes	Head of Strategic Asset Management
Michael Gilvarry	National Contracts Manager
Jason Delaney	Regional Repairs and Maintenance Manager (North)
Jimmy Murphy	Regional Repairs and Maintenance Manager (South)

Respond will be supported in their tender evaluation and moderation process by consultants at **Impart Links Ltd.**

4.2 Initial review and clarification

The submitted Suitability Questionnaire will be assessed against the Employer's criteria and will be marked as a pass or fail. Failure against any of the criteria will result in exclusion from the detailed scoring and elimination from the evaluation process.

Clarification may be sought from a Tenderer:

- in order to determine if a Tender is complete and compliant; or
- to clarify aspects of their Tender that are ambiguous or unclear.

Tender clarification questions are not intended to allow Tenderers to reopen negotiations on any aspect of their Tenders. Responses must be confined to the matters on which clarification is sought.

If the Employer discovers arithmetical errors in any Tender the Employer will give detail of those errors to the Tenderer. The Tenderer will be given the opportunity either:

- to correct their Tender, in which case the corrected figures will be used in the evaluation; or
- to withdraw their Tender.

4.3 Overview of the approach to evaluation

The aim of the Tender evaluation process is to award the Contract to the Tenderer that submits the most economically advantageous Tender. The headline award criteria and their weightings are set out in the table below. The detailed award criteria are set out in Appendices 8 and 9 Parts 1, 2 and 3. Each Tender will be scored out of **1,000** marks

TABLE 4.2 - All Lots

Headline award criterion	Area being evaluated	Marks available	Weighting
Price	Notional Tender Total	400	40%
Quality, technical merit, customer service, and in	Customer care and quality of work	200	20%

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

Headline criterion	award	Area being evaluated	Marks available	Weighting
relation to the IT System, functionality evaluated from the Method Statement		Management of the Works	200	20%
		IT System	50	5%
		Collaborative working	100	10%
		Social Value Delivery Plan	50	5%
		TOTAL SCORE	1,000	100%

Each aspect of the Tender evaluation (Method Statement review, and Verification Site Visit) will generally be undertaken by a panel ("the **Evaluation Panel**").

4.4 Price Evaluation

Price will count for **400** marks and will be evaluated on the basis of each Tenderer's tendered price for the estimated volume and split of Works set out in the table at Appendix 7. This will be calculated as the sum of:

- The Tenderer's Tendered bespoke Schedule of rates for Responsive Repairs multiplied by the anticipated volumes for each Workstream included in the Contract;
- The Tenderer's Tendered bespoke Schedule of Rates for Void Works multiplied by the anticipated volumes for each Workstream included in the Contract;
- the Tenderer's Tendered percentage adjustment(s) to the Rates in the Schedule of Rates multiplied by the anticipated volumes for each Workstream included in the Contract. These anticipated volumes are calculated by apportioning the Employer's total estimated annual budget and estimated volumes for all of the Works less an estimated amount for Daywork, Out of Hours Emergency Works, Void Property Inspections, Technical Inspections, Special Rates and Scaffolding and TUPE Costs between the different Workstreams included in the Contract;
- the Rates Tendered for Dayworks, Out of Hours Emergency Works, Void Property Inspections, Technical Inspections, Property Health Checks/MOTs, the Handyperson Service, Special Rates and Scaffolding, as set out in the Pricing Document (which are inclusive of Central Overheads and Profit) multiplied by the anticipated volumes for those items;
- the amounts payable for TUPE Costs (where applicable);

The score for Price will be assessed as follows:

Each tender will be given a score using the following formula:

$$S = \frac{(H - T)}{(H - L)} \times M$$

Where

S is the score to be given to a tender for it's Notional Tender Total

T is the Notional Tender Total for the tender being scored

L is the lowest Notional Tender Total from the compliant tenders received

H is the highest Notional Tender Total from the compliant tenders received

M is the maximum score for Price

4.5 Abnormally low Tenders

Tenders considered to be priced abnormally low will be scrutinised. This includes ensuring that this is not as a result of a failure to understand the requirements of the Contract.

The Employer shall have the right to reject any Tender that it considers to be abnormally low.

This will be after following the process in Regulation 69 OJEU.

