



REQUEST FOR TENDER

CONTRACT

Title:	The Provision of a Managed Face to Face (F2F) Fundraising Service for the Door-to-Door Recruitment of Regular Monthly Donors
Contracting Authority:	Our Lady's Hospice and Care Services (OLH&CS)
Procedure:	Open (below EU threshold)
eTenders/OJEU ref:	8659964
Issue Date:	22nd July 2026
Closing Date for Queries:	31st July 2026 at 12 noon (Irish Time)
Closing Date for Tender Submission:	13th August 2026 at 12 noon (Irish Time)
Submissions and Queries via:	eTenders only

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

Contents

1	About the Contracting Authority	1
1.1	The Contracting Authority	1
1.2	Small and Medium Enterprise participation.....	1
2	Specification of Requirements	2
2.1	Scope of Requirements under the Contract.....	2
2.2	Background	2
2.3	Objectives of the Contract.....	2
2.3.1	The Target Audience for Donor Recruitment.....	2
2.3.2	Recruited Donor Definition	2
2.4	Scope of Services	3
2.4.1	Campaign Design and Planning	3
2.4.2	Recruitment and Deployment Processes of Fundraisers (ambassadors)	3
2.4.3	Campaign Delivery	3
2.4.4	Donor Acquisition Process	3
2.4.5	Performance Monitoring and Reporting.....	4
2.4.6	Retention and Attrition Management	4
2.4.7	Account Management and Support.....	4
2.5	Mobilisation and Implementation.....	4
2.6	Timescale for Delivery of the Services.....	5
2.7	Pricing of the Contract.....	5
2.7.1	Pricing Overview.....	5
2.7.2	Pricing Model	5
2.7.3	Cost per Donor (Pricing Schedule Appendix A)	6
2.7.4	Assumptions and Pricing Conditions.....	6
2.8	Compliance and Ethical Standards	6
2.9	Service Delivery Requirements.....	7
2.10	Duration of the Contract	7
2.11	Details of Options	7
2.12	Estimated Value for the Contract.....	7
3	Contract Management.....	7
3.1	Contract Manager.....	7
3.2	Compliance with the Terms and Conditions of the Contract	8
3.3	Award to Runner Up.....	8
4	Selection Criteria.....	8

4.1	Use of the European Single Procurement Document	8
4.2	Relying on the standing of other Entities	8
4.3	General Declarations and Financial Capacity Requirements.....	9
4.4	Technical Capacity Requirements	10
5	Award Criteria	11
5.1	Methodology for calculating the Cost Score	13
5.2	Methodology for scoring Qualitative Criteria.....	13
5.3	Post Tender Clarification	14
5.4	Verification	14
5.5	Clarification of Abnormally Low Tenders	14
5.6	Right to Confirm Suitability	14
6	Instructions for Tenderers	15
6.1	Closing Date for Tenders	15
6.2	Submission of Tenders.....	15
6.2.1	Accessing Documents.....	15
6.2.2	Submitting your Response	16
6.3	Queries	16
6.4	Extension of the Tender Deadline	16
6.5	Tender Validity Period	16
6.6	Discrepancies between Documents	16
6.7	Formatting of Tenders / Amending Tender Documents	17
6.8	Collusive Tendering	17
6.9	Confidentiality	17
6.10	Clarification of Tenders	17
6.11	Correction of errors	17
6.12	Change in the composition of a Tender	18
6.13	Interference and Inducement to Purchase	18
6.14	Conflict of Interest.....	18
6.15	Publicity	18
6.16	Right Not to Award.....	19
6.17	Notification of Tender Evaluations.....	19
6.18	Award Notices	19
6.19	Policy on Personal Debriefings	19
6.20	Copyright	19
6.21	Brand Names, etc.	20
6.22	Environmental Aspects.....	20

6.23	Knowledge and Skills Transfer	20
6.24	Currency and Payments.....	20
6.25	Irish Legislation and Law.....	20
6.26	Anti-Competitive Conduct	20
6.27	Accessibility / Dignity at Work.....	20
6.28	Withholding Tax.....	21
6.29	Freedom of Information	21
6.30	Late Payment.....	21
6.31	Data Protection.....	21
6.32	Responsibility of Successful Party	22

Disclaimer

This document issued herewith ("the 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.

