



Request for Tender (RFT)

for the Supply and Installation

of

Assistive Equipment

for Clients in

IHA DNCW and IHA DN

Primary Care Services

HSE 28958

N.B.

If you have any queries or problems completing the document please raise a query via the messaging facility on www.etenders.gov.ie as soon as possible.



Tender Title	Tender for the Supply and Installation of Assistive Equipment for Clients in IHA DNCW and IHA DN - Primary Care Services
HSE Ref	HSE 28958
Introduction:	The HSE requests tender proposals for the supply, delivery and installation of a range of Assistive Equipment for Clients on behalf of HSE - Primary Care Services covering IHA Dublin North City & West, and IHA Dublin North - Primary Care Services. Clients require Assistive Equipment in the home environment to promote safety, independence, and mobility. Due to reduced balance, muscle weakness, or limited range of movement, the Client is at increased risk of falls during everyday activities such as transferring, bathing, or using the toilet. The list of Assistive Equipment is provided at Appendix 2. The installation of Assistive Equipment helps to provide physical support, improved confidence, and reduce the likelihood of injury. Rails are used as one tool to assist in falls prevention. These modifications also enable the Client to carry out activities of daily living (ADLs) more independently, decreasing reliance on carers and supporting continued residence at home. Tenderers are required to submit a consolidated price for each of the types of Assistive Equipment listed in Appendix 2. The consolidated price should include all costs for the supply of the Assistive Equipment, comprising of the supply, delivery, installation, warranty and Client training and demonstration of the Assistive Equipment, Tenderers will be required to provide pricing for two types of installation service: 1. "Standard Installation" defined as installation completed within 3 days of the receipt of the Purchase Order 2. "Urgent Installation" defined as installation completed within 2 days of the receipt of the Purchase Order The successful Tenderer must ensure that all their staff involved in the provision of the service ("Service Personnel") receive appropriate training to develop the necessary knowledge and skills for working in the home of a vulnerable Client. . Such training should enable Service Personnel to communicate effectively, uphold Client privacy and dignity, promote independence, and ensure a safe and supportive environment. This tender is necessary to ensure that the HSE operates in compliance with its obligations under the procurement directives and delivers cost effective expenditure of public monies. It is intended to award the contract to one Service Provider (which may be a joint venture or consortium).



	This contract must deliver a reliable and efficient service, value for money for the HSE and economic viability for the Service Provider. The Contracting Authority shall be the Health Service Executive (HSE) who shall operate the service on behalf of the Irish Public Health System (HSE), Organisations funded by the HSE and public and private entities who operate in the Health & Social Care Services in the Republic of Ireland. For the purpose of this tender, all of the entities referenced above shall be referred to as “HSE”. It is intended to award the contract to the Tenderer who, in the professional judgment of the Tender Evaluation Group, submits the most economically advantageous tender having regard to the Award Criteria and Weightings outlined in this Request for Tender. It is anticipated that the finalisation and signing of the Contract Agreement will occur in Q3 2026. If applicable, the new Service Provider will be required to work with the current Service Provider and the HSE to ensure a smooth transition of the service during the implementation period.
Description of Requirements	See below Section 3 Mandatory Service Requirements .
Procurement Procedure	The HSE will conduct this competitive tender process using the Open Procedure under Directive 2014/24/EU.
Contract Term	The contract will run for 36 months (the “ Term ”). The HSE reserves the right, at its discretion, to extend the Term for a period or periods of up to 12 months with a maximum of two such extensions on the same terms and conditions, subject to the HSE obligations at law.
Tender Document Pack	The Tender Document pack for this tender consists of the following documents: • Request for Tender (RFT); • Tender Response Document (TRD); • Cost Sheet; • Appendix 1: SR1 Form • Appendix 2: Assistive Equipment - Specifications Tenderers should note that the HSE Standard Terms for Supplies & Services V8.4 and the HSE Tender Competition Rules V14 both apply to this process. Tenderers can



