



Title	Continued Support and Development of the Skillnet MMC Accelerate Online Platform
Published Date	15 July 2026
Queries Deadline & Time	8 August 2026, 12:00 (Midday)
Submission Date & Time (Tender Deadline)	21 August 2026, 12:00 (Midday)
Completion of Initial Scope of Work	Within 8 weeks of contract signing (condition of contract award)
Procedure Type	Open procedure (OJEU / above EU threshold)

DISCLAIMERS

All information contained in this Invitation to Tender document is provided in the strictest confidence and has been made available solely for the purpose of facilitating the production and submission of tenders. No party may disclose the contents of this document without the express permission of Skillnet Ireland (hereinafter 'the Contracting Authority').

Tenderers are recommended to read the Invitation to Tender document thoroughly. While all reasonable steps have been taken to ensure that the information set out in this document is factually correct, no representation or warranty, express or implied, is or will be made or given in relation to the accuracy or the completeness of any information contained in this document or otherwise provided by or on behalf of the Contracting Authority, in writing or otherwise, to any interested party or its advisers.

No responsibility or liability for any loss or damage arising as a result of reliance on this document, or for the information contained in this document, or for any omission, is or will be accepted by the Contracting Authority or by any of its officers, employees, agents or professional advisers. No officer, employee, agent, or professional adviser of the Contracting Authority has any authority to give or make any representation or warranty, express or implied, in relation to such information.

The Contracting Authority's officers, employees, agents and professional advisers expressly disclaim any and all liability arising out of such documentation or information and any errors or omissions in or from the documents and information. The Contracting Authority reserves the right to discontinue the procurement process at any time.

Without prejudice to the principle of equal treatment, the Contracting Authority is not obliged to engage in a clarification process in respect of tender submissions with missing or incomplete information. Therefore, tenderers are advised to ensure that they return comprehensive tender submissions in order to avoid the risk of elimination from the competition.

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

TABLE OF CONTENTS

DISCLAIMERS.....	3
1 INTRODUCTION.....	6
1.1 ABOUT SKILLNET IRELAND	6
1.2 ABOUT CITA	6
1.3 ABOUT THIS TENDER	6
2 ADMINISTRATION OF THIS COMPETITION	8
2.1 AWARD OF CONTRACTS	8
2.2 GOVERNING REGULATIONS	8
2.3 COLLABORATION	8
2.4 COMPETITION CONDITIONS	8
2.5 SCORING METHODOLOGY FOR AWARD CRITERIA	11
2.6 SUBMISSION OF DOCUMENTATION.....	12
2.7 TENDER DEADLINE	12
2.8 QUERIES	12
2.9 CONTRACT AWARD	13
2.9.1 <i>Services Contract</i>	13
2.9.2 <i>Undertakings upon Contract Award</i>	13
2.9.3 <i>Insurances</i>	13
2.9.4 <i>During the Term of the Services Contract</i>	14
2.10 REGISTERABLE INTEREST	14
2.11 COLLUSION.....	15
2.12 FREEDOM OF INFORMATION	15
2.13 COMPLIANCE WITH TAX LAWS	15
2.14 CONFLICT OF INTEREST	15
2.15 PRESENTATIONS	16
2.16 STANDSTILL PERIOD.....	16
2.17 SIGNED CONTRACT UPON AWARD	16
3 PART 3: SELECTION AND AWARD CRITERIA	17
3.1.1 <i>Format of the Proposal</i>	17
3.2 SELECTION CRITERIA.....	17
3.2.1 <i>Minimum Economic & Financial Criteria</i>	17
3.2.2 <i>Technical & Professional Ability</i>	18
3.3 AWARD CRITERIA.....	18
3.3.1 <i>Understanding of Brief</i>	19
3.3.2 <i>Delivery Plan for the Implementation and other requirements</i>	19
3.3.3 <i>Fitness for Purpose of the Proposed Solution</i>	19
3.3.4 <i>Quality, quantity and balance of the Team Proposed</i>	19
3.3.5 <i>Innovation & Value Add</i>	19

3.3.6	<i>Environmental Management</i>	19
3.3.7	<i>Price</i>	20
4	APPENDIX 1: SYSTEM REQUIREMENTS AND SPECIFICATIONS	ERROR! BOOKMARK NOT DEFINED.
4.1.1	<i>Purpose</i>	Error! Bookmark not defined.
4.1.2	<i>Intended Impact</i>	Error! Bookmark not defined.
4.1.3	<i>End User Profile Overview</i>	Error! Bookmark not defined.
4.1.4	<i>Functional Requirements Overview</i>	Error! Bookmark not defined.
4.1.5	<i>Use Cases Applied to Key Functions</i>	Error! Bookmark not defined.
4.1.6	<i>User Personas</i>	Error! Bookmark not defined.
4.1.7	<i>Reference Sites</i>	Error! Bookmark not defined.
4.2	IMPLEMENTATION APPROACH [MANDATORY]	ERROR! BOOKMARK NOT DEFINED.
4.2.1	<i>[Design] Kick Off Workshop</i>	Error! Bookmark not defined.
4.2.2	<i>[Design] Process of establishing direction of UX/UI</i>	Error! Bookmark not defined.
4.2.3	<i>[Design] Process of establishing key functions for end users</i>	Error! Bookmark not defined.
4.2.4	<i>[Development] Proposed Stack</i>	Error! Bookmark not defined.
4.2.5	<i>[Deployment & Aftercare] Proposed Hosting Environment & Approach to Managing Third Party Systems</i> Error! Bookmark not defined.	
4.2.6	<i>Process of managing project from Kick - off to Implementation</i>	Error! Bookmark not defined.
4.2.7	<i>Key Assumptions, Considerations & Risk Assessment for Project Delivery</i>	Error! Bookmark not defined.
4.3	POST-IMPLEMENTATION SUPPORT SERVICES [MANDATORY]	ERROR! BOOKMARK NOT DEFINED.
4.3.1	<i>Sample SLA</i>	Error! Bookmark not defined.
4.3.2	<i>Procedure for addition of new functions</i>	Error! Bookmark not defined.
4.3.3	<i>Data Protection and Information Security</i>	Error! Bookmark not defined.
4.4	SOFTWARE WARRANTY [MANDATORY]	ERROR! BOOKMARK NOT DEFINED.
4.4.1	<i>Scope</i>	Error! Bookmark not defined.
4.4.2	<i>Repository Management</i>	Error! Bookmark not defined.
4.4.3	<i>Documentation</i>	Error! Bookmark not defined.
4.5	TRAINING [MANDATORY]	ERROR! BOOKMARK NOT DEFINED.

1 Introduction

1.1 About Skillnet Ireland

Established in 1999, Skillnet Ireland is a Government agency working with businesses in Ireland and their employees to address their current and future skills needs by providing high quality, subsidised training through 65 + Training Networks across a range of sectors and regions. Skillnet Ireland has deep roots with enterprise in Ireland. Over 15,000 private firms participated in our Training Networks during 2018, of which 94% were SMEs. Skillnet Ireland counts the leading employer and industry representative bodies in Ireland amongst the promoting organisations for Skillnet Training Networks. Skillnet Ireland is funded from the National Training Fund through the Department of Education and Skills.

Further background information in relation to Skillnet Ireland can be accessed on the Skillnet Ireland website at www.skillnetireland.ie.

