



QUALIFICATION QUESTIONNAIRE

Establishment of a Single Party framework agreement for	The Provision of Personnel Placement Services to the Residential Tenancies Board
Procedure	Restricted
eTenders RFT ID	8651836
Issue Date	21 th July 2026
Closing Date and Time for Queries	Tuesday, 4 th August 2026 at 12 noon (local time)
Submission of Queries	Via messaging facility on eTenders only.
Closing Date and Time for submission of completed questionnaires	Wednesday, 19 th August 2026 at 12 noon (local time)
Submission of completed questionnaires	Electronic submission facility on eTenders only.

Notes:

- Please note that information relating to this Invitation to Tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal www.etenders.gov.ie. Registration is free of charge and there is no charge for documents.
- Please note that the Contracting Authority cannot accept responsibility for information relayed (or not relayed) via third parties.
- For the avoidance of doubt, it is emphasised that the information requested in this questionnaire is aimed solely at determining the suitability and choice of Candidates for the next stage of the competition.
- For responding to this Qualification Questionnaire, please complete **Appendix A (Response Document)** which is available on eTenders.

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

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1. Disclaimer

This document issued herewith (“the Qualification Questionnaire Document”) is for information only and does not constitute, and shall not be interpreted as, an offer for sale, prospectus, or the basis of a contract.

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

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

1.1 Use of eTenders

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

For all up to date information on using eTenders, please refer to the Guidance Material on eTenders: <https://www.etenders.gov.ie/epps/home.do>

eTenders system usage queries are managed by eTenders Technical Support: <https://www.etenders.gov.ie/epps/PrepareContactUsAction.do>

1.2 Use of a Qualification Questionnaire Response Document (QQRD)

The Contracting Authority has provided a **Questionnaire Response Document** as a separate document for Candidates to use in preparing their response (Appendix A). This document and format must be used. Candidates should note that personalisation of the Questionnaire Response Document is not allowed, and they must not add their branding/colours to the Questionnaire Response Document.

Please note that in addition to this Document and the Response Document, **any Clarification**

documents issued by the Contracting Authority during the qualification submission period forms part of the Qualification Questionnaire. Candidates must ensure they regularly monitor eTenders and review any Clarification documents published.

The Contracting Authority will not click on any web links in the responses, so Candidates cannot assume that any material contained in web links will be viewed. Where Candidates submit additional material such as brochures or appendices, they must specifically highlight the information they consider is relevant to their Application and clearly explain which criterion it relates to. The Contracting Authority is under no obligation to parse through such material seeking information relevant to the response. It is recommended to upload your response as a **Zip file** in order to protect the integrity of file names.

2. Summary

Contracting Authority	The Residential Tenancies Board
Nature of Procurement	The Provision of Personnel Placement Services
Type	Services
Procedure	Restricted Procedure
Stage in procedure	This is the first stage of this competitive procedure whereby any interested party may submit a response to this Questionnaire in order to be considered for inclusion on the tender list. Following evaluation, the top 5 scoring applicants, should that number qualify, will be invited to tender.
Selection Criteria	As contained in Appendix A to this Qualification Questionnaire Document.

3. About the Contracting Authority

What is the Residential Tenancies Board?

The Residential Tenancies Board (“RTB” or the “Contracting Authority”) is a public body set up to support and develop a well- functioning rental housing sector. Our remit covers both the private rental sector and not-for-profit housing providers also referred to as Approved Housing Bodies. Our role is to regulate the rental sector; provide information to tenants and landlords; maintain a national register of tenancies; resolve disputes between tenants and landlords; conduct research and provide information to inform policy.

Information, Research and Education

The RTB provides high-quality information and assistance to landlords, tenants and the public on their rental rights and responsibilities, both in terms of living in and providing accommodation in the rental sector. We also provide accurate and authoritative data on the rental sector, such as the Quarterly Rent Index, which allows us to monitor trends in the rental sector, but also allows individuals to check and compare rents in particular locations.

Registrations

All private residential landlords, Approved Housing Bodies (who are not-for-profit housing providers, often referred to as Housing Associations) and landlords of Student Specific Accommodation must register their tenancies with the RTB. You can search to see if a tenancy is registered on the RTB website. The registration of tenancies enables us to collect important data on the sector. It is also a key part of regulating and supporting the sector and ensuring that landlords and tenants are aware of their rights and responsibilities.

Dispute Resolution

Since 2004, the RTB replaced the courts in dealing with the majority of disputes between landlords and tenants through our Dispute Resolution Service. Tenants and landlords have 4 options to resolve their tenancy disputes: self-resolution; mediation; adjudication; tribunals.

Investigations and Sanctions

The RTB has powers to investigate and sanction landlords who engage in certain breaches of rental law called Improper Conduct. Investigations can commence either on the basis of information received from a member of the public or proactively by the RTB on the basis of information available to us under the Residential Tenancies Act. Sanctions include a formal written caution and/or a fine of up to €15,000 and/or costs of up to €15,000.

Further details on the RTB and its services are available at www.rtb.ie

4. Scope of the Framework Agreement

The Contracting Authority proposes to engage in a competitive process for the establishment of a single-party framework agreement for the provisions of Personnel Placement Services.

A framework agreement constitutes a means of establishing overall terms and conditions in accordance with which, for a specified duration, individual contracts may or may not be awarded.

In the context of a single-party framework agreement, the successful framework member does not have to compete for each new contract. The adoption of a single-party framework is intended to support operational efficiency and consistency of service delivery; however, it does not imply any guarantee of exclusivity or volume.