	request copies of these documents from the HSE via the electronic messaging system on www.etenders.gov.ie within the “Messaging Service”. Tenderers are required to submit their proposals by completing and returning the TRD.
CPV Code	33196000 – Medical aids 33196100 – Devices for the elderly 33196200 – Devices for the disabled
Completed Tenders	1. Tenderers must submit completed tender proposals via the eTenders portal “Create your tender online” option on the eTenders portal only on www.etenders.gov.ie 2. The HSE will not be able to accept responses via the “Messaging Service”, i.e. as an attachment to a message. Only responses submitted via the “Create your tender online” option will be accepted for evaluation. 3. As the HSE has no access or view from the supplier’s perspective on the eTenders portal, the HSE’s advice would be to contact eTenders directly on 0818 0014 59, for any assistance required in uploading tender responses onto the eTenders portal. 4. Uploading of tender responses is time locked. Receipt of submissions is not possible after the official closing deadline. 5. The onus is on the Tenderer to allow ample time to ensure the tender response is uploaded and successfully submitted prior to the closing date and time specified in this document. 6. Responses will not be accepted beyond the specified deadline. Avoid last minute problems by rehearsing the tender submission process well in advance of deadline. 7. Tender responses will not be accepted in hard copy or by electronic means other than via www.etenders.gov.ie. 8. The following document formats are acceptable: Microsoft Word 2010, Microsoft Excel 2010 and earlier; PDF (all versions). Please note that no document uploaded should exceed 10mb in size and the file path name should be limited to 40 number of characters including spaces.
Closing Date	12 noon Day Friday 14 th August 2026
Queries Deadline	12 noon Day Friday 7th August 2026 All queries and requests for clarifications must be made via the electronic messaging system on www.etenders.gov.ie Please note responses to queries will be automatically sent to the specific email address registered by the Tenderer on www.etenders.gov.ie. The electronic messaging alerts will contain unique links to a Tenderer’s message archive on the site where they can be accessed and viewed.



Note:

- It is imperative that all questions in the Tender Response Documents are completed in the format provided as the Tender Response Document will be used as the basis for evaluation and award.
- For general information on HSE refer to www.hse.ie
- Defined terms used in this Request for Tender include defined terms contained in the Tender Competition Rules V14 available at www.hse.ie. This Request for Tender should be read in conjunction with the Tender Competition Rules V14.
- As a guidance document, this document is not intended to be definitive and if there is any issue that requires clarification, this should be raised via the electronic messaging system on www.etenders.gov.ie



SECTION 1: GENERAL INFORMATION

- 1.1** The purpose of this RFT is to provide Tenderers with the information that they need to decide whether to submit a tender.
- 1.2** All reasonable care was taken to ensure that the information set out in this RFT is true and accurate in all material respects as at the time of publication. However, no warranty or representation is given as to the accuracy or completeness of this information. The HSE does not accept any liability or responsibility for the accuracy, adequacy or completeness of the information set out herein.
- 1.3** The HSE will not be liable or responsible for any opinion, statement, or conclusion contained in, or any omission from this RFT or for any other written or oral communication made available during the course of this process. No representation or warranty is made in respect of such statements, opinions or conclusions.
- 1.4** The HSE reserves the right to amend this RFT and any information contained herein. Any such changes shall be notified via the e-Tenders post-box at www.etenders.gov.ie.
- 1.5** None of the information set out herein will constitute a Contract Agreement, or part of a Contract Agreement, or an offer to enter into a Contract Agreement, between the HSE and any Tenderer. Nothing in this RFT is, nor shall be relied upon as, a promise or representation as to the HSE's ultimate decision in relation to the award of any Contract Agreement(s) pursuant to this RFT.
- 1.6** The HSE reserves the right to take such steps as it considers appropriate, including but not limited to: changing the timetable relating to this process; rejecting any, or all, of the tenders received; abandoning this process (or any part of it) at any time.
- 1.7** No legal relationship or other obligation shall arise between any Tenderer and the HSE unless and until a Contract Agreement has been executed between said Tenderer and the HSE following the tender process.
- 1.8** The tendered prices shall remain valid for 6 months and shall be effective from the closing date for receipt of tenders under this tender process.
- 1.9** The tendered price of the successful Tenderer shall remain fixed for the Term unless otherwise agreed by the HSE.
- 1.10** The HSE reserves the right to review the suitability of the successful Tenderer at any point up to the award of contract to ensure that there has been no material change to the standing of the successful Tenderer from that provided at the time of the submission of tenders, or any time in the interim.
- 1.11** Tenderers are advised that the HSE is subject to the Freedom of Information (FOI) Acts, 2014. If a Tenderer considers that any of the information supplied in their tender response is either commercially sensitive or confidential in nature, this should be highlighted and the reasons for its sensitivity specified. In such cases the relevant material will, in response to a request under the FOI Act, be examined in the light of the exceptions provided for in the Act.
- 1.12** Any conflict of interest or potential conflict of interest on the part of a Tenderer or any other entity associated with a Tenderer's tender, must be fully disclosed to the HSE as soon as the conflict or potential conflict