1.2 About CitA

CitA was established as a research project in DIT Bolton St. in association with Waterford IT in May 2001, with the vision of harnessing the potential of ICT in the Irish Construction Industry. CitA was formally incorporated into a company limited by guarantee with no share capital in November 2005.

Membership of CitA is open to all stakeholders in the Irish Construction Industry (Architecture, Engineering, Construction, Operations – AECO).

1.3 About this Tender

The Contracting Authority invites tenders (“Tenders”) from economic operators (“Tenderers”) for appointment to a single supplier framework agreement (the “Framework Agreement”)] for the provision of the services as described in Appendix 1 to this RFT (the “Services”).

The aim of the platform is to promote the value of Modern Methods of Construction (MMC) to all stakeholders at both a national and local level. This means that there will be a wide array of end user profiles that the platform will need to cater for.

The foundation of the platform will be geared towards the promotion of careers and providing key information to professionals within the construction industry. The goal of the platform’s information will serve the purpose of showing a clear pathway for sustainable career development for construction professionals.

The platform will need to showcase MMC and what kind of jobs and roles are both required and available. End users will need to rapidly understand the resources and opportunities available to upskill and meet the criteria of roles that would exist within the realm of MMC.

These Services will have an estimated total value in the region of €300,000 (exclusive of VAT) over a term of two to three years, inclusive of ongoing hosting, technical support and maintenance, and both the identified and emerging development work described in Appendix 1. The Competition is published on 14 July 2026, with the subsequent dates set in accordance with the applicable EU procurement time limits. It is a condition of contract award that the successful Tenderer commits to completing the initial scope of work, and deploying it to the live Platform, within eight (8) weeks of the signing of the contract. Tenderers must understand that this figure is an estimate only, based on current and reasonably anticipated requirements.

The full scope of services is outlined in Appendix 1.

2 Administration of this Competition

2.1 Award of Contracts

The award of Service Contracts under this Framework Agreement shall be made in accordance with the rules set out in paragraph 2.3 of this RFT and Section 5 of the Framework Agreement contained at Appendix 5 of this RFT.

2.2 Governing Regulations

This public procurement competition (the “Competition”) will be conducted in accordance with Dept. of Public Expenditure and Reform Circular 05/2023

(<https://www.gov.ie/pdf/?file=https://assets.gov.ie/251383/52806691-09ff-4b26-91c9-57f1efc3eb0a.pdf#page=null>)

2.3 Collaboration

The Contracting Authority policy seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises (“SME”s) in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged, subject to paragraph 2.5, to explore the possibilities of forming relationships with other SMEs or with larger enterprises. Through such relationships they can participate and contribute to the successful implementation of any Services Contracts that may result from this Competition and therefore increase their social and economic benefits.

Larger enterprises are also encouraged, subject to paragraph 2.5, to consider the practical ways that SMEs can be included in their proposals to maximise the social and economic benefits of any Services Contracts that may result from this Competition.

2.4 Competition Conditions

1. While every effort has been made to provide comprehensive and accurate information in all notices and documents prepared for the purposes of this Competition, the Contracting Authority does not accept any liability or provide any express or implied warranty in respect of any such information. Tenderers must form their own conclusions about the solution needed to meet the requirements set out in this RFT and may wish to consult their legal advisers.
2. The Contracting Authority / Framework Client does not bind itself to accept the lowest priced or any Tender.
3. This RFT does not constitute an offer or commitment to enter into a Framework Agreement and/or a Services Contract. The conclusion of a Framework Agreement with a Framework Member does not guarantee the award of any Services Contract.
4. No enforceable commitment of any kind will exist unless and until a formal written Framework Agreement has been executed by or on behalf of the Contracting Authority.
5. No contractual rights in relation to any Framework Client will exist unless and until a formal written Services Contract has been executed by or on behalf of the Framework Client.

6. Any notification of preferred bidder status by the Contracting Authority / Framework Client shall not give rise to any enforceable rights by the Tenderer.
7. The Contracting Authority may cancel this Competition or, for the avoidance of doubt, any individual Lot, at any time prior to a formal written Framework Agreement being executed by or on behalf of the Contracting Authority.
8. The award of a Framework Agreement or a Services Contract under the Framework Agreement does not confer exclusivity on the successful Tenderer(s).
9. Tenderers should note that neither the Contracting Authority nor any Framework Client shall be under any obligation to purchase any minimum value of Services under any Framework Agreement.
10. This RFT supersedes and replaces any and all previous documentation, communications and correspondence between the Contracting Authority and Tenderers, and Tenderers should place no reliance on such previous documentation and correspondence.
11. "Data Protection Laws" means all applicable national and EU data protection laws, regulations and guidelines including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the "General Data Protection Regulation"), Data Protection Act 2018 and any guidelines and codes of practice issued by the Office of the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time.
12. The Contracting Authority will be a Data Controller (where Data Controller has the meaning given under the Data Protection Laws) in respect of any Personal Data (where Personal Data has the meaning given under the Data Protection Laws) required to be provided by the Tenderer in response to this RFT.
13. The Tenderer, as Data Controller in respect of any Personal Data provided by it in its Tender, is required to confirm in the statement required under paragraph 2.4 below that all Data Subjects (where Data Subject has the meaning given under the Data Protection Laws) whose Personal Data is provided by the Tenderer have consented to the processing of such Personal Data by the Tenderer the Contracting Authority, the Evaluation Team and the supplier of the etenders.gov.ie website, for the purposes of the participation of the Tenderer in this Competition or that the Tenderer otherwise has a legal basis for providing such Personal Data to the Contracting Authority for the purposes of its participation in this Competition .
14. If a Tenderer fails to comply in any respect with the requirements of this paragraph 2.2.1, the Contracting Authority reserves the right to reject the Tenderer's Tender as non-compliant or, without prejudice to this right and subject to its obligations at law, to take any other action it considers appropriate including but not limited to:
 - seeking written clarification from the Tenderer;
 - seeking further information from the Tenderer; or
 - waiving a requirement, which in the Contracting Authority's view, is non- material or procedural
15. Tenderers are required:
 - To complete and submit with their Tender the electronic version of the European Single Procurement Document ("eESPD"). Tenderers may submit an eESPD which has already been used in a previous procurement procedure PROVIDED THAT they confirm that: (i) the information contained in it continues to be correct and (ii) that they satisfy the Selection Criteria for this Competition as set out at part 3.2 below;

- To submit all documentation which this RFT requires to be submitted with their Tender;
- To follow the format of this RFT and respond to each element in the order as set out in this RFT;
- To conform to and comply with all instructions and requirements set out in this RFT;
- To submit the statement required under paragraph 2.4 below; and
- Not to alter or edit this RFT in any way.

Without prejudice to the generality of paragraph 2.2.1, failure to comply with paragraph 2.6.1, 2.6.2 or 2.6.3 below will render the Tender non-compliant and it will be rejected.