It is emphasised that a framework agreement constitutes no guarantee to purchase a specific quantity of supplies or services from a particular economic operator. Indeed, the Contracting Authority reserves the right to operate outside of the framework agreement at its discretion, particularly should it become apparent that doing so would offer greater value for money. Notwithstanding the foregoing, the framework agreement approach has been adopted in order to leverage efficiencies and maximise cost savings over the duration of the framework.

This estimate and any references to potential service requirements are provided for indicative purposes only and shall not be construed as a commitment to spend or as a guarantee of any level of business.

4.1 Numbers Admitted to the Framework Agreement

The framework agreement will be established as a single-party framework agreement with the tenderer selected following the tender stage and the application of the award criteria. Thereafter they will be considered for the award of all contracts within the scope of the framework agreement.

4.2 Duration of the Framework Agreement

The contract will be for twenty-four (24) months with the option to extend by two (2) further periods of twelve (12) months subject to a maximum of forty-eight (48) months, subject to annual review, satisfactory performance, business needs and budgetary constraints.

For the avoidance of doubt, the Contracting Authority confirms that the period of any contracts awarded under the framework agreement may extend beyond the date of expiry of the agreement.

4.3 Estimated Value of the Framework Agreement

The estimated total value of purchases pursuant to the framework agreement is in the region of €1,000,000 - €2,500,000 (ex. VAT) over the lifetime of the agreement.

It is emphasised, however, that these figures are provided strictly for indicative purposes only as there is no guaranteed expenditure under the framework agreement. Tenderers should not rely on this

estimate as a basis for any pricing or commercial assumptions regarding the volume or frequency of services.

4.4 Awarding Contracts under the Framework Agreement

In the case of a single-party framework agreement contracts may be awarded directly on foot of the original tenders or by consultation with the framework member and invitation to provide a supplementary tender within the constraints laid down in this tender documentation and the framework agreement terms and conditions.

4.5 Award to Runner Up for Contract under the Framework Agreement

If for any reason it is not possible to establish the framework agreement or award the initial contract to the designated successful tenderer emerging from this competitive process; the Contracting Authority reserves the right to establish the framework with the next highest scoring tenderer on the basis of the terms advertised at any time during the tender validity period. This shall be without prejudice to the right of the Contracting Authority to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion.

4.6 Use of the Framework Agreement

The Contracting Authority will use this framework agreement as and when requirements within its scope arise. However, there is no obligation upon the Contracting Authority to make use of this framework agreement. Notwithstanding this fact, the framework agreement may be terminated in accordance with the framework agreement terms and conditions, a draft version which will be appended to the tender document.

4.7 Specification of Requirements under Framework Agreement

The RTB is now seeking to partner with a professional recruitment agency, who has relevant experience and expertise in recruiting and placing at clerical, executive, middle and senior management levels. While this framework will be predominantly for the aforementioned levels, however, in the event that a vacancy occurs at executive leadership level the framework may be used in certain circumstances. The recruitment agency should also have the relevant experience and expertise of recruiting and placing across a diverse range of business sectors and functional expertise areas that are aligned to RTB's services to ensure that RTB attracts, recruits and places the right people with the right skills and experience into the right roles in the RTB during the lifetime of the framework agreement.

The successful recruitment service provider will work with the RTB to develop, implement and deliver fair, transparent, objective, cost effective and time-efficient resourcing, recruitment, assessment, selection and placement services across executive, middle and senior management level roles (permanent and fixed-term contracts) that arise within the RTB over the duration of the framework agreement. The successful recruitment service provider will also be required to adhere to the Commission for Public Service Appointments (CPSA) Codes of Practice, including short listing, appeals, and record-keeping: <https://www.cpsa.ie/guidance-for-public-bodie/recruitment-agencies/> in the delivery of the services.

The services described under this framework (including permanent recruitment, fixed-term) may be drawn down independently, in whole or in part, at the sole discretion of the Contracting Authority.

The Contracting Authority reserves the right not to utilise one or more elements of the services described under this framework.

The RTB seeks to appoint a recruitment agency to provide recruitment and all related supporting services. Responses are sought from suitably qualified agencies that provide the robustness as outlined in the Commission for Public Service Appointments (CPSA) Codes of Practice, including short listing, appeals, and record-keeping: <https://www.cpsa.ie/guidance-for-public-bodie/recruitment-agencies/>

The RTB is committed to equality of opportunity to individuals applying to work. We seek to eliminate discrimination, promote equality of opportunity and protect the human rights of each individual as part of our statutory obligation under Section 42 of the Irish Human Rights and Equality Commission Act 2014. We undertake to build a diverse workforce, representative of Irish society.

We aim to create an inclusive work environment where our differences are respected, and all individuals are valued. We welcome applications from candidates identifying with minority communities and those with a broad variety of backgrounds and experiences.

4.7.1 Detailed Specification of Requirements

Background

The RTB has grown considerably over the last number of years particularly in relation to its resources and staff. The number of sanctioned staff has grown steadily over the years with an increase from approximately 90 staff to more than 140 staff in recent years. Recruitment requirements of these additional posts vary and include standard Civil Service Grades, Specialist and professional grades as well as recruitment of temporary staff to backfill vacancies as they arise. Please see examples of recent recruitment campaigns (2025 and 2026 to date):

- Executive Officer Grade (a mix of individual specialised roles, generalist vacancies and panels)
- Higher Executive Officer Grade
- Higher Executive Officer – Content Editor
- Higher Executive Officer – Media & Campaigns Manager
- Higher Executive Officer – Higher Legal Executive

The above examples are indicative only and do not represent a guaranteed volume or frequency of recruitment. The RTB is currently working with an external partner to develop a new Strategic Workforce Plan, which may inform future requirements.