becomes apparent. In the event of any conflict or potential conflict of interest, the HSE may invite Tenderers to propose means by which the conflict might be removed. The HSE will, in its absolute discretion, decide on the appropriate course of action.

- 1.13** The laws of the Republic of Ireland are applicable to this process. The courts of the Republic of Ireland shall have exclusive jurisdiction in relation to any disputes arising from this process.
- 1.14** If there is any part of this RFT that is unclear or where the Tenderer feels that it puts them at an unfair disadvantage, the Tenderer should immediately contact the HSE via the electronic messaging system on www.etenders.gov.ie.
- 1.15** Tenderers may be asked to make a presentation of their proposals, attend a clarification meeting with the HSE or host a site visit by the HSE as part of the assessment of tenders. In such cases, all the Tenderers costs and expenses shall be borne by the Tenderer.
- 1.16** The HSE shall not be responsible for any payment in connection with any expenses which may be incurred by the Tenderer(s) in the preparation and submission of their tender. Any costs associated with the submission of a tender in response to this RFT are the sole responsibility of the Tenderer submitting the tender and will not be reimbursable.
- 1.17** In no circumstances shall the HSE, its servants and/or agents incur any liability or responsibility arising out of or in respect of the issue of this RFT.
- 1.18** No enforceable commitment of any kind, contractual or otherwise will exist unless and until a formal written contract has been executed by the HSE and the successful Tenderer.
- 1.19** The HSE may cancel a tender process at any time prior to a contract being executed arising from such tender process. Any notification of preferred bidder status by the HSE shall not give rise to any enforceable rights by the any Tenderer.
- 1.20** Tenderers must provide sufficient information in their tender to demonstrate their capabilities under each of the questions in the TRD. Tenderers must complete all questions in the TRD in full as these responses will be used as part of the evaluation process. Information provided elsewhere (e.g. addendums, etc.), should be clearly cross referenced to the question to which they relate. Information which is not clearly cross-referenced, or which is provided in response to other questions in the TRD, will not be taken into consideration in the evaluation of the response to the relevant question.
- 1.21** Tenderers should note that, in order to meet any of the Minimum Eligibility Criteria set out in the tender, a Tenderer may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. In the event that a Tenderer wishes to rely on the capacities of another entity, it must in that case prove to the HSE that it will have at its disposal the resources necessary, for example, by producing an undertaking by those entities to that effect.
- 1.22** Tender responses may be submitted by a consortium or joint venture, provided that the submission clearly states which Tenderers are proposed to be members of the consortium, which are to be sub-contractors and that all participants of the consortia or joint venture are jointly and severally liable for the fulfilment of the terms of the contract.



- 1.23** The HSE reserves the right to seek additional clarifications from Tenderers in connection with its assessment of their submissions, but will not be held liable for any costs incurred in this regard by Tenderers.
- 1.24** For general information on HSE refer to www.hse.ie



SECTION 2: BACKGROUND

Clients require Assistive Equipment in the home environment to promote safety, independence, and mobility. Due to reduced balance, muscle weakness, or limited range of movement, the Client is at increased risk of falls during everyday activities such as transferring, bathing, or using the toilet.

The installation of grab rails and other adaptive aids help to provide physical support, improved confidence, and reduce the likelihood of injury. These modifications also enable the Client to carry out activities of daily living (ADLs) more independently, decreasing reliance on carers and supporting continued residence at home.

It is essential that Service Personnel have had appropriate training on how to interact and deal with vulnerable Clients in their own home. Such training should enable workers to communicate effectively, uphold Client privacy and dignity, promote independence, and ensure a safe and supportive environment.



