Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

Tender Response Document

Multi-Party Framework Agreement

for

THE PROVISION OF IRISH SIGN LANGUAGE SERVICES

TO

TRINITY COLLEGE DUBLIN (TCD), THE UNIVERSITY OF DUBLIN and UNIVERSITY COLLEGE DUBLIN (UCD)

Ref: TCD-26-C2489

Please Insert Tenderer Name below:

Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin

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PART A – SELECTION CRITERIA

A1: Tenderer Summary
Weighting: Pass/Fail Only
Pass Requirement: Tenderers must complete this section. If the Tenderer is a grouping/consortium, the Lead Tenderer must complete the Tender Response Document, all other members must provide an ESPD.

Tenderer's Organisation Name	
Contact Name	
Position	
Address	
Phone	
Email	
Date of establishment	
Legal Status (if any) (Company [Ltd], Partnership, Sole Trader, etc.)	

Is the Tenderer a group of economic operators? *If Yes, please provide the following information:*	Yes	
	No	

If your answer is "Yes," please provide the following information:	Name	Portion of project to be delivered	Separate Questionnaire enclosed?
	1.		
	2.		

A2: European Single Procurement Document (ESPD)
Weighting: Pass/Fail Only

Pass Requirement: Tenderers must provide a completed eESPD. Where the Tenderer is a grouping/consortium, an eESPD must be completed for each group member, in particular Section 2.D.

Please complete the eESPD provided. Or alternatively the eESPD can be completed online at etenders.gov.ie

A3: Declaration of Personal Circumstances
Weighting: Pass/Fail Only
Pass Requirement: Tenderers must provide a completed and signed Declaration of Personal Circumstances. The Declaration must be provided by each group member in the case of a grouping/consortium.

Re: **Invitation to Tender for the Provision of Irish Sign Language Services in Trinity College Dublin and University College Dublin**

NAME: _____

ADDRESS: _____

I, _____ *[insert name of Declarant]* having been duly authorised by_____ *[insert name of entity]*, sincerely declare that_____ *[insert name of entity]* itself or any person who has is a member of the administrative, management or supervisory body of_____ *[insert name of entity]* or has powers of representation, decision or control in _____ *[insert name of entity]* –

(a) Has never been the subject of a conviction for participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA.

(b) Has never been the subject of a conviction for corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union and Article 2(1) of Council Framework Decision 2003/568/JHA as well as corruption as defined in the national law of the Authority or _____ *[insert name of entity]*.

(c) Has never been the subject of a conviction for fraud within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests.

(d) Has never been the subject of a conviction for terrorist offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA respectively, or for inciting or aiding, abetting, or attempting to commit an offence, as referred to in Article 4 of that Framework Decision.

(e) Has never been the subject of a conviction for money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council.

(f) Has never been the subject of a conviction for child labour and other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council.

(g) Is not in breach of its obligations relating to the payment of taxes or social security contributions.

(h) Has, in the performance of all public contracts, complied with applicable obligations in the field of environmental, social and labour law that apply at the place where the works are carried out or the services provided, that have been established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Annex X of Directive 2014/24/EU of the European Parliament and of the Council on Public Procurement.

(i) Is not bankrupt or the subject of insolvency or winding-up proceedings, its assets are not being administered by a liquidator or by the court, it is not in an arrangement with creditors, its business activities are not suspended nor is it in any analogous situation arising from a similar procedure under national laws and regulations.

(j) Is not guilty of grave professional misconduct.

(k) Has not entered into agreements with other Economic Operators aimed at distorting competition.

(l) Is not aware of any conflict of interest due to its participation in the Competition;

(m) Has not had any prior involvement in the preparation of the Competition;

(n) Is not guilty of significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a Contracting Entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.

(o) Is not guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the Selection Criteria for this Competition and did not withhold such information and did not fail to submit supporting documents in respect of this Competition as required under Article 59 of Directive 2014/24/EU of the European Parliament and of the Council on Public Procurement.

(p) Has not undertaken to unduly influence the decision-making process of the Authority in respect of the Competition or obtain confidential information that may confer upon it undue advantages in respect of the Competition; or negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.