Recruitment activity comprises a significant and ongoing portion of the work of the RTB HR

Department. It is expected that the successful vendor will have capacity to provide robust supporting mechanisms to the Contracting Authority.

Specification of Requirements:

The successful provider will be required to deliver some or all of the following services to the Contracting Authority.

Permanent and Fixed Term Contract Resourcing Solutions

This may include, but is not limited to:

- a) Assistance in the development of Candidate Booklets
- b) Advertising and promotion
- c) Sourcing and attraction of Candidates
- d) Screening, Long-listing and Short-listing
- e) Assessment of Candidates
- f) Tests or exercises that may be deemed appropriate
- g) Pre-interview and Interview Management – Panel Preparation and Participation
- h) Placement of Candidates
- i) Communications and Feedback
- j) Reference checking

B. Other Supporting Services

The Contracting Authority may also require assistance with temporary recruitment, the recruitment of RTB specific panels such as Adjudicators and Mediators panels, Dispute Resolution Panels etc.

The Contracting Authority is open to considering various recruitment options available, appropriate to the competition such as open competitions, rolling recruitment and other recommended options.

5 Instructions to Candidates

5.1 Queries

The closing date and time for the queries is specified on the title page.

All queries regarding this competition should be through the messaging facility on www.etenders.gov.ie, including identification of any omissions which would prevent Candidates from submitting a comprehensive response. Please submit queries as soon as possible.

In circulating responses, queries will be anonymised and will be published in the CFT Documents section. A message will be circulated to all parties who have expressed an interest in the procurement on the eTenders website to alert them of the posting of Clarifications. It is incumbent on Candidates to review these documents as they will contain information relevant to the competition.

Every effort has been made to ensure that this Qualification Questionnaire Document contains all the necessary information for the completion of applications. the Contracting Authority does not warrant or represent that this Qualification Questionnaire Document, or any other information given to Candidates, is accurate or complete. No liability is accepted for any error, misstatement, or omission (negligent or otherwise) in this Qualification Questionnaire Document, or in any other information given to Candidates.

5.2 Completing the Qualification Questionnaire Response Document

When completing the Qualification Questionnaire contained in Appendix A to this Qualification Questionnaire Document, Candidates should note the following conditions:

All questions must be completed in full and without reference to other documents or other parts of the Qualification Questionnaire.

All questions should be answered with relevance to the subject matter of this competition. For the avoidance of doubt, it is emphasised that the information requested in the Qualification Questionnaire is aimed solely at determining the suitability and choice of Candidates for entry to the competitive tendering stage. Only at that subsequent tendering stage will the selected tenderers be invited to tender in Application to the specific requirements of the contract in the light of the published award criteria and the Invitation to Tender document.

Where a 'Rule' is associated with a particular question, Candidates must satisfy the requirements of the rule in order to remain eligible for consideration in the competition.

Candidates are permitted to add lines to the pro-forma tables and boxes set out within the Qualification Questionnaire if required.

The Qualification Questionnaire must be completed in English and where copies of original documents are provided in languages other than English or Irish, a complete and accurate English translation should be provided or the documents will not be considered during the evaluation process.

All financial information should be denominated in euro (€), except where financial information is being provided in a certified or audited supporting document such as a set of financial statements in which case it is sufficient for the information to remain in its original currency.

Failure to provide a sufficient level of detail or to explain adequately any relevant matters may result in such data or information not being taken into account during the evaluation process.

The Contracting Authority seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises (“SMEs”) in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged, subject to this paragraph, 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 this paragraph, 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.

Where a group of undertakings (in whatever form and regardless of the legal relationship between them) come together to submit an application in response to this Qualification Questionnaire the Contracting Authority will deal with all matters relating to this Competition through the entity who will carry overall responsibility for the performance of the contract only (the “Prime Contractor”), irrespective of whether or not tasks are to be performed by a subcontractor or other consortium member (the “Subcontractor”). The Candidate must clearly and comprehensively set out the name, title, telephone number, postal address, facsimile number and email address of the nominated contact personnel of the Prime Contractor authorised to represent the Candidate and to whom all communications shall be directed and accepted until this Competition has been completed or terminated. Correspondence from any other person (including from any Subcontractor) will NOT be accepted, acknowledged or responded to.

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

If the application is from a consortium / joint venture Candidates must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party.

Candidates are strictly prohibited from discussing any aspect of their Application to the Qualification Questionnaire with other Candidates or otherwise exchanging information or colluding in respect of the project. Any Candidate who fails to comply with this requirement may be disqualified.

The Contracting Authority is not responsible for and will not pay for any expense or cost incurred or

loss suffered by an Candidate in the preparation or submission of its Application or otherwise. Further, the Contracting Authority is not responsible for any travel or accommodation costs incurred by the Candidate unless previously agreed in writing by the Contracting Authority. Each Candidate is full responsible for the entirety of all expenses and/or costs it incurs in the presentation or submission of an Application or in participating in this process and competition.

5.3 Submission of Applications

The Contracting Authority is using the dedicated submission facility on eTenders, and applications must be submitted electronically via www.etenders.gov.ie only. Only applications submitted in this manner will be accepted. Applications submitted by any other means (including but not limited to by the messaging facility on eTenders, email, post or hand delivery) will **not** be accepted.