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

4.6 Quality, Technical Merit and Customer Service - generally

The quality and technical merit of each Tenderer's Tender proposals and the levels of Customer service to be expected from them will be evaluated through:

- an assessment of the Method Statement;
- a verification site visit following the quality and cost evaluation in order to verify information submitted in respect of the Tenderer's response to the method statement

Each element of quality, technical merit and Customer service as evaluated from the tendered Method Statement will be evaluated and scored on a scale of 0 to 5 as follows:

Score	Judgement	Performance
5	Excellent	The Tenderer has given an excellent response enabling the evaluator to have a comprehensive understanding of how the requirement will be met. The evaluator can clearly identify comprehensive evidence that the response given will deliver <u>all</u> stated requirements
4	Very Good	The Tenderer's response enables the evaluator to have a comprehensive understanding of how the requirement will be met. The evaluator can clearly identify evidence that the response given will deliver all stated requirements.
3	Good	The Tenderer's response enables the evaluator to have a good understanding of how the requirement will be met. The evaluator can clearly identify evidence that the response given will deliver most of the stated requirements.
2	Satisfactory	The Tenderer's response enables the evaluator to have an understanding of how the requirement will be met. The evaluator can identify sufficient evidence that the response given will deliver most of the stated requirements. The response may have either raised a concern, several small issues, is inconsistent in some aspects, or does not cover all parts of the question.
1	Poor	The Tenderer's response does not enable the evaluator to have an understanding of how the requirement will be met. The evaluator cannot clearly identify that the response given will deliver most of the stated requirements due to insufficient evidence and/ or the Tenderer only demonstrating a limited understanding. Note: Tenderers scoring 1 for any individual question may be eliminated from the evaluation process.
0	Not Answered	The evaluator believes that the Tenderer has failed to either answer the question or provide a relevant response.

Single agreed score

The Evaluation Panel members will first assign a provisional score to the aspect of Tenders being scored. The Evaluation Panel will then discuss these provisional scores and seek to arrive at a single agreed score for that aspect of the Tender evaluation. If, following discussion, the Evaluation Panel is unable to agree a single score, an average of the individual scores (as revised by the Evaluation Panel members following discussions between them) may be used instead of a single agreed score.

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

Different Evaluation Panels may be used for evaluation of the Method Statement submissions, but the same Evaluation Panel will score all Tenders for all aspects of the evaluation in which they are involved. If any Evaluation Panel member cannot make a particular interview or site visit, their scores for all Tenders will be excluded from the evaluation

The final score to be given to each tender for each of the five aspects of the Method Statement submission will be derived from the following:

$$S = \left(1 - \frac{(H - T)}{(H - L)}\right) \times M$$

Where

S is the final score to be given to a tender for that aspect of the Method Statement submission

T is the moderated single score awarded to the tender being evaluated for the particular aspect of the Method Statement Submission

L is the lowest moderated single score awarded to a compliant tenders received for the particular aspect of the Method Statement Submission

H is the highest moderated single score awarded to a compliant tenders received for the particular aspect of the Method Statement Submission

M is the maximum score for aspect of the Method Statement submission being evaluated

4.7 Method statement

The quality, technical merit and, functionality (in relation to the IT System) of the Tenderer's Tender and the customer service to be expected from it, as evaluated from the Method Statement, will count for **600 marks**

ANNEX 6 sets out how these marks are allocated between the various aspects of quality, technical merit, customer service and functionality (in relation to the IT System) that the Method Statement covers. It also indicates the Employer's requirements in relation to how the Works are to be delivered and against which the Method Statement will be evaluated.

Tenderers should submit their response in Word format only. PDF's will not be accepted.

Tenderers should write their response in Arial font size 12 and adhere to the word count stipulated in the Method Statement Questionnaire. Any words that exceed the word count will not be evaluated.

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

4.8 Site visit and IT assessment

The Employer reserves the right for a potential verification site visit only to the Tenderer who has submitted the highest Price/Quality score for each of the Lots in order to validate the Tender Submission.

The purpose of the site visit verification process will be to verify information submitted in the Method Statements by the Tenderer.

This site visit will be to verify information, procedures and proposals included in the Method Statement. If during the visit a variance is discovered against the Tenderer's submission, the Tenderer will be given the chance to explain.

At the sole discretion of the Employer the Tenderer may be disqualified dependent upon the variance discovered or their submission rescored to reflect the findings.

Any rescoring may result in their evaluation position changing and further site visits may be required of the next placed Tenderer for the Tender.

4.9 Overall Tender Score

Following the completion of the interview and site visit, each Tenderer's combined score for price and quality, technical merit, functionality (in relation to the IT System) and customer care (as assessed from the Method Statement and moderated at the interview and site visit), will be added together to determine each Tenderers' total marks.

The tenders with the highest overall score will be the most economically advantageous. If there is a tie, the tender(s) with the lowest "Notional Tender Total" will be the most economically advantageous among the tied tenders.