SECTION 3: MANDATORY SERVICE REQUIREMENTS

1 Overview

- 1.1 The Service Provider will be responsible for the supply, delivery and installation of a range of Assistive Equipment for Clients on receipt of a Purchase Order from IHA Dublin North City & West and IHA Dublin North - Primary Care Services.

2 Placing an Order

- 2.1 The Prescribing Clinician shall complete a prescription form (SR1 – Appendix 1) (the “**Requisition**”).
- 2.2 The Prescribing Clinician will send the Requisition to the HSE Appliance Officer (the “**Purchaser**”) who will e-mail to the Service Provider.
- 2.3 The Service Provider shall review the Requisition and respond with a Quotation and Delivery Plan to the Purchaser as per the agreed timelines at 3.1.
- 2.4 The Purchaser shall forward the Quotation and Delivery Plan to the Prescribing Clinician for review.
- 2.5 The Prescribing Clinician shall ensure the Quotation and Delivery Plan match the Client’s requirements and the contract pricing and then submit the Quotation and Delivery Plan for approval in line with local arrangements.
- 2.6 Once approval is confirmed, the Purchaser shall issue a Purchase Order to the Service Provider for the works as per the agreed timelines at 3.1.

3 Carrying out the work

- 3.1 The Service Provider shall prioritise urgent jobs and schedule within following timelines:
- Standard quotes are returned within 2 working days of requests.
 - Urgent quotes are returned within one working day of the requests.
 - Standard jobs are scheduled within 3 working days of receipt of the PO.
 - Urgent jobs are scheduled within 2 working days of receipt of the PO.
- 3.2 The Service Provider shall contact the Client to arrange a suitable date and time to carry out the work.
- 3.3 If access to the Client’s property has not been obtained within two days, the Service Provider shall notify the Prescribing Clinician directly by telephone.
- 3.4 The Service Provider shall only complete work as per the Purchase Order.



- 3.5 Assistive Equipment should be installed as per the prescription. Any reasons for that to not occur, or suggestions for alternatives need to be made by the engineer / installer to the prescribing Clinician, and not suggested directly to the client. All additional work is subject to prior written approval.
- 3.6 The Service Provider must maintain a clean and orderly workspace and ensure that the Client's home is left in the same condition as it was found.
- 3.7 The Client shall sign a proof of delivery (POD) when work has been completed.
- 3.8 The Service Provider shall provide the Client with the manufacturer's instructions for use and care of the installation.

4 Payments

- 4.1 The HSE shall pay a cost per Purchase Order, inclusive of all equipment, delivery, and installation charges.
- 4.2 The Service Provider shall issue a monthly job list report to the Occupational Therapist Manager or their delegate in an area which shall provide volume and cost details by area on the last day of the relevant month;
- 4.3 The Service Provider shall issue a monthly report to the Prescribing Clinicians Manager in the relevant IHA identifying all Purchase Orders that are complete and those that remain incomplete, providing detailed explanations for the reasons for non-completion.
- 4.4 The Service Provider shall issue a monthly invoice to vendorinvoices@hse.ie to include all completed Purchase Orders for that month.
- 4.5 The Service Provider shall make available any evidence requested by the HSE as part of the reconciliation of the monthly invoice;
- 4.6 The Service Provider shall be issued payment by the HSE for reconciled invoices in accordance with the provisions of the Prompt Payments Act (as amended).
- 4.7 The Service Provider shall facilitate any changes to the payment arrangements that may be implemented by the HSE over the duration of the Agreement.
- 4.8 Queries in relation to invoices and payments shall be addressed by the Service Provider in writing to vendorapqueries@hse.ie

5 General

- 5.1 The Service Provider shall ensure that they have sufficient and suitably qualified staff to provide the Services specified hereafter.