16. The award of Services Contracts under a Framework Agreement shall be made in accordance with the rules set out in the Framework Agreement at Appendix 5 to this RFT.
17. Tenderers should also note the terms and conditions of the Services Contract set out at Appendix 6 to this RFT.
18. Tenderers are required to confirm their acceptance of the terms and conditions of the Framework Agreement at Appendix 5 to this RFT and the Services Contract at Appendix 6 to this RFT by signing the Tenderer's Statement at Appendix 3 (of the TRD). Tenderers may not amend the Framework Agreement or the Services Contract.
19. Each Tenderer is required to accept the provisions of this RFT. ALL TENDERERS MUST RETURN, with their Tender, a scanned signed copy of the Tenderer's Statement, as set out in Appendix 3, printed on the Tenderer's letterhead. The Contracting Authority must be able to read the scanned signature of the Tenderer. If possible, please sign documents using blue ink. If the Contracting Authority cannot read the scanned signature, Tenderers may be requested to resubmit. Tenderers may not amend the Tenderer's Statement.
20. Where a group of undertakings (in whatever form and regardless of the legal relationship between them) come together to submit a Tender in response to this RFT, the Contracting Authority will deal with all matters relating to this Competition through a single nominated entity authorised to represent all members of the group of undertakings. The Tenderer must provide details of all members of the group of undertakings and their role in the Tender and clearly and comprehensively set out the contact details including name, title, telephone number, postal address, facsimile number and email address of the nominated entity authorised to represent the Tenderer and to whom all communications shall be directed and accepted until this Competition has been completed or terminated. Correspondence from any other person will NOT be accepted, acknowledged or responded to.
21. Prior to and as a condition of appointment to any Framework Agreement, the successful Tenderer shall be required to designate a single entity who will carry overall responsibility for the Framework Agreement and any Services Contract (the "Prime Contractor"), irrespective of whether or not tasks are to be performed by a subcontractor or other consortium member (the "Subcontractor").
22. If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate (i) its fulfilment of the Selection Criteria (or any one of them) in accordance with this RFT and (ii) the absence of Exclusion Grounds, or its reliability despite the existence of a relevant Exclusion Ground, it shall be excluded from further participation in this Competition.
23. If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate (i) the fulfilment by any

Subcontractor on whose capacity the Prime Contractor relies of the Selection Criteria (or any one of them) in accordance with this RFT and (ii) the absence of Exclusion Grounds in respect of any Subcontractor, or the reliability of any Subcontractor despite the existence of a relevant Exclusion Ground, it shall be excluded from further participation in this Competition unless it replaces the Subcontractor with one which meets all relevant requirements of this RFT.

24. All Tenders submitted in soft copy must be compiled such that they can be read immediately using PDF reader. The Contracting Authority is not responsible for corruption in electronic documents. Tenderers must ensure electronic documents are not corrupt.
25. Tenders must be submitted in English.
26. The Contracting Authority reserves the right, at any time before the Tender Deadline, to update or amend the information contained in this document and/or to extend the Tender Deadline. Participating Tenderers will be informed of any such amendment or extension through the eTenders website.
27. All costs and expenses incurred by Tenderers relating to their participation in this Competition including, but not being limited to, site visits, field trials, demonstrations and/or presentations shall be borne by and are a matter for discharge by the Tenderers exclusively.
28. All documentation, drawings, data, statistics, information, patterns, samples or material disclosed or furnished by the Contracting Authority to Tenderers during the course of this Competition:
 - are furnished for the sole purpose of replying to this RFT only;
 - may not be used, communicated, reproduced or published for any other purpose without the prior written permission of the Contracting Authority;
 - shall be treated as confidential by the Tenderer and by any third parties (including subcontractors) engaged or consulted by the Tenderer; and
 - must be returned immediately to the Contracting Authority upon cancellation or completion of this Competition if so requested by the Contracting Authority.
29. All deliverables, including intellectual property, software, designs and documentation produced as part of any contract resulting from this competition shall be owned exclusively by Contracting Authority.
30. No publicity regarding this Competition or any Framework Agreement, Mini Competition, or Services Contract pursuant to this Competition is permitted unless and until the Contracting Authority has given its prior written consent to the relevant communication.
31. Where reference is made to a particular item, source, process, trademark, or type in this RFT then all such references are to be given the meaning generally understood in the relevant industry and operational environment.

2.5 Scoring Methodology for Award Criteria

Weighting	Meaning
91% - 100%	Excellent response with very few or no weaknesses exceeds requirements, and provides comprehensive, detailed, and convincing assurance that the Tenderer will deliver to an excellent standard.

80% - 90%	A very good response that demonstrates real understanding and fully meets the requirements and assurance that the Tenderer will deliver to high standard.
60% - 79%	A satisfactory response which demonstrates a reasonable understanding of requirements and gives reasonable assurance of delivery to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.
30% - 59%	A response where reservations exist. Lacks full credibility/convincing detail, and there is a significant risk that the response will not be successful.
1% - 29%	A response where serious reservations exist. This may be because, for example, insufficient detail is provided, and the response has fundamental flaws, or is seriously inadequate or seriously lacks credibility with a high risk of non-delivery.
0%	Response completely fails to address the criterion under consideration

2.6 Submission of Documentation

Tenders must be submitted via the electronic postbox available on www.etenders.gov.ie. Only Tenders submitted to the electronic postbox will be accepted. Tenders submitted by any other means (including but not limited to by email, fax, post or hand delivery) will NOT be accepted. Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation before the Tender Deadline. Tenderers should take into account the fact that upload speeds vary. There is a maximum of 10GB for the total (combined) documents sent to the electronic postbox. In order to submit a document to the electronic postbox, please note that you must click "Submit Response". After submitting you can still modify and re-send your response up until response deadline. Tenderers should be aware that the "Submit Response" button will be disabled automatically upon the expiration of the response deadline.

2.7 Tender Deadline

Tenders must be received not later than the date set out above (the "Tender Deadline"). Tenders that are received late WILL NOT be considered in this Competition.

2.8 Queries

Queries will be accepted no later than the date set out above (Queries Deadline & Time) unless otherwise published by the Contracting Authority. For the avoidance of doubt, Tenderers may not contact potential Framework Clients regarding any aspect of this Competition.

All queries relating to any aspect of this Competition or of this RFT must be directed to the messaging facility on www.etenders.gov.ie. Only Tenders submitted to the electronic postbox will be accepted.

All responses to queries will be issued by the Contracting Authority via the messaging facility on www.etenders.gov.ie. Where appropriate, queries may be amalgamated. Tenderers should note that the Contracting Authority will not respond to individual Tenderers privately.

2.9 Contract Award

2.9.1 Services Contract

In the performance of any Services Contract awarded, the successful Tenderer(s) and their Subcontractors (if any), shall be required to comply with all applicable obligations in the field of environmental, social and labour law that apply at the place where the services are provided, that have been established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Schedule 7 of the Regulations.

2.9.2 Undertakings upon Contract Award

It is a condition of contract award that the successful Tenderer commits to completing the initial scope of work — comprising the transition of the Platform from the incumbent supplier and the development requirements identified in Appendix 1 — within eight (8) weeks of the signing of the Services Contract. The Platform is already live and in service; all work shall be deployed to the live Platform without interruption to the service. Further detail is set out at Appendix 1, Section 4.7.1.

Tenderers shall be required to include an undertaking to comply fully with the provisions of Council Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, business or parts of undertakings or business and as implemented in Irish law by Statutory Instrument S.I. No. 131 of 2003, the European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003 and to indemnify the Contracting Authority for any claim arising or loss or costs incurred as a result of its failure or incapacity to fulfil its obligations under the said Directive and Statutory Instrument.