Subject to Paragraphs 1.4 and 4.9 of this ITT the Employer intends to award the Contract to the Tenderer who is the most economically advantageous for each Lot.

4.10 Final Due Diligence

Before the award of the Contract to the Tenderer submitting the most economically advantageous Tender, the Employer may undertake further final due diligence in respect of that Tenderer.

The purpose of this final due diligence is to verify that the Tenderer is not subject to mandatory or discretionary exclusion under the OJEU Regulations and meets the selection criteria for the procurement set out in the Procurement Documents. Any Tenderer that fails to satisfy the Employer as to this may be eliminated from the Tender process.

The documents to be submitted in support of the successful Tenderer's self declarations are:

- accounts;
- evidence of insurances (in the form of a broker's letter or other evidence);
- Certificate of Satisfactory Completion of the contracts relied on to demonstrate experience;
- any certificates or evidence of accreditations referred to in the SQ;
- any other documents referred to in the SQ; and
- any other documents or evidence requested by the Employer.

The Tenderer will be expected to provide such assistance as the Employer may reasonably require in undertaking any such due diligence.

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

ANNEX 1: ITT ACKNOWLEDGEMENT AND TENDER RETURN INTENTIONS

To: ***Respond Housing Association CLG***
C/O Impart links Ltd
Unit 25A, The Parker Centre
Mansfield Road
Derby
DE21 4BZ

Dear Sirs

We acknowledge receipt of the Invitation to Tender ("**ITT**") dated [.....]

We confirm that *(delete as appropriate)*:

- we accept the conditions of tendering set out in the ITT and confirm that it is our intention to submit a tender. In consideration of the Employer disclosing TUPE Information (as defined in the ITT) to us, we undertake to treat that information as Confidential Information, to deal with that information only in accordance with the obligations set out in paragraph 1.6 of the ITT and as Data Controller of such information, and on the conclusion of this procurement or our withdrawal from it, to destroy that TUPE Information and all copies of it*
- we do not intend to tender.* Our reason for not tendering is:

_____ +]

Yours faithfully

[]

Name []

for and on behalf of [***Tenderer to insert name of Tenderer***]

* Please delete as applicable

+ Optional but it would be helpful if you could complete this

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

ANNEX 2: HISTORICAL REPAIRS AND PROPERTY INFORMATION

Location of Stock

<u>LOT</u>	<u>Areas</u>	<u>Units</u>
1	Donegal	140
	Sligo	77
	Mayo	71
	Roscommon	15
	Leitrim	3
		306
2	Galway	466
	Clare	161
		627
3	Monaghan	176
	Cavan	11
	Longford	110
	Louth	419
	Meath	239
		955
4	Dublin North	1687
5	Dublin South	1748
6	Offaly	244
	Kildare	390
	Laois	224
	Westmeath	83
		941
7	Tipperary	381
	Kilkenny	281
	Waterford	563
		1225
8	Kerry	115
	Cork	1149
	Limerick	138
		1402
9	Wicklow	189
	Wexford	285
	Carlow	222
		696

Respond Future Development Programme 2026 onwards

Note: The Year indicated is the date when the development should commence construction on site.

Properties will only come into the Contract once they have come out of Defects liability period.

2026

<u>County/LA</u>	<u>Sum of Delivery</u>	<u>Housing Typology</u>	<u>Delivery Month</u>
Co. Westmeath	20	Apartments	February
South Dublin County Council	502	Apartments	March
Cork City Council	8	Apartments & Duplex	March
Fingal County Council	184	Apartments	March

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

Dublin City Council	200	Apartments	April
Waterford City	24	Apartments	April
Cork City Council	16	Houses	April
Co Donegal	8	Apartments	April
Tipperary	16	Houses	April
Dublin City Council	187	Apartments	April
Dublin City Council	25	Apartments	April
Kildare County Council	6	Apartments	April
Co. Laois	8	Apartments & Duplex	April
Tipperary	67	Houses & Apts	May
Fingal County Council	97	Apartments	May
Cork County Council	56	Houses & Apartments	June
Waterford City	8	Apartments	July
Dublin City Council	29	Apartments	July
Co Cavan	38	House	July
Dun Laoghaire-Rathdown	32	Apartments	August
Dun Laoghaire-Rathdown	33	Apartments	August
South Dublin County Council	65	Apartments	September
Fingal County Council	98	Apartments	September
Co. Westmeath	16	Duplex and Houses	October
Co. Westmeath	26	Duplex and Houses	October
Dublin City Council	370	Apartments	October
Galway County Council	35	Apartments	November
Total	2174		