Candidates must ensure that they give themselves enough time to upload and submit all required documentation before the closing date/time, noting that upload speeds may vary. Candidates must ensure they have submitted the response completely. It is advisable to familiarise yourself with the platform prior to the closing date.

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

For all up to date information on using eTenders, please refer to the Guidance Material on eTenders: <https://www.etenders.gov.ie/epps/home.do>

eTenders system usage queries are managed by eTenders Technical Support: <https://www.etenders.gov.ie/epps/PrepareContactUsAction.do> If in doubt, please ensure you contact the eTenders helpdesk as follows:

Email: irish-eproc-helpdesk@eurodyn.com

Phone: +353-818001459

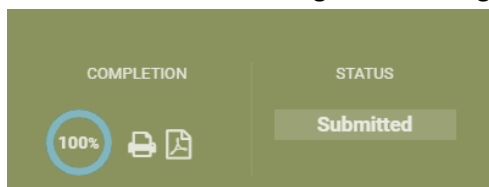
5.3.1 Accessing documents

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

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

5.3.2 Submitting your Response

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



If you do not receive a message similar to above and an email directly to the inbox of the person who submitted the response, **you have not formally submitted your application.**

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

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

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

5.4 Closing date for Applications

The closing date for the application is specified on the title page.

Candidates must ensure that they give themselves enough time to upload and submit all required documentation before the closing date/time. Candidates should consider the fact that upload speeds vary. For submissions, the Candidate can upload a total of 2.00 GB of files, with any individual file being up to 250MB. In order to submit a document to the electronic submission facility, please note that you must click “Submit Response” button. After submitting you can still modify and re-send your response up until the response deadline. Candidates should be aware that the “Submit Response” button will be disabled automatically upon the expiration of the response deadline.

It is the responsibility of the Candidate to ensure that their application is complete and is uploaded by the designated deadline. Applications that are received late or via other means **will not** be considered in this public procurement competition.

It is important to note that only persons who have downloaded and accepted a document can submit an upload.

5.5 European Single Procurement Document

Under the 2014 Directives, suppliers may have compiled an ESPD which will be accepted as evidence of compliance with Section A of the Questionnaire. However, the Contracting Authority requires

evidence via completed submission of Section B relating to Technical Capacity. Mere confirmation **will not be** sufficient under these headings.

Progression to tender stage will be conditional upon identified Candidates providing evidence of self-declared information to the Contracting Authority. Failure to provide appropriate evidence within the required timeframe specified will result in the Candidate being deemed inadmissible for the next stage of the competition.

5.6 Evaluation of Applications

An “Application” means the submission by an Candidate of a completed Qualification Questionnaire including the associated appendices.

Applications will be evaluated strictly on their merits in accordance with the published selection criteria, minimum rules and weightings specified in the Qualification Questionnaire.

5.7 Clarification of Applications

While not being obliged to seek clarifications from Candidates, the Contracting Authority reserves the *right*, at its absolute discretion, to ask Candidates for clarification or elaboration of their Applications to assist in its evaluation of Applications.

However, it is emphasised that the Contracting Authority will **not** be obliged to seek clarification where any of the essential pass requirements set out in the Qualification Questionnaire have not been met. Therefore, Candidates should pay particular attention to ensure that their Applications contain all the required information.

5.8 Identification of Tender List

All applications will be evaluated in line with the criteria and rules outlined in Appendix A. Responses will be scored and the top scoring five (5) qualifying Candidates will be invited to tender, subject to that number meeting the minimum requirements.

5.9 Freedom of Information Acts

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

Candidates are asked to consider if any of the information supplied by them in response to this request for tenders should not be disclosed because of its sensitivity. If this is the case, applicants should specify the information that is sensitive and the reasons for its sensitivity. the Contracting Authority cannot guarantee that any information provided by applicants, either in response to this Qualification Questionnaire or in the course of any contract awarded as a result thereof, will not be released pursuant to the Contracting Authority’s obligations under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement Procedures. The Contracting Authority accepts no

liability whatsoever in respect of any information provided which is subsequently released or in respect of any consequential damage suffered as a result of such disclosure.

5.10 Interference

Any effort by the Candidate to unduly influence the Contracting Authority, relevant agency personnel or any other relevant persons or bodies in the process of examination, clarification, evaluation and comparison of Applications and in decisions concerning the award of the contract shall have their Application rejected.

In accordance with Section 38 of the Ethics in Public Office Act 1995 any money, gift or other consideration from a person holding or seeking to obtain a contract will be deemed to have been paid or given corruptly unless the contrary is proved.

5.11 Inducement to Purchase

The Contracting Authority shall be entitled to disqualify an Candidate in one of the following circumstances:

- (a) if the Candidate has offered or given or agreed to give to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do, or for having done or forborne to do, any action in relation to the obtaining or execution of this contract award procedure or showing or forbearing to show favour or disfavour to any person in relation to this contract award procedure or any other contract award procedure with the Contracting Authority, or
- (b) if like acts have been done by any other person employed by the Candidate or acting on its behalf (whether with or without the knowledge of the Candidate).