The Protection of Employees (Temporary Agency Work) Act 2012 (the "2012 Act") provides that an Agency Worker (as defined in the 2012 Act) is entitled to the same basic working and employment conditions as those which apply to employees recruited directly by the Hirer (as defined in the 2012 Act) to do the same or a similar job. Where the provision of the Services will involve the provision to the Contracting Authority of Agency Workers (within the meaning of the 2012 Act), Tenderers should ensure that they consider their obligations under the 2012 Act when pricing their Tender. The Contracting Authority shall have no liability for any increase in salaries that may be payable as a result of the application of the 2012 Act to the provision of the Services.

2.9.3 Insurances

The successful Tenderer(s) shall be required to hold for the term of any Services Contract awarded pursuant to Mini-Competition insurances of the type and to the minimum level specified in the RFP. Tenderers should note that they are not obliged to have insurances in place in order to enter into a Framework Agreement with the Contracting Authority. The types of and minimum levels of insurance required are not likely to exceed the following insurances:

Type of Insurance	Indemnity Limit
Employer's Liability	€12.7 Million limit for any one claim or series of claims arising out of a single occurrence
Public Liability	€6.5 Million limit for any one claim or series of claims arising out of a single occurrence
Product Liability	N/A
Professional Indemnity	€1.5 Million limit for any one claim or series of claims arising out of a single occurrence
Cyber Insurance	€1 Million per occurrence in the annual aggregate

By signing the Tenderer's Statement at Appendix 3 (see TRD), Tenderers confirm that, if awarded a Services Contract arising from a Mini-Competition pursuant to the Framework Agreement, they will, from the Effective Date of the Services Contract (as defined in the Services Contract), obtain and hold the types and levels of insurance as specified in the relevant SRFT, (ii) the territorial limits and jurisdiction of its insurance policies include the Republic of Ireland and (iii) they are not aware of any exclusions, restrictions, conditions or warranties or, in the case of policies with an aggregate limit of indemnity, any outstanding claims, which could have a material adverse impact on the level of coverage specified above. A formal confirmation from the Tenderer's insurance company or broker to this effect will be requested from the successful Framework Member(s) prior to the award of (and shall be a condition of) any Services Contract.

2.9.4 During the Term of the Services Contract

The successful Tenderer will, during the term of the Services Contract, be required to:

- immediately advise the Contracting Authority and the Framework Client of any material change to its insured status;
- produce proof of current premiums paid upon request;
- produce valid certificates of insurance upon request.

2.10 Registerable Interest

Any Registerable Interest involving any Tenderer or Subcontractor and the Contracting Authority, any Framework Client, members of the Government, members of the Oireachtas, or employees and officers of the Contracting Authority or any Framework Client and their relatives must be fully disclosed in the Tender or, in the event of this information only coming to the notice of the Tenderer or Subcontractor after the submission of a Tender, must be communicated to the Contracting Authority immediately upon such information becoming known to the Tenderer/Subcontractor. The terms "Registerable Interest" and "Relative" shall be interpreted as per Section 2 of the Ethics in Public Office Acts 1995 and 2001, copies of which are available at www.irishstatutebook.ie. The

Contracting Authority will, in its absolute discretion, decide on the appropriate course of action, which may in appropriate circumstances include eliminating a Tenderer from this Competition or a Mini-Competition or terminating any Framework Agreement and / or Services Contract entered into by a Tenderer.

2.11 Collusion

Tenderers' attention is drawn to the Competition Act 2002 (as amended, the "2002 Act"). The 2002 Act makes it a criminal offence for Tenderers to collude on prices or terms in a public procurement competition.

2.12 Freedom of Information

Tenderers should be aware that, under the Freedom of Information Act 2014 and the European Communities (Access to Information on the Environment) Regulations 2007 to 2014, information provided by them during this Competition may be liable to be disclosed.

Tenderers are asked to consider if any of the information supplied by them in their Tender should not be disclosed because of its confidentiality or commercial sensitivity. If Tenderers consider that certain information is not to be disclosed because of its confidentiality or commercial sensitivity, Tenderers must, when providing such information, clearly identify the specific sections of their Tender containing such information and specify the reasons for its confidentiality or commercial sensitivity.

For the avoidance of doubt Tenderers may not assert confidentiality or commercial sensitivity over the entire Tender but must clearly identify the specific section containing such information. If Tenderers do not identify information as confidential or commercially sensitive, it is liable to be released in response to a request under the above legislation without further notice to or consultation with the Tenderer. The Contracting Authority will, where possible, consult with Tenderers about confidential or commercially sensitive information so identified before making its decision on a request received. The Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released (irrespective of notification) or in respect of any consequential damage suffered as a result of such obligations.

2.13 Compliance with Tax Laws

It will be a condition of any Framework Agreement or Services Contract pursuant to this Competition that the successful Tenderer(s) shall, for the term of such contract(s), comply with all applicable EU and domestic tax laws. Tenderers are referred to www.revenue.ie for further information. Prior to the award of any Framework Agreement or Services Contract arising out of this Competition, the successful Tenderer shall be required to supply its Tax Clearance Access Number and Tax Reference Number to facilitate online verification of their tax status by the Contracting Authority. By supplying these numbers the successful Tenderer acknowledges and agrees that the Contracting Authority has the permission of the successful Tenderer to verify its tax cleared position online.

2.14 Conflict of Interest

Any conflict of interest or potential conflict of interest on the part of a Tenderer, Subcontractor or individual employee(s) or agent(s) of a Tenderer or Subcontractor(s) must be fully disclosed to the Contracting Authority as soon as the conflict or potential conflict is or becomes apparent. In the event of any actual or potential conflict of interest, the Contracting Authority may invite Tenderers to propose means by which the conflict of interest might be removed. The Contracting Authority will, at its absolute discretion, decide on the appropriate course of action, which may in appropriate

circumstances include eliminating a Tenderer from this Competition or any Mini-Competition or terminating any Framework Agreement or Services Contract entered into by a Tenderer.

2.15 Presentations

Tenderers may be required to make a presentation of the proposal contained in their Tender. The Contracting Authority will not be responsible for the cost of such presentations (in accordance with paragraph 2.8). Performance at presentations will NOT be evaluated.

2.16 Standstill Period

In circumstances where the European Communities (Public Authorities' Contracts) (Review Procedures) Regulations 2010 (Statutory Instrument 130 of 2010), as amended by the European Communities (Public Authorities' Contracts) (Review Procedures) (Amendment) Regulations 2015 (Statutory Instrument 192 of 2015) apply, no contract can or will be executed or take effect until at least fourteen (14) calendar days after the day on which the Tenderers have been sent a notice informing them of the result of this Competition ("Standstill Period") if such notice is sent by electronic means. The Standstill Period shall be sixteen (16) calendar days if such notice is sent by other means. The preferred bidder will be notified of the decision of the Contracting Authority and of the expiry date of the Standstill Period.

Tenderers should note that the Contracting Authority may, when notifying Tenderers of the results of this Competition, include the scores obtained by the Tenderer concerned and the scores obtained by the lowest ranking preferred bidder in respect of each award criterion assessed by the Contracting Authority.

2.17 Signed Contract Upon Award

The successful Tenderer(s) must sign and return the Framework Agreement(s) in duplicate to the Contracting Authority no later than 7 calendar days from the date of expiry of the Standstill Period unless notified otherwise in writing by the Contracting Authority. A signed Framework Agreement returned by the successful Tenderer(s) is not binding on the Contracting Authority until the Contracting Authority has signed the Framework Agreement in accordance with paragraph 2.1.2 above.