- 5.2 The Service Provider shall ensure that they have sufficient levels of each stock item to reach the agreed timelines.
- 5.3 The Service Provider shall provide an installation service from 9am to 5pm, Monday to Friday.
- 5.4 The Service Provider shall adhere to all appropriate regulations in relation to the recruitment, retention and training of Service Personnel to be employed in the provision of the Services;
- 5.5 The Service Provider shall ensure that adequate safeguards are in place to protect Clients from any form of abuse or exploitation including verbal, physical, financial, psychological, sexual, neglect, discriminatory, inhuman or degrading treatment, restraint through deliberate intent, negligence, omission or ignorance by Service Personnel or sub-contractors providing the Services on behalf of the Service Provider;
- 5.6 The Service Provider shall maintain clear policies and procedures for the protection and safeguarding of the welfare of all Service Personnel and shall comply with all legal requirements and national guidelines in this regard;
- 5.7 The Service Provider shall be entirely responsible for the employment and conditions of service of the Service Personnel. Any sub-contractor shall be responsible for the employment and conditions of service of the sub-contractors personnel. For the avoidance of doubt, the Service Provider shall be accountable to the HSE for the performance of the Agreement by all parties;
- 5.8 The Service Provider shall ensure that Service Personnel and/or sub-contractor personnel shall comply with all relevant requirements of law in the provision of the Services;
- 5.9 Where, in the reasonable opinion of the HSE, the circumstances so warrant, the HSE will be entitled, without notice, to refuse to permit any employee of the Service Provider and/or sub-contractor to carry out work on behalf of the HSE as part of this Agreement;
- 5.10 The Service Provider and sub-contractor, including all employees, shall regard all information acquired by them in, or in connection with, the provision of the Services as confidential and shall not disclose to any person other than a person authorised by the HSE, any information concerning the provision of the Services;
- 5.11 The Service Provider shall ensure that Service Personnel shall demonstrate and act with an appropriate level of customer service skills and training to enable them to deal professionally with enquiries from HSE;
- 5.12 The Service Provider shall ensure that safe methods of work and risk assessments are in place which provides a basis for ensuring that any risks associated with the provision of these Services are fully and properly managed;



- 5.13 The Service Provider shall ensure that all Service Personnel are appropriately attired in the company's approved uniform and shall present valid company identification to clients before undertaking any service activities.
- 5.14 The Service Provider shall ensure that all Service Personnel demonstrate appropriate customer service skills and have received sufficient training to enable them to deal professionally and sensitively with vulnerable clients in their own homes.
- 5.15 The Service Provider shall ensure that all Service Personnel hold valid and current Garda vetting clearance prior to carrying out any work under this Contract.
- 5.16 In the event that any work completed by the Service Provider is found to be faulty or defective within a period of twelve (12) months from the date of installation, the Service Provider shall, at no additional cost to the HSE or the Client, attend the premises and rectify the fault to a standard consistent with that required in the SR1 Form and in accordance with all relevant specifications and quality requirements.
- 5.17 It is expected that the Service Provider will have an established and effective complaints management process in place. In the event that a complaint is received by the Purchaser relating to the Service Provider or any works completed under this contract, the complaint will be referred to the Service Provider for review and resolution. The Service Provider shall investigate the matter promptly, take appropriate corrective actions, and provide the Purchaser with full details of the complaint, the findings, and the actions undertaken to resolve the issue.

SECTION 4: PROVISION ADDRESSING OBLIGATIONS AND RESPONSIBILITIES UNDER THE CHILDREN FIRST ACT 2015.

- 4.1 Where any of the successful Tenderer's Personnel and/or sub-contractors carry out any work or activity, a necessary and regular part of which consists mainly of the successful Tenderer's Personnel or sub-contractors having access to, or contact with children in any of the types of establishments listed in Schedule 1 of the Children's First Act 2015 (which for the avoidance of doubt includes any hospital, hospice, health care centre or other centre which receives, treats or otherwise provides physical or mental health services to children), the services provided by the successful Tenderer shall be regarded as "Relevant Services" for the purposes of the Children First Act, 2015 (the "Children First Act") and the successful Tenderer shall comply with all applicable obligations arising under the Children First Act and the Children First National Guidance for the Protection and Welfare of Children 2017.
- 4.2 Where Clause 4.1 is applicable, the successful Tenderer shall:
 - 4.2.1 carry out a Child Safeguarding Risk Assessment in accordance with Section 11 (1) and (2) of the Children First Act;
 - 4.2.2 ensure a Child Safeguarding Statement (reviewed in last 24 months) is in place, is displayed in a prominent place and is furnished to all staff, as per Section 11 (3-10) of the Children First Act;
 - 4.2.3 ensure that a procedure for maintaining a list of Mandated Persons (as per Schedule 2 of the Children First Act) is in place;