2027

County/LA	Sum of Delivery	Housing Typology	Delivery Month
Co Cavan	26	House	TBC
	48	Apartments	TBC
Co. Westmeath	25	Apartments	TBC
Cork County Council	114	TBC	TBC
Co Laois	39	TBC	TBC
Cork County Council	43	TBC	TBC
Cork County Council	28	TBC	TBC
Cork County Council	79	TBC	TBC
South Dublin County Council	78	TBC	TBC
Co Limerick	11	TBC	TBC
Cork County Council	28	TBC	TBC
Co Donegal	26	TBC	TBC
	40	TBC	TBC
Dublin City Council	355	TBC	TBC
Total	940		

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

ANNEX 3: DRAFT CONTRACT DOCUMENTS

Part 1: Contract Documents

VOLUME	Document	Document Title
A	A3	Works Requirement – Preliminaries
	A4	Works Requirement – Technical Specification
	A5	Works Requirement - KPI Framework
B	B1	Form of Tender – Lot 1-9
C	C1	M3NHF Schedule of Rates: Responsive Maintenance and Void Property Works Version 7.2 Eire
	C2	Pricing Document – LOT 1-9
D	D1	Standard Agreement
	D2	Standard Form of Contract
	D3	Additional Contract Conditions
	D4	Schedule to the Contract
E	E1	Method Statement Questionnaire

Part 2: Appendices to the Tender (Volume D4)

Appendix	Title
1	Repairs History 2024
2	Asset Summary
3	Empty homes Lettable Standard
4	Responsive Repairs Procedure
5	Tenant Handbook
6	Strategic Report 2022-2024
7	Void Management Policy
8	Data Protection Policy
9	Asbestos Management Policy
10	Child Safeguarding Policy
11	Tenant Engagement Policy
12	Contractor Code of Practice
13	Invoicing Requirements
14	Child Safeguarding Procedures
15	Childcare Policy Distribution
16	Respond Safety Statement
17	Tenant and Service User Complaints Policy
18	env1016 filterless fan brochure
19	env1017 filterless fan brochure

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

ANNEX 4: TUPE INFORMATION

Not Applicable

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

ANNEX 5: PRICE EVALUATION MATRIX

Lots 1 – 9:

See excel files Pricing Documents which contains the price evaluation worksheets for the Tender.

Notes:

- 1) The proportional budget split information in the Excel file is provided only as a means of Price evaluation and may not ultimately be indicative of the actual split between Workstreams and activities.
- 2) The tender sums for each Lot will be evaluated separately

SECTION	TENDER SUMMARY FOR EVALUATION PURPOSES	
		Nett Value
1.1	TOTAL FOR LOT 1	0.00
1.2	TOTAL FOR LOT 2	0.00
1.3	TOTAL FOR LOT 3	0.00
1.4	TOTAL FOR LOT 4	0.00
1.5	TOTAL FOR LOT 5	0.00
1.6	TOTAL FOR LOT 6	0.00
1.7	TOTAL FOR LOT 7	0.00
1.8	TOTAL FOR LOT 8	0.00
1.9	TOTAL FOR LOT 9	0.00

Tenderers may price for individual Lots or all 9 Lots. Each Lot will be evaluated separately. There is no guarantee that any one tenderer will win all 9 Lots.

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

ANNEX 6: METHOD STATEMENT QUESTIONNAIRE

Notes:

This Method Statement Questionnaire should be read in conjunction with the ITT, Procurement Documents and Contract Documents.

Failure to complete all questions fully and as required by the questionnaire may result in the Tender being rejected.

All questions must be answered in English.

The Employer reserves the right to require evidence or additional evidence in relation to any answer given to questions in this questionnaire.

The Tenderer must, without undue delay, inform the Employer of any changes to the information provided in response to any questions in this questionnaire that may arise at any time during the Tenderer's participation in this procurement.

A Tenderer must ensure that its response to each question is relevant and focused on addressing the question asked. The answer to each question will be evaluated only on from information provided in the response to that question and any specifically requested and referenced appendices. No marks will be awarded for a particular question for information given in response to any other question or elsewhere in the submission.

The maximum word counts do not apply for any organisation charts, diagrams, CVs, the CDM construction phase plan(s) or similar information requested under 'specific information required'. [Unless specifically requested in the questionnaire, additional supporting information beyond the limitations set will not be assessed.]

Any words in excess of the word count for each question will not be considered as part of the response to that question.