Where the signed Framework Agreement has not been received by the Contracting Authority within the period as specified at paragraph 3.6.1 then the Contracting Authority may proceed to offer a Framework Agreement to the next highest-ranked Tenderer in accordance with paragraph 3.6.1 above.

3 Part 3: Selection and Award Criteria

3.1.1 Format of the Proposal

The Proposal must be submitted in accordance with the submission requirements set out in the this document . The Tenderer's response in the Tender Response Document must also address all of the requirements of this RFT.

3.2 Selection Criteria

The Selection Criteria is scored on a Pass/Fail basis. Only Tenderers who Pass all of the Selection Criteria will proceed to have the remained of their submission scored on the basis of the Award Criteria. Tenderers who Fail on any of the Selection Criteria will be disqualified from the competition.

3.2.1 Minimum Economic & Financial Criteria

Criteria	Description	Qualification
A: Declaration of financial stability	Tenderer must include annual accounts or an auditors declaration as to the financial stability of the business and in particular have an average turnover of €400,000 over the past 3 years.	Pass/Fail
B. Tax Clearance Certificate	A current, valid tax clearance certificate. <i>Note: Evidence of certification must be provided on submission of tender.</i>	Pass/Fail
C. Insurance	The successful Tenderer shall be required to hold for the term of the Contract insurances as set out under 2.9.3. By signing the Tenderer's Statement at Appendix 3, Tenderers confirm, that if awarded a Contract under this Competition, (i) they will, from the Effective Date of the Contract (as defined in the Contract), obtain and hold the types and levels of insurance as specified at paragraph 2.21.1 (ii) the territorial limits and jurisdiction of its insurance policies include Ireland and (iii) they are not aware of any exclusions, restrictions, conditions or warranties or, in the case of policies with an aggregate limit of indemnity, any outstanding claims, which could have a material adverse impact on the level of coverage specified above . A formal confirmation from the Tenderer's insurance company or broker to this effect will be requested from the successful Tenderer(s) prior to the award of (and shall be a condition of) any Contract. The successful Tenderer will, during the term of the Contract, be required to: 1. (a) immediately advise the Contracting Authority of any material change to its insured status; 2. (b) produce proof of current premiums paid upon request;	Pass/Fail

	3. (c) produce valid certificates of insurance upon request.	
D: Declarations	Please complete and include Appendix 3 and Appendix 4 as provided in the TRD associated with this competition.	Pass/Fail

3.2.2 Technical & Professional Ability

Criteria	Description	Qualification
Proposal satisfies minimum specification.	Tenderers must confirm that their proposed solution meets all of the Mandatory Requirements detailed within this document Appendix 1. Please note that it is a condition of contract award that the selected supplier commits to completing the initial scope of work, deployed to the live Platform, within eight (8) weeks of contract signing. th	Pass / Fail
References for projects of similar type / complexity and nature.	References must be provided for 3 projects where the tenderer was the sole contractor / primary contractor. These projects should be of similar type, complexity level, nature and risk profile to what services you are proposing. They must have been undertaken in the last 3 years.	Pass / Fail

3.3 Award Criteria

The following Award Criteria will apply to this project. Tenderers who fail to meet the Minimum Score for any single Award Criteria will be disqualified from the competition.

Award Criteria	Minimum Score	Maximum Score
Understanding of Brief	6%	10%
Delivery Plan for the Implementation and other requirements	12%	20%
Fitness for Purpose of the Proposed Solution	6%	10%
Quality, quantity and balance of the Team Proposed	12%	20%
Innovation, Value Add	N/A	5%
Environmental Management	N/A	5%
Price	N/A	30%

3.3.1 Understanding of Brief

The "Understanding of Need" section is designed to demonstrate your comprehension of CitA's specific needs as outlined in the tender document. It should clearly articulate how your services or products align with and address these needs. Include a brief discussion on your understanding of the strategic importance of these needs from tCitA's perspective, and how your proposed solutions offer a direct response to each.

3.3.2 Delivery Plan for the Implementation and other requirements

Tenderers must provide information to enable CitA to assess their offer under this criterion with regard to completeness of implementation plan, contract management and suitability of delivery dates proposed, provision of training and support for users, and quality assurance and testing, covering the requirements detailed below.

3.3.3 Fitness for Purpose of the Proposed Solution

This Award criterion relates to CitA's assessment of how well the overall proposed solution and functionality meets its requirements (as detailed below) and Appendix A. Tenderers must provide information to enable CitA to assess their offer under this criterion covering the requirements specified. In order to assess the suitability of the proposed system tenderers will be required to undertake a demonstration of key functionality (quality of fit with functional requirement, ease of system use, user interface, ease of task execution, reporting) and specific user case scenarios which will be included in the totality of the assessment under this criterion.

3.3.4 Quality, quantity and balance of the Team Proposed

Tenderers must provide comprehensive information on the team proposed clearly indicating each team members contribution to the project, their precise roles and responsibilities and time commitment including experience with similar projects. Comprehensive CVs must be provided demonstrating each team members expertise for the role proposed. In addition, tenderers must outline the availability of the resources for the proposed team and provide detail on their proposal for the supply of the proposed resources for the term of the initial contract(s).

3.3.5 Innovation & Value Add

Tenderers are required to comprehensively detail their strategies for embedding innovative practices and additional value in this project and any social inclusion measures. Describe your approach to integrating cutting-edge or novel solutions in the project. Highlight any unique methodologies, technologies, or processes you plan to employ that differentiate your proposal from conventional strategies. Explain the additional benefits your engagement will bring to the project beyond the basic requirements. This should include specific examples of how your solutions enhance efficiency, sustainability, or community impact, particularly through fostering social inclusion.

3.3.6 Environmental Management

Please provide details of the environmental management measures that the Candidate will be able to apply when performing the Contract. Candidates should outline their own environmental management policies, procedures, methodologies which are currently in place and include details of proposals to improve same.

3.3.7 Price

Tenderers must provide their pricing in the format set out in Appendix 2 of this RFP.

4 Appendix 1: System Requirements and Specifications

4.1 Background and Procurement Context

4.1.1 Purpose

This Appendix sets out the requirements for the continued operation, support and further development of the Skillnet MMC Accelerate online platform (skillnetmmccaccelerate.ie), referred to throughout this document as “the Platform”.

The aim of the Platform is to promote the value of Modern Methods of Construction (MMC) to stakeholders at both national and local level, to showcase MMC careers, roles and pathways, and to enable construction professionals to rapidly understand the resources and opportunities available to upskill. The Platform serves a wide array of external and internal user profiles, which are summarised at Section 4.2.6.

This is **not** a request for a new, greenfield build. The Platform has already been designed, built, deployed and is live and in service, having been procured by CitA under its earlier open competition for the design, build and implementation of the MMC software platform. The successful Tenderer will assume responsibility for the existing, operational solution and will deliver the managed services and the development work described in this Appendix.