APPENDIX A: QUALIFICATION QUESTIONNAIRE

REF	PASS/FAIL CRITERIA	PASS REQUIREMENT	
A1	Candidate Summary	Candidates must complete this section. If the Candidate is a grouping, then a separate questionnaire must be completed for each group member.	
A2	Tax Compliance	Note: Candidates are required to complete a Self-Declaration Form (A5) relating to A2 to A4. Candidates should note that if invited to tender, they will be required to provide the evidence self- declared prior to receipt of invitation to tender.	
A3	Turnover		
A4	Insurance		
A6	Personnel and Skills	Candidates must demonstrate access to at least the minimum numbers of skilled personnel stated. Please note that the skills outlined may reside in the same person.	
A7	Declaration of Bona Fides	Candidates must complete, sign and date this Declaration. Non-compliant Candidates under any of the headings will be automatically disqualified.	
REF	WEIGHTED CRITERIA	MAX POINTS AVAILABLE	MIN POINTS REQUIRED
B1	Previous Contracts	9,000	5,400
B2	Quality Assurance Measures	1,000	600
TOTAL		10,000	N/A

NOTE 1:

Tenderers should note that they must achieve a minimum rating of **60%** for each of the individual qualitative criteria (B1) and (B2). Failure to achieve the minimum score in any individual criterion will result in elimination from the competition.

Qualitative criteria will be scored using the following baseline scoring system below. Scores will be based on the quality, relevance, and evidence provided in the response.

Score	Description
80% – 100%	Excellent response with very few or no weaknesses that fully meets or exceeds required characteristics of the question and provides comprehensive, detailed, and convincing assurance that the Candidate has the relevant capacity to deliver the required services to an excellent standard.
70% – 79%	A good response that demonstrates required characteristics of the question are met and provides good assurance that the Candidate has the relevant capacity to deliver the required services to a good or high standard but does not provide sufficiently convincing assurance and detail to award a higher mark.
60% – 69%	A satisfactory response which demonstrates the required characteristics of the question are met and provides satisfactory assurance that the Candidate has the relevant capacity to deliver the required services to a satisfactory standard but does not provide sufficiently convincing assurance and detail to award a higher mark.
20% – 59%	A response which demonstrates that some of the required characteristics of the question are met but lacks satisfactory detail and there is a risk that the Candidate may not have the relevant capacity to deliver the required services to a satisfactory standard. The Candidate will be considered ineligible from further consideration and eliminated from the Competition
1% – 19%	A response that does not demonstrate that the required characteristics of the question are met and does not provide any assurance that the Candidate has the relevant capacity to deliver the required services. The Candidate will be considered ineligible from further consideration and eliminated from the Competition
0%	No response. The Candidate will be considered ineligible from further consideration and eliminated from the Competition

Marks between the base lines outlined above can be awarded where responses so merit additional marks.

SECTION A – PASS/FAIL CRITERIA

A1. APPLICANT SUMMARY			
Weighting: Pass/Fail only			
Pass requirement: Candidates must complete this section.			
Organisation Name			
Contact Name			
Position			
Address			
Telephone Office			
Telephone Mobile			
Email			
Date of establishment, if applicable			
Legal Status, if any <i>(Company (Ltd.), Partnership, Sole Trader, etc.)</i>			
Please confirm if you are an SME (Small and Medium Enterprise) as defined in Commission Recommendation 2003/361/EC	Yes		No
Definition as per 2003/361/EC <i>The category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding EUR 50 million, and/or an annual balance sheet total not exceeding EUR 43 million.</i>			

SUB-CONTRACTORS

If the applicant wishes to rely on the standing of other parties including sub-contractors full details must be provided.

Is the applicant a group of economic operators?

Yes ☐ No ☐

If Yes, please provide the following information:

Please enclose an organisational chart with the proposed hierarchical structure of the grouping

Confirm if attached

Yes ☐ No ☐

Please describe the commercial and legal relationship amongst its members

If your answer is "Yes", please provide the following information:

Name

Service to be delivered

Confirm Separate Questionnaire enclosed?

Member #1

Member #2

Member #3

A2. TAX CLEARANCE CERTIFICATE DECLARED BY SELF-DECLARATION

Weighting: Pass/Fail only

Pass requirement: Candidates must complete the self-declaration (A5) providing information regarding their tax compliance.

A3. FINANCIAL CAPACITY DECLARED BY SELF-DECLARATION

Weighting: Pass/Fail only

Pass requirement: Candidates should declare in the self-declaration (A5) information regarding their financial standing and viability. The requirement is as follows:

Annual Turnover of €500,000 per annum for any **one** of the last three (3) years.

NOTE #1: In the case of a Candidate being a grouping, this condition may be satisfied by the group members as a whole, or by reliance on the lead Candidate. Where group members are relying on the lead Candidate's financial capacity, self-declaration / evidence will only be required of the lead.

NOTE #2: In the case of firms more recently established evidence of pro-rata turnover will suffice.

A4. INSURANCES DECLARED BY SELF-DECLARATION

Weighting: Pass/Fail only

Pass requirement: Candidates should complete the self-declaration (A5) providing information regarding the insurances in place and are asked to note that the following levels will be required for the firm(s) being awarded this contract

Insurance Type	Required Level
Employers Liability	€13m
Public Liability	€6.5m
Professional Indemnity	€1m
Cyber Insurance	€2m

A5. SELF DECLARATION OF FINANCIAL INFORMATION			
TAX CLEARANCE			
(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:			
Do you grant the Contracting Authority permission to verify your tax status online via revenue.ie?	Y e s		No
Information required using new tax clearance certificate status being adopted in 2016			
Candidate Name			
Candidate PPSN/Tax Reference Number			
Access Number			
OR I confirm that I currently hold a valid paper tax clearance certificate	Registration Number		
	Certificate Number		
OR I confirm that I have applied for a Tax Clearance Certificate details of which will be made available as soon as available.		Yes	
FINANCIAL STANDING			
I confirm that our turnover exceeded €500,000 per annum in any of the last three financial years.			
Financial Year	2025	2024	2023
Turnover	€	€	€
I confirm that I will provide on request at any time prior to the tender list being finalised third party evidence of turnover for the past three (3) financial years by way of auditor's letter or such other form of documentary evidence that is satisfactory to the Contracting Authority for each party involved in meeting the turnover requirement		Yes	
		No	
INSURANCES			
(B) I confirm that we have the following insurances in place:			
Insurance Type	Level in Place	Details of Any Excess	Expiry Date