Tenderers are recommended to read the documents thoroughly. While all reasonable steps have been taken to ensure that the information set out in the 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 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.

Note

Please note that information relating to this Request for 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 accepts no responsibility for information relayed (or not relayed) via third parties.

The Contracting Authority have provided a Tender Response Document and a Pricing Schedule as separate documents for tenderers to use in preparing their response to this tender. These documents and format must be used.

Your response must be uploaded as a Zip file on eTenders in order to protect the integrity of file names.

1 About the Contracting Authority

1.1 The Contracting Authority

Our Lady's Hospice and Care Services, (hereinafter referred to as the "Contracting Authority") is the authority responsible for this procurement.

Established over 140 years ago in 1879, Our Lady's Hospice & Care Services (OLH&CS) is a 200-bed facility that provides specialist care for those with a wide range of needs from rehabilitation to end-of-life care. Just over 600 staff and 330 volunteers work with residents, patients and their families at the most difficult time in their lives.

Care is provided both on-site in both Harold's Cross and Blackrock Hospices as well as in people's own homes across south Dublin and north Wicklow, a catchment area of almost 1 million people. In 2019, care was provided to over 4,000 patients and their families and we also provided over 11,000 specialist palliative homecare visits to patients in their own homes. In 2020, OLH&CS will open a third 15 bed site in Wicklow.

OLH&CS also has an Education & Research Centre on Harold's Cross campus providing both internal and external courses, seminars and workshops.

Fundraising support is vital to maintain existing services and over €5.5m must be raised every single year.

To find out more visit: www.olh.ie

1.2 Small and Medium Enterprise participation

It is the policy of the Contracting Authority to promote participation by Small and Medium Enterprises (SMEs) on a fair and equal basis.

SMEs are encouraged to explore the possibilities of forming relationships with other SMEs or with larger enterprises to meet the financial, economic or technical capacity requirements of the competition, if required.

Tenderers may include individuals, partnerships, limited companies, groupings or any combination of the foregoing with or without legal personality. However, a grouping if successful will be required to establish legal personality to enter the contract.

Tenderers are reminded that they may rely on the resources of other entities to establish the 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 tender is from a consortium / joint venture, tenderers must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party. Relevant information relates to where a tenderer is relying on the resources to qualify (e.g. turnover, personnel, previous experience) and or to deliver contracts. The consortium must appoint a single point of contact who will assume overall responsibility for delivery, and who is authorised to sign the contract on behalf of all consortia members. The Contracting Authority will not act as an arbitrator between members of consortia.

2 Specification of Requirements

2.1 Scope of Requirements under the Contract

The Contracting Authority is seeking to award a contract for the provision of a managed face to face (F2F) fundraising service for 2026 / 2027 to recruit regular donors and support the long-term sustainability of its fundraising programme.

The successful Contractor will be responsible for the design, implementation, management and optimisation of a fundraising campaign operating largely within the Dublin area.

The Services must be delivered within Ireland and require the physical presence of fundraising personnel operating in the field. Tenderers must demonstrate their ability to deploy and manage in-person fundraising teams within the greater Dublin area.

2.2 Background

The Contracting Authority has had a significant donor programme in place since 2010 with c3% of its fundraising being accounted for by monthly donations.

Currently, new monthly donors are onboarded through various touchpoints such as DM's, Online, and by phone canvassing.

It is the intention of the Contracting Authority to significantly increase fundraising in this area with the addition of a face-to-face (F2F) fundraising programme.