- 4.2.4 ensure that Mandated Persons (as per Schedule 2 of the Children First Act) have been identified and informed of their role ;
 - 4.2.5 ensure that a Child Protection & Welfare Policy is in place;
 - 4.2.6 ensure that all staff and relevant volunteers have completed the HSE e-Learning Module “An Introduction to Children First”; and
 - 4.2.7 ensure that the HSE Children First Implementation and Compliance Self-Audit Checklist has been completed and is available on request.
- 4.3** Without prejudice to Clause 4.1 above, upon request from the HSE, the successful Tenderer shall, irrespective of whether the Services it provides are regarded as “Relevant Services” within the meaning of the Children First Act, provide reasonable assistance to the HSE so that the HSE can undertake appropriate risk assessments and put in place appropriate controls to safeguard children from harm as part of the HSE’s Child Safeguarding Risk Assessment and Child Safeguarding Statement, which controls may include requiring the successful Tenderer’s Personnel and/or sub-contractors to be Garda Vetted in accordance with the relevant clause of the Contract Agreement, undertake assigned Children First training and adhere to applicable HSE Child Protection and Welfare policies (as applicable).



SECTION 5: INSURANCE AND TAX COMPLIANCE

- 5.1** The successful Tenderer shall be required to hold for the term of the Contract, insurances of the type and to the level specified below:

Type of Insurance	Indemnity Limit
Public Liability	€6.5 million for any one claim or series of claims arising out of a single occurrence.
Employer's Liability	€12.7 million for any one claim or series of claims arising out of a single occurrence (where required, if self- employed this is not necessary).
Product Liability	€6.5 million for any one claim or series of claims arising out of a single occurrence.
Professional Indemnity	€500,000 for any one claim or series of claims arising out of a single occurrence.
In the case of Employer's Liability and Public Liability Insurances, an indemnity to Principals clause must be included.	

- 5.2** Tenderers are asked to provide, as part of their tender response, written confirmation that they hold or will hold, if successful, the above types and levels of insurance. A formal confirmation from the Tenderer's insurance company or broker to this effect will be requested from the successful Tenderer prior to the award of (and shall be a condition of) the contract.
- 5.3** Prior to the award of the contract, the successful Tenderer will be required to produce a Tax Clearance Certificate from the Irish Revenue Commissioners or equivalent body. Alternatively, the Tenderer may supply the certificate and registration numbers, as they appear on the Tax Clearance Certificate, to facilitate online verification of their tax status.



SECTION 6: MINIMUM ELIGIBILITY AND AWARD CRITERIA

The evaluation of tender responses will be conducted in the following stages:

6.1 Minimum Eligibility Criteria

- 6.1.1** Tenderers who do not, in the opinion of the HSE, confirm and/or demonstrate compliance with any of the Minimum Eligibility Criteria in Table 6 below will be excluded from further consideration.
- 6.1.2** Compliance with each of the Minimum Eligibility Criteria must be effective from the date of tender submission.

Table 6

Main Criteria	Sub-Criteria	Minimum Eligibility Pass/Fail
European Single Procurement Document (ESPD)	Part III of the ESPD	Confirm that none of the Exclusion Criteria listed in Part III of the ESPD applies to the Tenderer or any other Economic Operators who form part of the tender response (see Part G of the TRD).
Supplier Declaration	Supplier Declaration	Confirm that the tender has been submitted consistent with the requirements set out in the Supplier Declaration. (See Part H of the TRD).
Children's First Act Declaration	Children's First Act Declaration	Where applicable and if relevant, confirm that all applicable requirements arising pursuant to the Children's First Act 2015 and the Children First National Guidance for the Protection and Welfare of Children 2017 shall be complied with. (See Part I of the TRD).
Experience	Experience	Confirm that the Tenderer, or if a consortium or joint venture, that the combined experience of the Economic Operators who are part of the consortium or joint venture meet or exceeds a minimum of 24 months experience in providing a similar type service on a scale equivalent or greater than the scope of the tendered requirement.
Insurance	Insurance	Confirm compliance with the Insurance level of cover set out in Section 5 of this RFT.
Economic and Financial Standing	Overall Turnover of Tenderer's Organisation	Confirm that the turnover of the Tenderer, or if a consortium or joint venture, that the combined turnover of the Economic Operators who are part of the consortium or joint venture meet or exceeds a minimum of €300,000 per annum in each of the last three years.
Product List	Assistive Equipment	Confirm that your company can provide each of the product lines as per the specifications listed in Appendix 2 – Assistive Equipment - Specifications for the delivery of this service.
Mandatory Service Requirements	Mandatory Service Requirements	Confirm that the Service will be provided in compliance with each of the Mandatory Service Requirements listed in Section 3 of this RFT.