I understand and acknowledge that the provision of inaccurate or misleading information in this declaration may lead to my business/firm/company/partnership being excluded from participation in this or future responses, and I make this solemn declaration conscientiously believing the same to be true and by virtue of the Statutory Declarations Act, 1938. This declaration is made for the benefit of the Authority.

Signature of Declarant	**Name of Declarant in print or block capitals**

Declared before me by _____ who is personally

known to me (or who is identified to me by _____who is

personally known to me) at _____

this _____ day of _____ 20____.

(signed)_____
Practising Solicitor/Commissioner for Oaths

A4: Declaration of Conflict of Interest

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must provide a completed and signed Declaration of Conflict of Interest. The Declaration must be provided by each group member in the case of a grouping/consortium.

To: Trinity College Dublin

Competition: Invitation to Tender for Provision of Irish Sign Language Services in Trinity College Dublin and University College Dublin

Any conflict of interest or potential conflict of interest must be fully disclosed to the Authority as soon as the conflict of interest or potential conflict becomes apparent. In the event of any such conflict or potential conflict, the Authority at its absolute discretion shall decide on the appropriate course of action and the decision of the Authority will be final and binding in this regard.

A conflict of interest may include any factor, whether arising through personal interest, current or prospective contractual obligations or any other activity or association, which could prejudice your organisation and its employees or agents in the delivery, for the sole benefit of the Authority, of the services required under the Contract.

At this point in time, are you aware of any conflict of interest which might have an impact upon your ability to offer/deliver the services to the Authority?

Yes ☐ **No** ☐

If yes, please provide details:

The Tenderer is required to inform the Authority of any conflict of interest of which it becomes aware during the term of the Competition. Any registerable interest involving the Tenderer and the Authority or employees of the Authority, or their relatives must be communicated to the Authority immediately. Failure to disclose a conflict of interest may result in the Tenderer being excluded from further participation in the Competition.

I hereby declare that the above is an accurate and complete Declaration of all Conflicts of Interest on the part of my organisation in relation to this Competition of which I am aware.

I undertake to inform the Authority of any changes to this Declaration or of any other conflicts of interest which may arise during the term of the Competition.

I accept that the Authority may take appropriate action in relation to conflicts of interest, and that my organisation may be excluded from the Competition where the effect of the interest has not been dealt with to the satisfaction of the Authority.

Name (Block capitals)	
Signature	
Date	
Position	
On behalf of	

A5: Third Party Letter of Undertaking

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must provide a Third-Party Letter of Undertaking where the Tenderer intends to rely on third party resources to meet the financial or technical selection criteria or to perform the contract. The Third-Party Letter of Undertaking must be provided on company headed paper.

A6: Self-Declaration of Financial & Economic Capacity

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must provide a declaration in relation to certified turnover for the previous three (3) financial years (2024, 2023, 2022). These statements of turnover should be provided by a registered auditor. Tenderers should submit an appropriate declaration to satisfy this requirement.

The minimum yearly turnover of the Tenderer should meet or exceed: **€50,000**

The aggregated turnover for all members of a consortium or joint venture must meet the turnover requirement set above. If only one member has the skills, resources and experience for the services, then that member must have an average turnover that demonstrates financial capacity for the services as set out in the tender documentation.

The Contracting Authority reserves the right to investigate and to carry out detailed financial evaluations of a Tenderer under this criterion up to and prior to the any award of contract to assess the financial robustness of the Tenderer.

Tenderers must also provide evidence of an up-to-date Tax Clearance Certificate.