Employers Liability	€		
Public Liability	€		
Professional Indemnity	€		
AND			
I confirm that if successful, where the levels required under the framework 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 promptly.	Yes		No
AND			
I confirm that I will provide the following promptly on request at any time prior to the award decision being made: - evidence of insurances in place or - letter from Insurance Broker confirming that the required levels could be put in place if successful	Yes		No
Please note that the Contracting Authority will seek to verify self-declarations regarding financial capacity prior to next stage of the competition.			
Signed:			
Position:			
Dated:			

A6. PERSONNEL AND SKILLS

Weighting: Pass/Fail only

Minimum requirement to remain eligible in the competition: Candidates must demonstrate access to at least the minimum numbers of skilled personnel stated. Please note that multiple skills may reside in the same person. While we are not prescribing a minimum number of resources to be provided by tenderers, our expectation would be that tenderers will assign resources to provide the service to the highest possible standard.

Equivalent roles, qualifications, or access to such expertise through subcontracting arrangements will be accepted, provided that the Candidate clearly demonstrates that such resources are available to them and can be mobilised as required.

Candidates are also required to submit an organisational chart clearly identifying all relevant departments, divisions, and third parties, if applicable.

Skillset	Number of Full Time Equivalents (FTEs)	Number of FTEs provided by 3 rd Parties	Minimum Number Required
Account/Service Delivery/ Operations Manager			1
Senior Recruitment Consultant/Specialist			1
Recruitment Consultant/Specialist/ Researcher			1
Assessment Specialist/Occupational Psychologist			1
Qualified Assessor			1
Administrator			1
Total number of suitably qualified resources.			n/a

Please attach an organisation chart, clearly identifying all relevant departments, divisions, and 3rd parties, if applicable.

Organisation Chart Attached	Yes		No	
Page No. / Appendix No. in our submission				

NOTE: The purpose of this section is to identify whether the Candidate firm has at its disposal the appropriate number and range of skills. Candidates are reminded that they may rely on the resources of other entities on condition that they are fully described and that Candidates can prove that they will have these resources at their disposal when required.

A7 DECLARATION OF BONA FIDES

In relation to an award procedure under Public Sector Directive 2014/24/EU (Article 57).

Weighting: Pass/Fail only

Pass requirement: Candidates must complete, sign and date this Declaration. the Contracting Authority reserves the right at its discretion to exclude a non-compliant Candidate under each heading. This must be completed by each group member.

Economic Operators will be excluded from the procurement process if, within the past five (5) years, there is evidence of a conviction relating to a specific criminal offence listed below (see 1.1) or if they have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security contributions (see 1.2) (except where this is disproportionate e.g. where only minor amounts are involved).

1.1 Has the Economic Operator or a member of their proposed consortium, (if applicable), Director, or Partner or any other person who has powers of representation, decision or control, been convicted of any of the following offences?		YES	NO
		Please indicate your answer by marking 'X' in the relevant box	
1.1.a	participation in a criminal organisation, as defined in Article 2 of Council Framework decision 2008/841/JHA;		
1.1.b	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 Irish Law or the jurisdiction in which the Economic Operator is established;		
1.1.c	fraud within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests;		
1.1.d	the subject of a conviction for terrorist offences or offences linked to terrorist activities or for inciting or aiding or abetting or attempting to commit an offence;		
1.1.e	the subject of a conviction for money laundering or terrorist financing;		
1.1.f	the subject of a conviction of child labour and other forms of trafficking in human beings;		
<u>Non-payment of taxes or social security obligations</u>			
1.2	Has it been established by a judicial or administrative decision having final and binding effect in accordance with Irish law or the legal provisions of the country in which the Economic Operator is		

established (if outside Ireland), that the Economic Operator is in breach of obligations related to the payment of tax and social security contributions? Note: If the response to 1.2 above is in the affirmative, please provide further information on the decision and the amounts involved		
--	--	--

An Economic Operator who answers 'Yes' in any of the situations set out in paragraphs 2.1.a to 2.1.i will be excluded.			
2.1 Please indicate if any of the following situations have applied, within the past three (3) years, or currently apply, to your organisation.		YES	NO
The Economic Operator:		Please indicate your answer by marking 'X' in the relevant box	
2.1.a	has, in the performance of any public contract, failed to comply with applicable obligations in the field of environmental, social and labour law applying at the place where the works were carried out or the services provided, as 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;		
2.1.b	is bankrupt or the subject of insolvency or winding-up proceedings, its assets are being administered by a liquidator or by the court, or has entered into an arrangement with creditors, suspended its business activities or is in any analogous situation arising from a similar procedure under national laws and regulations;		
2.1.c	is guilty of grave professional misconduct which renders its integrity questionable;		
2.1.d	has entered into agreements with other economic operators aimed at distorting competition;		
2.1.e	has a conflict of interest within the meaning of Article 24 of 2014/24/EU that cannot be effectively remedied by other, less intrusive, measures;		
2.1.f	confirms that it has had prior involvement in the preparation of the procurement procedure which has resulted in a distortion of		

	competition, as referred to in Article 41 of 2014/24/EU, that cannot be remedied by other, less intrusive, measures;		
--	--	--	--

2.1.g	has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.		
2.1.h	• is 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; or		
	• has withheld such information or is not able to submit supporting documents required under Article 59 of Directive 2014/24/EU; or		
2.1.i	has undertaken to: • unduly influence the decision-making process of the contracting entity, or • obtain confidential information that may confer upon the Tenderer undue advantages in the procurement procedure; or • negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.		