Generic method statements which refer to information within company profiles, brochures or other promotional and/or marketing literature will not gain high marks.

The Tenderers are requested to keep photographs etc., to a bare minimum.

The Method Statement is to be completed and submitted in Arial font 11.

Each answer must clearly state the question to which it relates.

All questions must be answered separately and in full. Cross referencing is not permitted between answers.

Failure to submit the Method Statement strictly in accordance with the requirements of Paragraph Clause 3.1 of the ITT may lead to rejection of the Tender submission.

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

METHOD STATEMENT QUESTIONNAIRE

	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
1	CUSTOMER CARE AND QUALITY OF WORK QUESTIONS				
1.1	The Tenderer's proposals for the identification of Staff, operatives, vehicles and workwear. Maximum word count: 150 words	Coverage in Method Statement	The Employer requires a dedicated workforce that has clearly identified workwear and vans bearing the logos of both the Employer and the Contractor with Staff being clearly identifiable as working on the Employer's contract and being smartly presented.	5%	10.00
1.2	The Tenderer's policy and procedures for working in Occupied Properties with particular attention to the safety and security of Tenants and their belongings, and for undertaking any works required to those dwellings occupied by residents with supported needs, including details of how the Tenderer would liaise with care workers and managing agencies, together with the Tenderer's proposals for offering accelerated response times for responsive repairs for vulnerable residents in general needs housing. How will this be achieved without compromising the maintenance service to non-vulnerable residents? Maximum word count: 500 words	Coverage in Method Statement including an analysis of how the tenderer will vary the service for Supported Housing from that supplied to General Needs dwellings	The Employer requires the Contractor to have and operate policies and procedures that minimise inconvenience to, and that are sensitive to the needs of Customers and other occupiers and that include practical and pragmatic arrangements for security and the protection of the Customer's belongings. The Employer requires the Contractor to provide an effective responsive maintenance service accounting for the specific needs of occupiers with vulnerabilities including but not limited to restricted working hours, noise limitations etc., The Employer requires the Contractor to have and operate policies and procedures to enable the provision of accelerated response times to undertake Works to Properties occupied by vulnerable residents.	20%	40.00

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
1	CUSTOMER CARE AND QUALITY OF WORK QUESTIONS				
1.3	The Tenderer's proposals for undertaking all required pre-inspections, design consultation, scheduling, costing and programming for the Works, agreeing the programme periods for the Works and ensuring that they are met or bettered through the flexible deployment of resources including pre-notification of completions to the Employer, to enable the Employer to plan post completion inspections and for co-ordination of trades on multi-trade Works Orders, or for handyperson or multi-trade working to ensure Works are carried out with the minimum of visits and disruption to Customers. Maximum word count: 500 words	Coverage in Method Statement	The Employer requires the Contractor to: - In order to minimise the need for the Employer's staff to pre-inspect work, the Employer requires the Contractor to operate effective procedures for the undertaking residents consultation, design, accurate identification, schedule of rates coding and measurement, and programming of the Works required; - to undertake the Works expeditiously to restore Properties to a fully habitable and lettable state in conformity with the Employers Lettable Standard as quickly and cost effectively as possible. - to achieve a high rate of First Time Fix and to minimise the number of visits that the Contractor's operatives may need to make to a Property to complete the Works.	10%	20.00
1.4	The Tenderer's proposals for providing a guaranteed 24-hour, 365 days a year out of hours Responsive Maintenance cover Maximum word count: 250 words	Coverage in Method Statement	The Employer requires the Contractor to provide an effective and responsive out of hours emergency callout service available at all times to safeguard the well being and health and safety of Customers, other occupiers, adjacent residents and the general public, as well as the structural stability and integrity of his dwellings.	10%	20.00

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	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
1	CUSTOMER CARE AND QUALITY OF WORK QUESTIONS				
1.5	The Tenderer's proposals for maximising the percentage of appointments made and kept for urgent and routine Responsive Maintenance and Remedial Works, including how a future Employer's internet based appointment making systems would be effectively linked to the Tenderer's workload planning systems. Maximum word count: 375 words	Coverage in Method Statement	The Employer requires the Contractor ensure that real time job scheduling or diary management oversight is available and opened up to the Employer, to allow the Employer to book appointments indirectly into the job scheduling system or diary at first point of call from the Customer and for this to be recorded in the Employer's Housing Management System. The Employer's preferred option is that related data is captured via its own portal in real time. The Employer requires that the Customer receives an offer of a firm appointment at the time for undertaking inspections, the Works and any follow up Works without the need for the Contractor to have to re-arrange or make other appointments to suit his work planning and resource availability;	15%	30.00
1.6	The Tenderer's proposed approach to customer care (both to the Customers and their neighbours) and their approach to monitoring Customer satisfaction paying particular attention to how success is measured. Maximum word count: 500 words	Coverage in Method Statement including detailed proposals for improving Customer satisfaction levels by reference as to how this has been achieved on other similar contracts.	The Employer requires the Contractor to adopt an approach that: • treats Customers as individuals; • recognises their concerns; • respects equality and diversity obligations; and • gives particular care to Customers who are elderly, infirm, have a disability or are vulnerable. • to operate effective procedures to obtain accurate Customer feedback based on a high proportion of returns of Contractor monitoring information; and • to approach the delivery of the Works in such a way as to maximise Customer satisfaction.	25%	50.00