4.1.2 Nature of this Procurement and Equal Treatment

Because this competition concerns an existing, operational system, CitA is conscious that an incumbent or any prior supplier could hold information not readily available to other Tenderers. To uphold the principles of equal treatment, transparency and non-discrimination, and consistent with CitA’s funding and audit obligations to Skillnet Ireland, CitA has taken the following measures:

- **Disclosure of the current solution.** Section 4.2 describes the present “as-is” state of the Platform — its architecture, modules, content model and integrations — in sufficient detail for a Tenderer with no prior involvement to understand the scope of work and price it accurately.
- **Information room.** CitA will make the current technical documentation, a system overview, and a representative content/data export available to all Tenderers, with full source-code access available on request under a confidentiality undertaking (see Section 4.2.7). CitA owns all intellectual property, source code, designs and documentation produced under the original contract and is therefore able to provide these to Tenderers.
- **Outcome-based requirements.** Development requirements are expressed as outcomes rather than prescribed solutions wherever possible. References to the current technology are provided for factual context only and do not confer any advantage on the incumbent.
- **No-cost, supplier-led transition.** A non-incumbent that is awarded the contract must take over the Platform from the incumbent at no additional cost to CitA and without interruption to the live service (see Section 4.6).

Tenderers should note that, where reference is made in this Appendix to a particular product, technology or proprietary tool, this is for the purpose of describing the existing environment and should be read as accompanied by the words “or equivalent” in respect of any **new** component a Tenderer may propose, subject always to the continuity and no-cost transition requirements of this Appendix.

4.1.3 Indicative Value, Term and Inclusions

The anticipated total expenditure under the resulting contract is in the region of €300,000 (exclusive of VAT) over a term of two to three years. This figure is an estimate only, based on current and reasonably anticipated requirements; it is not a commitment to any minimum spend. It is a condition

of contract award that the successful Tenderer commits to completing the initial scope of work within eight (8) weeks of contract signing (see Section 4.7.1). The estimate is inclusive of:

- ongoing hosting of the Platform for the full term;
- ongoing technical support and maintenance (see Section 4.3);
- the development requirements identified to date (see Section 4.4); and
- further development work that will emerge over the term, drawn down against the rates established through this competition (see Section 4.5).

Tenderers should price the managed services and the identified development requirements as set out in the Pricing Document, and provide a transparent rate card (day rate and any role-based rates) against which emerging requirements will be commissioned.

4.1.4 Intended Impact and Strategic Alignment

The Platform continues to support the following strategic objectives, which Tenderers should keep in view when proposing design and development approaches:

- Government policy — supporting Project Ireland 2040, the National Development Plan and related sectoral initiatives.
- Integration — fostering liaison across compatible stakeholders on one platform and connecting the wider construction ecosystem.
- Market navigation and intelligence — insight into MMC activity and players nationally and regionally, news, case studies and lessons learned.
- Promotion of construction careers — aligned to national initiatives such as the National Apprenticeship Programme.
- Upskilling — addressing skills gaps and informing and hosting Skillnet Ireland-funded MMC programmes.
- Promotion of standards — supporting and promoting NSAI certification in MMC.

4.2 Description of the Current Platform (“As-Is”)

This section describes the Platform as currently delivered and operating. It is provided for information, to enable all Tenderers — including those with no prior involvement — to understand the scope of work. The authoritative description of the current build is the technical documentation and source code made available through the information room (Section 4.2.7); the summary below should be read together with those materials, which take precedence in the event of any inconsistency.

4.2.1 Overview

The Platform is a publicly accessible, content-led website (skillnetmmccaccelerate.ie) supported by a content management system (CMS), administrative back-end, analytics, email notifications and a number of third-party integrations. It is live, in active use, and maintained on a managed hosting environment by the incumbent supplier. The successful Tenderer will host, support and develop this existing solution.

4.2.2 Technology Stack and Architecture

The current Platform is built on the Drupal open-source content management framework. The front end is responsive and renders correctly across mainstream browsers and devices. The solution comprises a Drupal-based CMS and content model, a themed responsive front end, integrations with external services (Section 4.2.4), a cookie-consent management service, and web analytics with conversion tags/pixels.

This information is disclosed so that Tenderers can assess the effort involved in supporting and extending the existing solution. It does not require Tenderers to adopt any particular technology for net-new components, provided the continuity, maintainability and no-cost transition requirements of

this Appendix are met. A full architecture and dataflow description, including hosting topology, is available in the information room.

4.2.3 Current Site Structure and Functional Modules

The Platform currently includes, among others, the following content areas and functional modules. Each is the subject of one or more development requirements at Section 4.4:

Area / Module	Current function (summary)
Media Hub	Central repository of media and articles that feeds content to other areas of the site.
Career Pathways	Presentation of MMC roles, role families, skills and associated training courses, supporting role discovery and career navigation.
Courses	Listing of training courses presented as cards, including externally hosted courses and third-party providers.
Events	Listing and individual event pages, including event information and links to registration on the relevant external event landing page.
Industry Insights	A content type presenting industry insight articles with categories and filtering.
Supports	Cards and articles presenting support resources and providers.
Hero / landing components	Sitewide hero image component and introductory text on landing pages.
CMS & administration	WYSIWYG editing, template/layout management, media library, publishing controls (draft, revisions, scheduling), user and role management.
Analytics	Engagement, session, page-view, user-path and reliability monitoring, with conversion tags and pixels for campaign measurement.
Email notifications	Opt-in, filter/topic-based email notifications to subscribers, with engagement analytics.

4.2.4 Current Integrations and Third-Party Services

The Platform integrates with, or is designed to accommodate, the following external services. Tenderers must be able to support, maintain and where required extend these integrations, and to manage them securely with appropriate error handling:

- External event landing pages used for event listings and registration.
- External career and course information sources, including fetchcourses.ie and qualifax.ie.
- Embedded third-party media via iFrames (for example social-media feeds or live streams).
- A cookie-consent management service (currently provided at a medium package tier; see Section 4.3.3).
- Web analytics with conversion tags and pixels.

- Other bespoke third-party platforms as they arise, and a possible future eTenders integration.

4.2.5 Content Model and Taxonomy

Content is organised through Drupal content types and taxonomy (for example roles, role families, skills, courses, events, industry insights, supports and media items), with dynamic filters and filter groups to categorise content and assist discovery. Several development requirements in Section 4.4 involve extending this content model (for example associating multiple skill descriptions with a role, or associating roles with Industry Insights). The current content model is documented in the information room.

4.2.6 End-User Profiles

The Platform serves external users (industry professionals; government representatives and advisors; state agencies; representative organisations; the education and research community; and training bodies) and internal users (content researchers, marketing staff and platform administrators). Representative personas and user stories were established during the original design phase and are available in the information room; Tenderers should design enhancements to remain accessible and intuitive across this full range of users.

4.2.7 Information Made Available to Tenderers (Information Room)

To ensure equal treatment, CitA will make the following available to Tenderers via a secure information room. Requests are to be made through the eTenders messaging facility:

Item	Availability
System overview and architecture / dataflow description	Available to all Tenderers.
Current technical and administrator documentation	Available to all Tenderers.
Content model / taxonomy and integration inventory	Available to all Tenderers.
Representative content / data export (anonymised as appropriate)	Available to all Tenderers.
Full source-code access (CitA-owned)	Available on request under a confidentiality undertaking.
Read-only access to the live site / staging for inspection	On request, subject to reasonable scheduling.

Any clarifications arising from the information room will be answered through eTenders and issued to all Tenderers simultaneously, maintaining a transparency log.

4.3 Managed Service Requirements [Mandatory]

The successful Tenderer shall provide the following managed services for the full term of the contract. Each element must be itemised in the Pricing Document.