DECLARATION RE STATUTORY OBLIGATIONS

We confirm that we are fully compliant with the following legislation, or equivalent legislation in our country of establishment / operation:		YES	NO
(i)	Employment Equality Acts 1998-2011		
(ii)	Equal Status Acts 2000-2011		
(iii)	National Minimum Wage Act 2000 as amended		
(iv)	Organisation of Working Time Act 1997 as amended		
(v)	Safety, Health and Welfare at Work Act 2005 and Safety, Health and Welfare at Work (General Application) Regulations 2007		
(vi)	Disability Act 2005		
(vii)	We have procedures in place to ensure that our subcontractors, if any are used for this contract, apply the same standards.		

This Declaration is made for the benefit of the Contracting Authority

I certify that the information provided in this declaration is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this Declaration will lead to my organisation being excluded from participation in this and future tenders and I am signing on behalf of:

Name of Economic Operator

Authorised Signatory

Name in print or block capitals

Rank / Position

NOTE:

The term Economic Operator covers equally the concepts of Contractor, Supplier and Service Provider whether as Candidate, Tenderer or Participant under an award procedure in accordance with the relevant Public Procurement Directive.

A8 PROFESSIONAL REQUIREMENTS

Weighting: Pass/Fail

Minimum requirement to remain eligible in the competition: Candidates must provide a declaration that they are operating in accordance with the Code of Practice for Appointment to Positions in the Civil Service and Public Service.

For the purposes of Pre-qualification questionnaire submission, the declaration below is all that is required to be submitted. The Contracting Authority reserves the right to seek such supporting documentation as it considers appropriate from Tenderers.

Declaration re: Professional Requirements

	Yes	No
We confirm that we operate in accordance with the Code of Practice for Appointment to Positions in the Civil Service and Public Service.	☐	☐

This Declaration is made for the benefit of the Residential Tenancies Board
I certify that the information provided in these declarations is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this Declaration will lead to my organisation being excluded from participation in this and future tenders and I am signing on behalf of:

Name of Economic Operator:	
Authorised Signatory:	
Name in Block Capitals:	
Position:	

SECTION B - WEIGHTED CRITERIA

B1 PREVIOUS EXPERIENCE

Weighting: 90% (Maximum marks 9,000; Minimum marks required 5,400)

Candidates must demonstrate to the satisfaction of the RTB that they have the experience necessary to provide the personnel placement services if their Tender is successful. In order to demonstrate that the Candidate meets this criterion, each Candidate must submit, by completing the reference contract templates below:

Details of **three (3) reference contracts** which demonstrate, to the satisfaction of the RTB, the Candidate's experience in successfully delivering a personnel placement services demonstrating the specific requirements set out at below. Each reference contract must relate to services delivered **within the 60 months prior to the deadline for submission of Qualification Questionnaire responses**. Reference contracts outside this timeframe will not be considered.

At least one of the three (3) reference contracts must¹:

- (i) Relate to an organisation with a similar profile to the RTB;
- (ii) Demonstrate how the Candidate provided the full range of personnel placement services similar to those in Section 4 of the Qualification Questionnaire to a client across a range of roles and multiple competitions.
- (iii) Demonstrate how the Candidate provided capacity to deliver at scale (for example, recruitment of panels or running multiple competitions simultaneously).
- (iv) Demonstrate how the Candidate provided recruiter services.

Candidates must use the table format below for their answers and must respond to each element of the table.

In completing the table for each reference project, Candidates must provide sufficient information to allow the RTB to evaluate whether all of the requirements at (i) to (iv) above have been met and whether the services have been successfully delivered.

Candidates will note that they are to provide contact details for referees for each reference project. The RTB has the right to contact the referees to verify the information being provided, without further reference to the Candidate. It is the responsibility of Candidates to satisfy themselves that the nominated contact person is in a position to provide a reference if contacted by the RTB. Candidates should note that the RTB may at its discretion contact all referees or referees for the successful Candidates only.

Reference projects internal to the Candidate/the Candidate's corporate group (for example, service delivery to another group company) are not permitted.

The RTB may require supporting documentation to verify the details provided by the Candidate and Candidates must provide such supporting information without delay when requested by the RTB. However, where the Candidate is unable, for a valid reason, to provide the requested documentation, the Candidate must inform the RTB of the reason as to why the documentation cannot be supplied and, if the RTB considers the reason given to be valid, provide such other suitable alternative documentation to prove, to the satisfaction of the RTB, that they have the required capacity.