2.3 Objectives of the Contract

The objectives of the contract are to

- Recruit **550 regular donors during contract term providing an average gift of €16 per donor**
- Ensure **high-quality donor acquisition**
- Achieve **strong donor retention rates**
- Maintain the **highest standards of compliance and ethical fundraising**
- Protect and enhance the **OLH&CS brand and reputation**
- Increase awareness of **OLH&CS through door-to-door fundraisers" (Ambassadors') daily interactions with the public**

2.3.1 The Target Audience for Donor Recruitment

The successful tenderer will be required to engage with the following target groupings:

- People in the communities that the Contracting Authority currently serves
- People who may already support OLH&CS through one of its fundraising campaigns
- People who may not be aware of OLH&CS but consider the organisation worth supporting
- Persons both male and female aged 25+

2.3.2 Recruited Donor Definition

For the purposes of pricing, reporting and performance measurement, a 'Recruited Donor' shall mean a donor recruited through the Services who:

- has completed a donation mandate process in accordance with the requirements of the Contracting Authority.
- has provided all required consent and compliance information.
- has successfully completed any applicable validation or verification requirements; and
- has been accepted by the Contracting Authority's donation processing systems as a valid recruitment.

Tenderers must clearly state any clawback arrangements, cancellation assumptions, refund mechanisms or donor validation conditions associated with their proposed pricing model (see Pricing Schedule Appendix 1 and Tender Response Document).

2.4 Scope of Services

The Contractor will be required to provide a managed end-to-end F3F fundraising service including

2.4.1 Campaign Design and Planning

In their approach, tenderers must describe their approach to

- Campaign strategy and planning
- Scaling and phasing of activity

2.4.2 Recruitment and Deployment Processes of Fundraisers (ambassadors)

In their tender response, tenderers must demonstrate

- Their approach to recruiting fundraisers (ambassadors) with a clear and detailed outline of the Terms & Conditions of their employment and adherence to best practice and current employment legislation
- Ability to deploy trained teams across the greater Dublin area
- Staffing model and team structures
- Flexibility to scale activity as required
- Implementation of the Charities Institute of Ireland's F2F calendar diary

The Contract Authority operates from 3 Hospice sites in a catchment area that covers over 1 million people. The areas for recruitment will only be in the geographic locations in which it currently provides these services i.e. Dublin South, East, West and County Wicklow excluding West Wicklow.

2.4.3 Campaign Delivery

Tenderers must outline

- Day-to-day campaign management
- Field management structures
- Processes to ensure consistent performance and compliance

2.4.4 Donor Acquisition Process

Tenderers must describe

- Approach to engaging with members of the public

- Sign-up process and data capture methods
- Measures to ensure accuracy, transparency and compliance

In order to deliver the services required, the successful tenderer will be required to work closely with the Contracting Authority's Fundraising Department to achieve the aims as set out in this tender and to provide strategic advice where required.

2.4.5 Performance Monitoring and Reporting

Delivery of the objectives as set out above will be benchmarked using the following first principles and will form part of **Award Criterion D "Contract Management"**:

- Metrics will be based on meeting the agreed target of 500 long-term monthly donors in the required and defined timeframe
- Numbers recruited and the quality of the data supplied
- Zero to minimum cancellations in the first two months following commencement of donations
- Positive Increased engagement with our supporters
- Positive feedback from all stakeholders
- Increased awareness of Contracting Authority services
- Development of a professional and positive relationship with the Contracting Authority

2.4.6 Retention and Attrition Management

Tenderers must describe

- Their approach to minimising early donor attrition
- Methods to improve donor quality
- Use of data to inform improvements
- Claw back timeframe

2.4.7 Account Management and Support

Tenderers must outline

- Account management structure
- Communication approach with OLH&CS
- Issue resolution and escalation processes

Responses to this requirement will be evaluated under **Award Criterion D "Contract Management"**

2.5 Mobilisation and Implementation

Tenderers must provide as part of their response to Award Criterion B in their response

- Proposed mobilisation timeline
- Readiness to commence delivery
- Resource allocation

- Any proposed use of subcontractors and how they will be managed

Responses to this requirement will be considered under **Award Criterion B**

2.6 Timescale for Delivery of the Services

This is an important fundraising campaign for the Contracting Authority, and it wishes to give it the time, space and consideration required.