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	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
1	CUSTOMER CARE AND QUALITY OF WORK QUESTIONS				
1.7	The Tenderer's proposed procedures for Quality control and their methodology to be adopted for dealing with unsatisfactory workmanship and/or materials and their proposed procedures for dealing with Customer complaints, how they can be minimised and how the feedback from complaints can be used to improve the Works in future Maximum word count: 400 words	Coverage in Method Statement	The Employer requires a high level of workmanship and quality of materials to be used in the Works so as to reduce the need for repeat visits or recalls resulting in further disruption to Customers. The Employer requires excellent customer service with procedures that will minimise the incidence of Customer complaints together with effective procedures to resolve any complaints that are made quickly and fairly.	15%	30.00
CUSTOMER CARE AND QUALITY OF WORK QUESTIONS Total marks available (Table 4.2)					200.00

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
2	MANAGEMENT OF THE WORKS QUESTIONS				
2.1	The Tenderer's proposals for the regional office(s) and day to day contract management structure for the Contract with details of the managerial methods to control and undertaking the Contract, details of the Contract Managers and Supervisors who will be responsible for the day to day performance of the Contract, and of the lines of communication and the relationship to central/regional/contract management functions. This includes: - the qualifications designations, duties, roles and responsibilities of all staff the Tenderer proposes to use in delivering the Contract; - details of the premises from which the Tenderer will control the performance of the Contract. - the number of Staff and trades the Tenderer will deploy on the Works; - how such Staff are to be deployed; - whether Staff will be dedicated to this Contract or will also work on other contracts; - their competency; - individual certification under the Construction Skills Certification Scheme; - how their training and skills/capabilities will be preserved and developed through recruitment, training and career progression; Maximum word count: 1,000 words	Coverage in the Method Statement including: - Full CV's of central/regional office management proposed for the Contract. - Full CVs of Contract Manager and Deputies proposed for the Contract. - Full CVs of Supervisors proposed for the Contract. - Organisation Chart - Full postal addresses and ownership details / proposed acquisition arrangements of office premises - Full postal addresses of all depots proposed for the Contract together with ownership details / proposed acquisition arrangements	The Employer requires the Contractor to have: - an effective and responsive central/regional office management structure; - offices local to each geographical Lot being tendered; - an effective and responsive day to day management structure to control the Contract, to mitigate or eliminate risks, solve problems and ensure that supervisors are given adequate Staff and Materials resources to meet the requirements of the Contract; - an effective and responsive day to day supervisory structure to control the Staff undertaking the Works to ensure that the correct Materials are available to them, that all Works are of a good quality, and that everyday Customer concerns are resolved; - employ a competent, customer care focused, formally trade trained and skilled workforce experienced in undertaking the Works, equipped with adequate van stocks, fully maintained vehicles and toolkits, PPE, and having communication facilities to enable real time contact and reporting to be maintained, and the Works completed on time to a high level of workmanship and with good quality materials and to the complete satisfaction of the Customers. - employ a customer focused	PASS/FAIL Failure to provide a clear concise organisation chart, CV's of key delivery staff will result in the disqualification of the Tenderer's submission	