REFERENCE #1	
Client Name	
Contact Name	
Contact email	
Delivery Dates	From: To:
Contract Value	€
Period value refers to	
Details of Services Provided	
Information in relation to % of contract the Lead Candidate was responsible for:	
If third parties were involved, are they party to this application and identified clearly in Section A1?	☐ Yes ☐ No
Insert name(s) of third party/parties (if applicable):	
Outline the role of third parties on the contract:	
Summary of the services provided	
Number of Permanent or Fixed Term Contract positions filled per annum	
Grades of permanent positions filled	
Taking account of the features of the framework agreement please provide information in relation to the following, demonstrating comparability with the framework agreement being awarded under this procurement. Note: (i) Mere affirmation as a response is not sufficient. (ii) Requirements below must be completed for each reference contract. Where it is not relevant to the reference contract insert N/A. Please note that all elements (i) to (iv) must be demonstrated between the three (3) reference contracts). (iii) Responses should reflect what the Candidate actually did for the reference contract not what the Candidate might have done or could do.	

¹ Note to Tenderers: (i), (ii) (iii) and (iv) can be demonstrated by different reference contracts, but each of them must be demonstrated.

(i) Relate to an organisation with a similar profile to the RTB;

Candidates insert response here

(ii) Demonstrate how the Candidate provided the full range of personnel placement services similar to those in Section 4 of the Qualification Questionnaire to a client across a range of roles and multiple competitions.

Candidates insert response here

(iii) Demonstrate how the Candidate provided capacity to deliver at scale (for example, recruitment of panels or running multiple competitions simultaneously).

Candidates insert response here

(v) Demonstrate how the Candidate provided recruiter services.

Candidates insert response here

REFERENCE #2	
Client Name	
Contact Name	
Contact email	
Delivery Dates	From: To:
Contract Value	€
Period value refers to	
Details of Services Provided	
Information in relation to % of contract the Lead Candidate was responsible for:	
If third parties were involved, are they party to this application and identified clearly in Section A1?	☐ Yes ☐ No
Insert name(s) of third party/parties (if applicable):	
Outline the role of third parties on the contract:	
Summary of the services provided	
Number of Permanent or Fixed Term Contract positions filled per annum	
Grades of permanent positions filled	
Taking account of the features of the framework agreement please provide information in relation to the following, demonstrating comparability with the framework agreement being awarded under this procurement. Note: (i) Mere affirmation as a response is not sufficient. (ii) Requirements below must be completed for each reference contract. Where it is not relevant to the reference contract insert N/A. Please note that all elements (i) to (iv) must be demonstrated between the three (3) reference contracts). (iii) Responses should reflect what the Candidate actually did for the reference contract not what the Candidate might have done or could do.	
(i) Relate to an organisation with a similar profile to the RTB;	

Candidates insert response here

- (ii) Demonstrate how the Candidate provided the full range of personnel placement services similar to those in Section 4 of the Qualification Questionnaire to a client across a range of roles and multiple competitions.

Candidates insert response here

- (iii) Demonstrate how the Candidate provided capacity to deliver at scale (for example, recruitment of panels or running multiple competitions simultaneously).

Candidates insert response here

- (vi) Demonstrate how the Candidate provided recruiter services.

Candidates insert response here

REFERENCE #3	
Client Name	
Contact Name	
Contact email	
Delivery Dates	From: To:
Contract Value	€
Period value refers to	
Details of Services Provided	
Information in relation to % of contract the Lead Candidate was responsible for:	
If third parties were involved, are they party to this application and identified clearly in Section A1?	☐ Yes ☐ No
Insert name(s) of third party/parties (if applicable):	
Outline the role of third parties on the contract:	
Summary of the services provided	
Number of Permanent or Fixed Term Contract positions filled per annum	
Grades of permanent positions filled	
Taking account of the features of the framework agreement please provide information in relation to the following, demonstrating comparability with the framework agreement being awarded under this procurement. Note: (i) Mere affirmation as a response is not sufficient. (ii) Requirements below must be completed for each reference contract. Where it is not relevant to the reference contract insert N/A. Please note that all elements (i) to (iv) must be demonstrated between the three (3) reference contracts). (iii) Responses should reflect what the Candidate actually did for the reference contract not what the Candidate might have done or could do.	
(i) Relate to an organisation with a similar profile to the RTB;	

Candidates insert response here

(ii) Demonstrate how the Candidate provided the full range of personnel placement services similar to those in Section 4 of the Qualification Questionnaire to a client across a range of roles and multiple competitions.

Candidates insert response here

(iii) Demonstrate how the Candidate provided capacity to deliver at scale (for example, recruitment of panels or running multiple competitions simultaneously).

Candidates insert response here

(iv) Demonstrate how the Candidate provided recruiter services.

Candidates insert response here

B2. QUALITY ASSURANCE MEASURES

Weighting: 10% (Maximum marks 1,000; Minimum marks required 600)

Minimum requirement to remain eligible in the competition: Candidates must provide information on the measures in place to ensure the delivery of a quality service. Any Quality Management, Best Practice and Standards Adherence measures cited must be pertinent to the subject matter of this procurement process and relevant to the Candidate responding to this Qualification Questionnaire. Pertinent and relevant Quality Assurance processes certified by an independent third party will generally score higher marks than in-house only systems. The purpose of this question is to ascertain the Candidate's approach and capability as regards delivering a quality service. This can be demonstrated by providing details of an in-house Quality Management System (QMS) and/or by providing details of relevant and pertinent independent third party certified quality certifications. "Relevant" in this sense means that the locations from which it is proposed to deliver some or all of the services are included on the certificate; "pertinent" implies the services certified are substantive when considering the subject matter of the proposed procurement.

(A) Third-Party Certification

If third-party certified, please provide details of:

Date of certification	
Name of certification body	
Scope of certification	
Please set out high level detail on your quality assurance measures	
Date of first certification	
Date of most recent renewal	
Name of person responsible for quality management	
Certificate	
Tick if attached	
Appendix Number	