In order to achieve this, it is envisaged that blocks of time will be allocated for specific areas prior to the roll-out of the services taking into consideration the busy Fundraising calendar

A typical roll-out timeframe would consist of the following stages:

Stage	Description	Timeframes
1	Selection of successful contractor	Late August 2026
2	IT requirements for onboarding submitted by contractor for approval by Contracting Authority IT and Donor Care Depts	Sept. to Oct. 2026
3	Work on design and development of the CTA & Evergiving form	Late Oct. to Early Dec. 2026
4	Onboarding, integration, training, design & development all testing completed for Go Live	Early Dec. to Early Jan. 2027
5	'Go Live' Door to Door starts	Mid Jan. 2027
6	'Door to Door' campaign completed	End Feb. 2027
7	Completion of initial contract	Sept. 2027

2.7 Pricing of the Contract

2.7.1 Pricing Overview

Tenderers must provide sufficiently detailed, transparent and complete pricing information, including all assumptions, donor validation conditions and clawback arrangements, to enable full evaluation of the Tender in accordance with the award criteria and for the delivery of the Services.

Pricing details must be furnished within the provided Pricing Schedule Appendix 1

All pricing must be in Euro (€) and exclusive of V.A.T.

2.7.2 Pricing Model

Tenderers must provide prices based on

- **Cost per Recruited Donor (as defined in in this Request for Tender)**
- Any **fixed or mobilisation costs**

Tenderers must clearly explain, in their response, their pricing structure and any assumptions made.

Tenderers may, additionally, provide alternative pricing models on the understanding that the mandatory pricing structure as per the **Pricing Schedule Appendix 1** is completed.

2.7.3 Cost per Donor (Pricing Schedule Appendix A)

The Cost per Recruited Donor element to be provided as a **Segmented Donor Price** on the envisaged donor total of 550. Tenderers must provide within their tender details how the costs are arrived at including a description of what is included in those costs. Details should also be provided on clawback terms for donor cancellations.

Example Payment Tiers

- Donor Age Brackets (The Recruited Donors age brackets are included under each Tier)
- Donor Numbers #'s per Tier (How many Donors to be recruited under this Tier)
- Donor % per Tier (The Percentage of Donors to be recruited under this Tier based on the numbers recruited)
- Donor Monthly Gift Amt € (Amount the donor agrees to pay per month)
- Donor Fee Multiple € (Fee charged by Agency to recruit one Donor in this Tier)
- Donor Fee per Acquisition ex Vat (Amount the donor agrees to pay per month multiplied by the Fee Charged by the Agency to recruit one Donor)
- Acquisition Fee per Tier (ex Vat) (Donor Fee per Acquisition multiplied by the Donor numbers #' per Tier)
- Platform Fees (Platform Fees per donor - the assumption in the schedule is €1.50 ex Vat per Donor please insert in **column H** green box - the fee per donor only if it is a lower or a higher than €1.50)
- Total Acquisition Fees Ex Vat (Acquisition Fee by Tier plus the Platform Fee)
- Fixed Costs (include and note 2.7.4 details of same)
- Total Costs ex Vat (Total Acquisition Fees ex Vat + and additional Fees/ Fixed Costs)

2.7.4 Assumptions and Pricing Conditions

Tenderers must state:

- Any assumptions underlying their pricing
- Any dependencies (e.g. volumes, locations, campaign duration)
- Any circumstances under which pricing may change

The Contracting Authority reserves the right to assess the reasonableness of all pricing assumptions, including claw back periods, cancellation assumptions and validation conditions.

2.8 Compliance and Ethical Standards

Tenderers must demonstrate:

- Compliance with all applicable fundraising laws, regulations, codes of practice and guidance applicable within Ireland
- Commitment to ethical fundraising practices
- Processes to ensure appropriate conduct of fundraisers

The Contractor shall ensure that all fundraising personnel engage with members of the public in a professional, respectful and ethical manner at all times, including exercising appropriate care and

sensitivity when interacting with persons who may be considered vulnerable or who may require additional support or consideration.

2.9 Service Delivery Requirements

The Contracting Authority will provide a clear and detailed plan of the following key mandatory areas.

Presenting a recommended approach for the consultation, development, testing, training, creative aspects, onboarding phased stages and all phases for the Door-to-Door campaign.