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
2	MANAGEMENT OF THE WORKS QUESTIONS				
2.2	The Tenderer's approach to mobilisation of the Contract in respect of: - how the Tenderer proposes to approach mobilisation covering all relevant activities, Contractor's Staff involvement, timescales, risks involved and expected input from the Employer; - the level of non-Staff resources (systems and equipment) which the Tenderer considers will be required to carry out the Works under the Contract most effectively; - how the Tenderer intends to procure and manage the Materials supply chain on this Contract given the distribution of the housing stock; - proposals for dealing with personal data in accordance with the Cyber Security and Data Protection legislation - invoicing procedures and methodology for dealing with any variations, use of Daywork, queries or contentious items at the invoicing stage resulting in a uniform approach to all 8 Employers; - format of daily/weekly reports in a standardised form of use; and - proposals to meet all of the Employer's requirements in terms of operating an appointment system between the hours set out in the Contract Details. Maximum word count: 750 words	Coverage in the Method Statement Copy of Contractor's proposed detailed mobilisation plan Copy of DPA notification to Information Commissioner.	The Employer requires the Contractor: - to have an effective and practicable mobilisation plan and methodology including timescales, details of how it will be implemented by the Contractor's team interviewed at Tender stage, a clear explanation of the Contractor's approach to setting up the Contract, details of the Contractor's Staff involved, the workshops to be held, the expected involvement of the Employer, and the anticipated risks and how they will be managed/controlled etc.; - to have available plant and Equipment for the undertaking of the Works when required; - to have effective procedures to enable their Staff to obtain Materials and replenish van stocks; - to deal appropriately and accurately with the resolution of queries on the identification, measurement and valuation of the Works; - to provide real time or periodic reporting; - to structure the workforce delivering the Works so as to provide a late evening/Saturday morning appointment system without breaching the Working Time Directive; and - to provide a profile of both the systems directly related to the delivery of their services and how those systems are secured, monitored and governed.	30%	60.00

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	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
2	MANAGEMENT OF THE WORKS QUESTIONS				
2.3	The Tenderer's proposals for dealing with environmental and sustainability issues that may arise during the undertaking of the Works. Maximum word count: 250 words	Coverage in the Method Statement Environmental Policy/ Statement of Intent towards environmental issues	The Employer requires the Contractor to have effective and modern policies for: • dealing with environmental and sustainability constraints; • minimising environmental damage; • the procurement of sustainable materials; • the disposal and recycling of waste and debris; • the production of COSHH assessments; and • minimising the Contractor's carbon footprint.	10%	20.00

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
2	MANAGEMENT OF THE WORKS QUESTIONS				
2.4	The Tenderer's proposals for the operation of his health and safety requirements of this Contract, and the Tenderer's understanding of the potential hazards to Customers and Staff which may arise in connection with the Service; their proposals for ensuring that their operatives perform work in accordance with established risk assessments; indicating what is their procedure for operatives who arrive at a job and discover that the risk assessment that they are acquainted with is insufficient for the particular circumstance they are confronted with; and their proposal on how to manage and resolve an unexpected incident such as, for example, an asbestos incident. (cont'd) Maximum word count: 500 words		The Employer requires the Contractor to have effective and modern, recognised and audited health and safety policies and procedures in place indicating but not limited to: (cont'd) • what monitoring and auditing systems are in place; • risk assessments covering all aspects of maintenance operations to both occupied and unoccupied dwellings, in communal areas, within the boundaries of estates, adjoining or adjacent properties and the general public.	30%	60.00

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	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
2	MANAGEMENT OF WORKS QUESTIONS				
2.5	The Tenderers proposals on how they will deal with the peaks and troughs of workload by using Subcontractors including providing details of how the Tenderer would normally undertake the selection, induction, monitoring, vetting and invoicing procedures they adopt in awarding any subcontract works. Maximum word count: 500 words	Coverage in the Method Statement	The Employer requires: - all Subcontractors proposed by the Contractor to work to the same requirements and standards as the Contractor under the Contract; - effective procedures for the selection of good quality Subcontractors - the Contractor to ensure that the quality and reliability of any Subcontractors proposed is not detrimental to the successful completion of all Works on time.	30%	60.00
MANAGEMENT OF THE WORKS QUESTIONS Total marks available (Table 4.2)					200.00

RESPOND RESPONSIVE MAINTENANCE AND VOIDS TENDER - INVITATION TO TENDER

	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
3	IT SYSTEMS QUESTIONS				
3.1	Should the Tenderer's proposal not avail the option to use the Employer's Contractor Access Portal (CAP), please provide an explanation of your technology roadmap and how you envisage working together with us, to make our joint systems and processes more efficient. Describe to us your approach to ensure that your roadmap is aligned to industry best practice/latest technology. Please provide an explanation of how you will ensure that real time information on status/progress of the Works will be communicated to the Employer, both now and in the future. Please include consideration of the following: • Receiving repair requests; • Notification of completions; • Appointments, re-appointments; • Variation Requests and Approvals; • Valuations; • other data; • development of systems integration; • develop IT links; • testing and training in systems; • backup and security procedures; • disaster recovery and business continuity plan; • real time reporting; • PDA's for operatives; • job scheduling and planning software; • gas servicing programme software; • parts on order; • Issue of Gas and Electrical certificates; • Notification of boiler installations to manufacturer's for warranty purposes Maximum word count: 1,000 words	Coverage in the Method Statement	The preferred option is that the Contractor will use the Employers Contractor Portal to relay data in real time. In lieu of this option, The Employer requires the Contractor to provide real time connections between the Contractor's IT System and the Employers IT System for the purpose of receiving, disseminating and reporting data between the two systems in real time. The Employer requires the Contractor's technology roadmap fits with the Employer's IT Specification.	70%	35.00