<table>
<tr><th colspan="3">Tax Clearance</th><th colspan="2">Please confirm</th></tr>
<tr><td colspan="3" rowspan="2">(A) I confirm and declare having a current and valid Tax Clearance Certificate in place and our tax affairs are in order.
The Contracting Authority can verify your tax clearance status through Revenue's online facility at https://www.revenue.ie/itp/view.jsp. To this end, please confirm:</td><td>Yes</td><td></td></tr>
<tr><td>No</td><td></td></tr>
<tr><td colspan="3" rowspan="2">Do you grant the Contracting Authority permission to verify your tax status online via revenue.ie?</td><td>Yes</td><td></td></tr>
<tr><td>No</td><td></td></tr>
<tr><td colspan="2">Applicant Name:</td><td colspan="3"></td></tr>
<tr><td colspan="2">Applicant PPSN/ Tax Reference Number</td><td colspan="3"></td></tr>
<tr><td colspan="2">Access Number</td><td colspan="3"></td></tr>
<tr><td colspan="2" rowspan="2">OR
(B) I confirm that I currently hold a valid tax clearance certificate</td><td>Registration Number</td><td colspan="2"></td></tr>
<tr><td>Certificate Number</td><td colspan="2"></td></tr>
<tr><td colspan="3" rowspan="2">OR
(C) I confirm that I have applied for an Irish Tax Clearance Certificate which will be made available on request</td><td>Yes</td><td></td></tr>
<tr><td>No</td><td></td></tr>
<tr><td>Signed:</td><td colspan="4"></td></tr>
</table>

Turnover			
I confirm that we have the requisite minimum yearly turnover of €50,000 or greater.			
Year	**2022**	**2023**	**2024**
Turnover €			
I confirm that the statements of turnover are included in this submission and are provided by a registered auditor.			
Signed:			

A7: Insurances

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must confirm that the following insurances are in place or can be put in place if successful in the award of the contract.

- Employers Liability: €13,000,000
- Public Liability: €6,500,000

Insurances			
(A)I confirm that we have the following insurances in place			
Insurance Type	**Level in Place**	**Details of Any Excess**	**Expiry Date**
Employers Liability	**€13million**		
Public Liability	**€6.5million**		
AND			
(B)I confirm that if successful, where the levels required under the contract are higher than those currently in our possession, I will be in a position to put the required forms and levels of insurances required in place.			
AND			
I confirm that I will provide the following promptly on request at any time: • evidence of insurances in place **or** • letter from Insurance Broker confirming that the required levels could be put in place if successful			
Signed:			

A8: Previous Contracts

Weighting: Pass/Fail Only

Pass Requirement: Tenderers must supply details of at least two comparable contracts of a similar nature, scale and complexity to the services required under this framework agreement. The comparable contracts must have been substantially completed within the past 5 years.

The contracts provided must demonstrate the Tenderers' skills, experience and successful delivery of similar services. It is imperative that the contracts submitted are of a similar nature, scale and complexity to that of the services required under this framework agreement.

Contract 1	
Name of contract	[•]
Counterparty	[•]
Dates contract performed	[•]
Value of contract	[•]
Nature of services performed: Tenderers should describe the scale, nature and complexity of the services provided having regard to the requirements under this framework agreement as outlined in the Invitation to Tender Document. Tenderers must outline the services provided under this contract.	[•]
Please provide details of the methodologies used, the timescale it was delivered under and how this contract is of relevance to the subject matter of this competition.	[•]
Service Location/Locations	[•]
Referee contact name	[•]
Referee Position	[•]
Referee Contact number	[•]
Referee Email address	[•]

Contract 2	
Name of contract	[•]
Counterparty	[•]
Dates contract performed	[•]
Value of contract	[•]
Nature of services performed: Tenderers should describe the scale, nature and complexity of the services provided having regard to the requirements under this framework agreement as outlined in the Invitation to Tender Document. Tenderers must outline the services provided under this contract.	[•]
Please provide details of the methodologies used, the timescale it was delivered under and how this contract is of relevance to the subject matter of this competition.	[•]
Service Location/Locations	[•]
Referee contact name	[•]
Referee Position	[•]
Referee Contact number	[•]
Referee Email address	[•]

PART C – AWARD CRITERIA

A: **Methodology for Delivery of Service**
Weighting: 2,000 marks
Pass Requirement: 1,200 marks

Tenderers must outline all systems, work practices and procedures that will be relied upon to deliver the required services. In order to attain the minimum required score associated with this criterion, responses must address at least the following elements:

By reference to ***Scope of Services document***, tenderers must outline a suitable methodology for the provision of onsite sign language interpretation services, to include a description of all technologies, work practices and measures employed in this regard. In particular, the manner in which bookings for onsite sign language interpretation will be confirmed must be outlined in full.