Staff Vetting	Garda Vetting	<i>Confirmation that the Tenderer will comply with all regulatory requirements in relation to security vetting of staff to be deployed in this Service.</i>
Technical & Professional Ability	Staffing – Contract Manager	<i>Tenderers must propose a Contract Manager for the operation of the Service with a minimum of 24 months experience in providing a similar type service.</i>

6.1.3 Please note Tenderers are **not** required to complete and return an ESPD with their tender response. It will be sufficient for Tenderers to self-certify compliance with the requirements of Part III of the ESPD in Part F of the TRD.

6.1.4 If the tender is submitted by a consortium or joint venture, then if any of the exclusion criteria listed at Part III of the ESPD applies to any of the members of the consortium or joint venture or where any of the members of the consortium or joint venture fails to demonstrate its reliability despite the existence of a relevant exclusion ground, then that tender will be excluded from further consideration in this tender process.

6.1.5 Compliance with each of the requirements contained in the ESPD must be effective from the date of the tender submission.

6.2. Award Criteria

6.2.1 Tenders that confirm and/or demonstrate compliance with the Minimum Eligibility Criteria (and are not otherwise excluded) will be evaluated to determine which presents the most economically advantageous tender for the purposes of ranking the tenders received. Tenders will be evaluated using the award criteria and associated weightings outlined below:

Main Criteria	Weighting	Marks
Quality	25%	250
Staffing	15%	150
Contract Administration	10%	100
Sustainability	15%	150
Cost	35%	350
Total	100%	1000



SECTION 7: EVALUATION PROCESS

- 7.1** Tenders will be evaluated in terms of the quality of responses under each Award Criteria and the extent to which they meet and exceed the stated requirements. Based on the assessments of the responses under each criteria, tenders will be awarded a rating score in accordance with the following table:

Rating	Rating Score
Excellent Response	5
Very Good Response	4
Good Response	3
Fair Response	2
Poor Response	1
No Response	0

- 7.2** The maximum rating score achievable is 5/5 per Award Criteria. The rating score will then be converted into the equivalent mark based on the weighting for that Award Criteria.
- 7.3** Tenderers are required to submit a cost per line item that includes the supply, delivery, installation and any associated fixtures and fittings.
- 7.4** To determine the marks to be awarded for Ultimate Cost, the HSE will calculate the estimated annual cost based on your tendered prices and the 2025 sales activity data provided in Part C of the TRD.
- 7.5** The evaluation will then compare each tendered annual cost against the lowest tendered annual cost.
- 7.6** The lowest annual tendered cost shall be awarded the maximum marks available under the cost criteria.
- 7.7** The marks for Ultimate Cost for each tender shall be calculated using the following formula:

$$\frac{\text{Total Marks for Cost} \times \text{Lowest Tendered Annual Cost}}{\text{Tendered Annual Cost}} = \text{Marks achieved for Ultimate Cost}$$

- 7.8** The total marks achieved for each Award Criteria will be added to the marks achieved for Ultimate Cost to determine the overall marks awarded for each tender.
- 7.9** Tenderers will be required to provide the above evidence, and any other information which may be required, within the timeframe specified by the HSE.



- 7.10** The HSE does not bind itself to accept the lowest cost tender, and will not pay any compensations whatsoever in connection therewith. It reserves the right to reject in whole or in part, any or all tenders received.
- 7.11** Tender responses will be evaluated in their own right. No recognition will be given to information previously submitted. No unsolicited communications from Tenderers will be entertained during the evaluation period.