4.3.1 Technical Support and Maintenance

Service	Requirement
---------	-------------

Technical support	Provision of technical support at an agreed hourly rate, with a minimum allocation of sixteen (16) hours per month. Tenderers shall additionally provide, as a separately priced optional line item, an extended support allocation of twenty-four (24) hours per month.
Routine maintenance	Ongoing maintenance of the Platform, including security patching, CMS core and module/dependency updates, monitoring, scheduled backups and routine housekeeping, to keep the Platform secure, current and performant.
Service levels	Response and resolution times prioritised by incident category (e.g. outage, security breach, functional defect, cosmetic issue), in accordance with the SLA at Section 4.3.4.

Note: Tenderers must propose an hourly rate for support and confirm how the minimum monthly allocation is tracked, reported and (where unused) treated. Unused support hours and roll-over arrangements, if any, should be stated.

4.3.2 Hosting

The Tenderer shall provide ongoing hosting of the Platform for the full term. Requirements:

- Migration of the Platform to an Enterprise Standard hosting plan with a minimum of 50 GB disk space.
- Hosting within the EEA (data-centre location(s) to be stated), with appropriate encryption, autoscaling/gateways and privacy-by-design as relevant.
- Defined availability/uptime target, monitoring and alerting.
- Scheduled backups with stated frequency and tested restore, and a disaster-recovery approach (see Section 4.8).
- A clear position on data residency, ownership and return of data on exit (see Section 4.6).

4.3.3 Cookie Consent Management

The Tenderer shall continue the cookie-consent management service at the medium package tier. The current service is active until the end of April 2027. The Tenderer shall advise Cita on renewal options and alternative providers in good time ahead of that date, including any cost and functional implications.

4.3.4 Service Level Agreement

Tenderers shall propose an SLA covering, at a minimum:

- scope of maintenance and included services;
- reaction and resolution times by incident priority (e.g. outage, security breach, end-user-experience bug);
- services payable separately and the treatment of work undertaken by other parties;
- review meetings, reporting and hours of availability;
- backup frequency and itemisation of recurring tasks;
- the Supplier's cooperation with Cita's regular technical audit (Section 4.3.5); and
- the named personnel assigned to the account and their availability (Section 4.3.6).

4.3.5 Technical Audit

CitA intends to carry out a technical audit of the Platform and of the Supplier's service on a regular basis — at a frequency to be agreed (for example quarterly), and additionally on request, such as following a significant incident or change. The Supplier shall cooperate fully with each audit, providing reasonable access to systems, logs, source code and service records, and supplying evidence against at least the following areas:

- **Security** — patch and update status (CMS core, modules and dependencies, and server); vulnerability posture and any penetration-testing results; access control and privilege management; encryption; security and event logs; incident history and remediation; and backup integrity with tested restore.
- **Resource management** — hosting resource utilisation (disk usage against the 50 GB minimum, compute, memory and bandwidth); database health and growth; performance and uptime against target; scalability headroom and capacity planning; and the health and error rates of third-party integrations.
- **Time consumption** — a transparent breakdown of how the monthly support allocation (minimum 16 hours) has been consumed, with time recorded by task or ticket; effort logged against development work; the treatment of any unused or additional hours; recurring drivers of effort; and a forecast of anticipated effort.

The Supplier shall address audit findings within agreed timeframes. Audit outcomes may inform the review meetings and the prioritisation of maintenance and development work.

4.3.6 Named Resources and Availability

So that CitA has assurance of continuity and that the personnel assessed at tender are those who deliver the service, the Supplier shall:

- identify the named individuals assigned to the account, with their roles, relevant skills and experience, and the proportion of time committed;
- confirm guaranteed availability and response arrangements, including cover for absence and continuity of key personnel;
- provide a single account lead as the primary point of contact for CitA;
- give advance notice of any change to named personnel and ensure any replacement holds equivalent skills; and
- confirm that substantive work will not be sub-delegated in a way that reduces the committed skill or availability levels.

4.3.7 Data Protection and Information Security

The Platform collects site-interaction data and may collect inputted details (e.g. name and contact details). Tenderers shall outline their approach to data governance (acquisition, validation, storage and processing), GDPR compliance (including third-party cookies), and security countermeasures across encryption, authentication and authorisation, secure coding, network security and patch management. CitA is and remains the Data Controller for personal data processed via the Platform.

4.4 Development Requirements [Known Scope]

The following functional requirements have been identified for the next development phase. They are expressed as outcomes; Tenderers should propose the design treatment and technical approach for each, and provide an indicative effort estimate (in days) in the Pricing Document. This list is the scope known at the date of issue; further requirements will emerge over the term and will be commissioned under Section 4.5.

For each requirement, Tenderers should: (a) describe the proposed approach and design treatment; (b) note any impact on the existing content model, integrations or performance; and (c) provide an indicative effort estimate.

4.4.1 MMC News

Ref	Requirement	Tenderer response
REQ-01	MMC News tab — new content section Create a dedicated MMC News tab with a unique inner-page design. Implement a “card” view drawing content from the existing Media Hub. Each card shall include an external-link indicator directing users to the source publication.	Describe approach & design treatment; note impacts; provide effort estimate (days).

4.4.2 Career Pathways

Ref	Requirement	Tenderer response
REQ-02	Multiple skill descriptions per role Enable multiple skill-description entries to be associated with a single role within the content model (currently implemented via Drupal taxonomy).	Describe approach & design treatment; note impacts; provide effort estimate (days).
REQ-03	Interactive Roles & Families map Develop an animated, visually distinct interactive map presenting the full range of MMC industry roles and role families. The design shall prioritise intuitive end-user navigation and facilitate broad role discovery.	Describe approach & design treatment; note impacts; provide effort estimate (days).
REQ-04	Career Pathway self-assessment questionnaire Build a self-assessment questionnaire that evaluates a user’s current experience and recommends suitable roles and associated training courses.	Describe approach & design treatment; note impacts; provide effort estimate (days).
REQ-05	Role search with autocomplete Implement a role-search function on the Career Pathways landing page. Search shall support autocomplete against both primary role titles and “also known as” values.	Describe approach & design treatment; note impacts; provide effort estimate (days).

4.4.3 Courses Page

Ref	Requirement	Tenderer response
REQ-06	External-resource indicator on course cards Add an icon to course cards to identify externally hosted resources, consistent with the indicator pattern used on Supports cards.	Describe approach & design treatment; note impacts; provide effort estimate (days).
REQ-07	Enhanced third-party provider notice	Describe approach & design treatment; note

	Increase the visual prominence of the existing third-party-provider disclaimer.	impacts; provide effort estimate (days).
REQ-08	Pagination & search UI refinements Update the pagination component styling to align with the site design system. Adjust the search-field height to match other form elements across the site.	Describe approach & design treatment; note impacts; provide effort estimate (days).

4.4.4 Events

Ref	Requirement	Tenderer response
REQ-09	Events listing page Remove the “View past events” link (rendered redundant by the new block). Add a “Register for this event” call-to-action button to each event card.	Describe approach & design treatment; note impacts; provide effort estimate (days).
REQ-10	Individual event page Add a registration button in the hero section, replacing the existing “Industry Events” tag. Constrain the navy event-information block to content width to distinguish it from the footer. Add a free-to-attend indicator within the information block. Add an editable PPE-requirements field (content varies per event). Update social-media icons to match the footer style. Relocate the registration button from the information block to the hero section.	Describe approach & design treatment; note impacts; provide effort estimate (days).