By reference to Scope of Services document, tenderers must outline the timeframes applying to onsite sign language interpretation services and must commit to meeting a 90 minute turnaround time for urgent requests.

In accordance with the scope of services document, tenderers must outline the mechanisms that will be employed to ensure that a sufficient quantity of interpreters is available to ensure adherence to the stipulated timeframes.

Tenderers must explicitly confirm their acceptance of the condition relating to Garda Clearance.

Scores in excess of the minimum required score will be apportioned by reference to the overall relative merit of responses. Tenderers are encouraged to list any additional information that serves to demonstrate the merit of their proposed methodologies for service delivery

Insert text (expand as necessary)

Insert text (expand as necessary)

B: **Measures Intended to Ensure Quality of Sign Language Interpretation Services**

Weighting: 2,000 marks

Pass Requirement: 1,200 marks

Tenderers must outline all mechanisms that will be relied upon to ensure the quality of sign language interpretation services delivered under this framework agreement. In order to attain the minimum required score associated with this criterion, responses must address at least the following elements:

Tenderers must demonstrate that sufficiently rigorous measures are in place to recruit, vet and train interpreters.

Tenderers must outline any specific training that will be delivered to interpreters prior to the commencement of service delivery under this framework agreement.

Tenderers must have in place robust and transparent procedures for the ongoing evaluation of all sign language interpreters responsible for service delivery under this framework. In this regard, tenderers must propose a suitable quality assurance audit methodology, whereby random samples of assignments will be monitored at an appropriately senior level by the successful framework member.

Scores in excess of the minimum required score will be apportioned by reference to the overall relative merit of responses. Tenderers are encouraged to list any additional information that serves to demonstrate the merit of the measures proposed to ensure the quality of sign language interpretation services provided under this framework agreement.

Insert text (expand as necessary)

Insert text (expand as necessary)

C: **Proposed Account Management Methodology and Reliability and Continuity of Service**
Weighting: 1,000 marks
Pass Requirement: 600 marks

Account Management Methodology
Tenderers must outline all account management measures that will be employed to manage the services provided under this framework agreement. In order to attain the minimum required score associated with this criterion, responses must address at least the following elements:

As per Scope of services document, tenderers must provide the names and curricula vitae of a suitably qualified and experienced account manager and a suitably qualified and experienced authorised deputy. Additionally, tenderers must confirm that the account manager or authorised deputy will be contactable by telephone on a 12/5 basis.

Tenderers must demonstrate that a suitable complaint resolution procedure will be implemented and operated to resolve instances of poor performance under this framework agreement.

Tenderers must detail the proposed frequency and likely content of all account management meetings that will be held with the Contracting Authority over the course of this framework agreement.

Tenderers must provide a sample of the management report that will be provided to the Contracting Authority over the course of this framework agreement.

Tenderers must provide a sample of the invoices that will be provided to the Contracting Authority over the course of this framework agreement.

Reliability and Continuity of Service
The Contracting Authority reserves the right to contact previous clients of the tenderer, independently and without further reference to the tenderer, in order to ensure that due confidence may be placed in the tenderer's ability to successfully deliver the required services as specified. **In the event that, when assessing responses under this criterion, the Contracting Authority is made aware of any objectively verifiable issues regarding the reliability and continuity of service offered by a tenderer, the tenderer in question will fail to attain the minimum required score associated with this criterion.**

Insert text (expand as necessary)

Insert text (expand as necessary)

Insert text (expand as necessary)

D: Notional Ultimate Cost
Weighting: 5,000 marks
Pass Requirement: Not Applicable.

Tenderers are to complete the Pricing Box provided.

ITEM	INSERT HOURLY RATE (€, Exc. VAT)	Notional No. of hours	SUBTOTAL (€, Exc. VAT)
Monday to Friday (8:00 hrs to 22:00 hrs (excluding public holidays)		**100**	
Saturday (08:00 hrs to 18:00 hrs (excluding public holidays)		**20**	
Ultimate Cost for Evaluation Purposes			

The marks for cost will be allocated on the basis of the following formula:

$$Cost = \frac{\text{Lowest Valid Notional Ultimate Cost}}{\text{Tenderer Notional Ultimate Cost}} * Weighting\ (5{,}000)$$