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	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
3	IT SYSTEMS QUESTIONS				
3.2	Provide us with an overview of your latest policies/procedures covering your approach to: • Data Protection • Information Security • Data Quality Please demonstrate how you would ensure the security and integrity of our Customer and corporate data held on your IT System, now and in the future. Tenderers should: • consider key points/areas of interest as well as provide an overview of its review process, timetable and roles involved; and • consider what standards or methodologies it applies to its approach. Maximum word count: 500 words	Coverage in the Method Statement	The Employer requires the Contractor to have adequate backup and security procedures and a mature stable approach to IT ensuring that Employer and Customer Data is protected.	30%	15.00
IT SYSTEMS QUESTIONS Total marks available (Table 4.2)					50.00

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	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
4	COLLABORATIVE WORKING QUESTIONS				
4.1	The Tenderer's proposed approach to Contract Management including: - any innovations suggested by the Tenderer to enable desired outcomes to be achieved through a partnering arrangement; - proposals as to how Customers, the Employer and Contractor will interact; - identification of the key risks involved in a proposed partnering arrangement; - procedures for evaluating any new processes or procedures in respect of methodology, invoicing and payment processes, IT requirements, access to specialist technical expertise, Customer liaison and increasing the skills levels and mobility of maintenance Staff that may be suggested by the Employer or Customer representatives; and - how the Tenderer will target and monitor the main areas for improvement to achieve continuous improvements. Maximum word count: 375 words	Coverage in the Method Statement	The Employer requires the Contractor to: - work effectively with the Employer to identify, manage and mitigate risks in the delivery of the Works including providing "early warnings"; - increase direct contact between Customers and the Contractor, particularly regarding complaints and recalls, with information passed automatically to the Employer through direct IT links; - assist the Employer to evaluate new processes and procedures and implement them enthusiastically where beneficial; and - work with the Employer to target and monitor progress in key areas in addition to monitoring KPI performance.	50%	50.00

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	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
4	COLLABORATIVE WORKING QUESTIONS				
4.2	The Tenderer's proposals for any innovation in the delivery or managements of the Works and related activities that the Tenderer could offer, that would enhance the Customer experience and bring savings to the Employer Maximum word count: 500 words	Coverage in the Method Statement	The Employer requires the Contractor to propose and work with the Employer to implement innovation to the delivery of the Works that lead to: • enhanced Customer satisfaction; • cost savings or "more for the same money" to the Employer; and • removing of duplicated processes.	50%	50.00
CIRCLE VOLUNTARY STANDARD COLLABORATIVE WORKING Total marks available (Table 4.2)					100.00

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	Aspect of quality, technical merit and/or customer service	Specific information required	Employer's requirements for the Contract	Weighting	Marks available
5	SOCIAL VALUE DELIVERY QUESTIONS				
5.1	The Tenderer's should demonstrate how they achieve high staff retention and focus on staff wellbeing by answering the following questions: - Describe your organisation's approach to staff retention, particularly for key skilled roles relevant to this contract. What measures will you implement to ensure stability and continuity of personnel? - How will your organisation support the wellbeing and work-life balance of employees working on this contract, and how does this contribute to staff retention? - What opportunities will be provided for staff working on this contract to upskill or undertake continuous professional development (CPD) to improve retention and performance? - Explain how your organisation adopts fair and inclusive employment practices to support long-term retention of staff, especially those from underrepresented or disadvantaged backgrounds Maximum word count: 500 words	Data for staff retention and percentage of long term tenures >5 years Any accreditation or awards recognising excellence in the workplace Details and data from any staff surveys	The Employer requires the Contractor to: - work effectively with the Employer to identify, manage and mitigate risks in the delivery of the Works by providing assurances of its ability to retain staff and enable long-term partnering to develop across the life of the Contract; - increase direct contact between Customers and the Contractor, particularly regarding complaints, appointments and recalls, ensuring the Customer build trust with the Contractor	100%	50.00