4.4.5 Industry Insights

Ref	Requirement	Tenderer response
REQ-11	Role association & display Add a reference field to the Industry Insights content type to associate specific roles with each Insight. Display the referenced roles at the bottom of each Insight detail page.	Describe approach & design treatment; note impacts; provide effort estimate (days).
REQ-12	Page layout & navigation improvements Introduce a floating anchor-navigation menu to improve in-page orientation. Add a search input to the Insights listing page. Convert the categories filter to a multi-select format.	Describe approach & design treatment; note impacts; provide effort estimate (days).

4.4.6 Supports

Ref	Requirement	Tenderer response
-----	-------------	-------------------

REQ-13	Supports teaser card redesign Remove the provider logo from the teaser card. Add an external-link indicator to the card. Propose an alternative placement for the provider logo. Include a short summary on the card.	Describe approach & design treatment; note impacts; provide effort estimate (days).
REQ-14	Support article content type & card view Create a dedicated “Support” content type and develop a corresponding card view.	Describe approach & design treatment; note impacts; provide effort estimate (days).

4.4.7 Hero Image

Ref	Requirement	Tenderer response
REQ-15	Sitewide hero-image redesign Redesign the hero-image component and introductory text sitewide.	Describe approach & design treatment; note impacts; provide effort estimate (days).

4.5 Emerging and Future Requirements

CitA expects further requirements to emerge over the term of the contract as the Platform develops and as user needs evolve. To ensure such work is commissioned transparently and at competitively established rates, the following applies:

1. **Rate card.** Tenderers shall submit a transparent rate card (day rate and any role-based rates) in the Pricing Document. Emerging requirements will be quoted and commissioned against these rates for the duration of the contract.
2. **Change-control procedure.** Tenderers shall describe their change-control procedure, including how new work is scoped, estimated, approved by CitA and tracked. No development work shall proceed without CitA’s written approval of scope and estimate.
3. **Scalability.** Tenderers shall outline how the Platform supports the cost- and time-efficient addition of functions over time, addressing resource management, database scalability, independent scalability of components, and security at scale.
4. **Prioritisation.** Tenderers shall describe how emerging requirements are prioritised against the support allocation and the overall budget envelope, with regular reporting to CitA.

4.6 Transition, Onboarding and Exit [Mandatory]

This is a contract for an existing, live service. A Tenderer that is not the incumbent must be able to take over the Platform without disruption and without additional cost to CitA. The following are mandatory requirements.

4.6.1 Transition at No Cost to CitA

The successful Tenderer shall undertake the full transition of the Platform from the incumbent — including hosting, code, content, integrations, credentials and operational responsibility — at no additional cost to CitA. All transition effort must be included within the Tenderer’s priced proposal; no separate or additional transition charge will be accepted.

4.6.2 Timely Transition and Service Continuity

The transition shall be completed promptly and within a defined, short timeframe to be proposed by the Tenderer (CitA's expectation is no more than six (6) weeks from contract commencement, save where a longer period is justified and agreed). The live service must remain available throughout, with no loss of functionality, content or data, and no unplanned downtime beyond any agreed, notified maintenance window.

4.6.3 Scope of Handover Received

CitA owns all intellectual property, source code, designs and documentation associated with the Platform and will procure their handover. The successful Tenderer shall, as part of transition, take receipt of and validate at least the following:

- complete source code and repository history, and the deployment/build configuration;
- hosting environment, domain/DNS control and TLS certificates;
- administrator and service credentials, and access to all third-party accounts and integrations (for example analytics and the cookie-consent service);
- a full content and database export, and any media assets;
- technical, administrator and operational documentation; and
- any licences, keys or service contracts necessary to operate the Platform.

4.6.4 Transition Plan

Tenderers shall submit a transition plan setting out the approach, sequence, timeline, milestones, acceptance tests and risk mitigations for taking over the Platform, including how they will verify completeness of the handover and confirm a clean, working environment before assuming live operation. Where helpful, a short period of parallel running or a staged cut-over should be described.

4.6.5 Exit and Onward Handover

On expiry or termination of the contract, the Tenderer shall provide an equivalent, orderly handover to CitA or to a future supplier at no additional cost — including source code, data, documentation and credentials — so that CitA is never locked in to any single supplier. Tenderers shall describe their exit-management approach. Throughout the term, Tenderers must provide full access to approved CitA personnel within a notice period of 14 days where required, and create and maintain a CitA user account on the repository-management system in use.

4.7 Delivery, Quality and Project Management

4.7.1 Completion of the Initial Scope of Work

It is a condition of contract award that the successful Tenderer commits to completing the initial scope of work (Design Phase and agreed program of work schedule) — comprising the transition of the Platform from the incumbent (Section 4.6) and the development requirements identified at Section 4.4 (REQ-01 to REQ-15) — **within eight (8) weeks of the signing of the contract**. The Platform is already live and in service: this work comprises ongoing updates to an operational system, and all changes shall be deployed to the live Platform without loss of service, content or data, and without unplanned downtime beyond any agreed, notified maintenance window. Tenderers shall submit a delivery plan and timeline demonstrating how this eight-week commitment will be met, with milestones and CitA sign-off gates, and shall identify any dependencies on CitA (for example content, approvals or access) required to achieve it.

4.7.2 Delivery Approach

For both the identified development requirements and emerging work, Tenderers shall describe their delivery approach, including:

- project-management methodology, segregating tasks across design, development, testing, deployment and aftercare;
- milestones, sign-off gates and reporting against each milestone;
- tools in use (e.g. repository management, project management, technical documentation);
- approach to testing and QA pre-deployment and monitoring post-deployment, including environments and feedback loops; and
- key assumptions, considerations and a risk assessment (technical; requirement/scope change; timeline and cost; misalignment of end-user requirements), with mitigations.

4.8 Software Warranty, Repository Management and Documentation

Tenderers shall set out warranty coverage for development work (defects/errors and the period of cover; accuracy of documentation; compatibility with agreed integrations; data-loss prevention; assurance of security on deployment; remedies, exclusions and limitations), together with a disaster-recovery plan covering loss of data, of a key system, of connectivity, and of the server environment.

Tenderers shall outline repository-management practices (naming conventions, directory layout, version control, access controls, code review and merging, branch management, monitoring and maintenance), and the tooling and structure for technical documentation, which shall be kept current and handed over to CitA.

4.9 Training [Mandatory]

The CitA team will require training on any new or changed functionality. Tenderers shall outline how training will be delivered, covering best practice on content editing, page creation, use of templates, sitemap submission, and role/user management and configuration of key features. Video recordings of demonstrations are encouraged but not mandatory. Tenderers shall also comment on the recommended frequency of, and triggers for, refresher sessions.

4.10 Summary of Mandatory Tenderer Undertakings

For the avoidance of doubt, the following are mandatory:

- Take over the existing live Platform from the incumbent at no additional cost to CitA (Section 4.6.1).
- Complete a timely transition with no loss of service, content or data (Section 4.6.2).
- Complete the initial scope of work within eight (8) weeks of contract signature (Section 4.7.1).
- Provide ongoing hosting and the stated support and maintenance for the full term (Section 4.3).
- Cooperate with CitA's regular technical audit and commit named personnel with assured availability (Sections 4.3.5 and 4.3.6).
- Deliver the identified development requirements and quote against a transparent rate card for emerging work (Sections 4.4–4.5).
- Provide an equivalent, no-cost exit handover and ongoing CitA access (Section 4.6.5).
- Acknowledge CitA's ownership of all intellectual property, source code, designs and documentation.