Including but not limited to.

- Donor Experience
- Administration and Operational Processes
- Contracting Authority recommendations
- The design and development of the onboarding form
- Details on the use of I.T. systems and software used plus any integration requirements

2.10 Duration of the Contract

The contract will be for a period of one (1) year. The Contracting Authority reserves the right, at its sole discretion, to extend the contract, for a further one (1) year, subject to satisfactory performance, budget availability and ongoing business needs.

2.11 Details of Options

n/a]

2.12 Estimated Value for the Contract

It is envisaged that maximum spend under this contract will not exceed €145,000 excluding VAT.

It is emphasised, however, that this figure is provided strictly for indicative purposes only as there is no guaranteed expenditure under the contract.

3 Contract Management

3.1 Contract Manager

The Contracting Authority requires tenderers to nominate a dedicated contract manager who will act as the main point of contact for the duration of the contract. This person shall have the authority to deal with all matters in relation to the contract and be responsible for the satisfactory delivery of the services required. The duties of the contract manager will include the following:

- Overall responsibility for a good working relationship with the Contracting Authority
- Provide regular reports on performance as agreed with the Contracting Authority
- Meet as and when required to review and examine performance
- Deal with disputes, complaints or concerns that cannot be adequately resolved

- Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general and providing suggestions for improvement and cost savings

See also **Award Criterion C**

3.2 Compliance with the Terms and Conditions of the Contract

Award of contract will be conditional upon acceptance of the Contracting Authority's Terms and Conditions as appended at the relevant Appendix.

Tenderers are required to review these terms and conditions and indicate their acceptance thereof as part of their tender submission. Any reservation with regard to these terms should be submitted as a query in accordance with the procedure described in the Instructions to Tenderers (*Section 6*) of this document.

3.3 Award to Runner Up

If, following the award of a contract, the successful tenderer cannot, for whatever reason, deliver the required services to the satisfaction of the Contracting Authority; the Contracting Authority reserves the right to award the contract to the next highest scoring tenderer emerging from the process at any time during the contract 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 Selection Criteria

The Contracting Authority is using the **Open** procedure for the award of this contract, therefore, while all interested parties may submit a tender, only those demonstrating that they have the required level of financial and technical capacity will have their tender considered. In order to demonstrate a tenderer's qualifications, tenderers are required to provide the information set out below in the Tender Response Document (TRD) which is based on a self-declaration model. However, tenderers are required to provide the minimum information required.

4.1 Use of the European Single Procurement Document

In accordance with Directive 2014/24/EU, tenderers may have compiled a European Single Procurement Document (ESPD), either electronically via the eESPD on eTenders or as a separate uploaded attachment with the tender response, which will be accepted as evidence of compliance with *Section 4.3* on condition that all information self-declared will be provided promptly on request at any time prior to an award decision.

4.2 Relying on the standing of other Entities

SMEs are encouraged to explore the possibilities of forming relationships with other SMEs or with larger enterprises to meet the financial, economic or technical capacity requirements of the competition, if required.

Tenderers are reminded that they may rely on the resources of other entities to establish the 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 tender is from a consortium/joint venture, tenderers must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party. The consortium must appoint a single point of contact who will assume overall responsibility for delivery, and who is authorised to sign the contract on behalf of all consortia members. The Contracting Authority will not act as an arbitrator between members of consortia.

4.3 General Declarations and Financial Capacity Requirements

Tenderers are required to provide information on the following in the Tender Response Document. The criteria and rules outlined below are assessed on a pass/fail basis. Failure to comply with the requirements will result in the tender being considered inadmissible.

General Information	
Provide contact and general information on the tendering organisation - company name, address and contact details for individual responsible for this tender and company overview as well as information on sub-contractors and consortium members if applicable.	
Financial and Economic Standing	
Tax Compliance	Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant. Please refer to the tax rules contained in the Tender Response Document.
Financial Capacity	(a) Confirmation that the tendering party turnover exceeded €200,000 during one of the last three years or pro-rata if more recently established firms are tendering – however the firm must have been in existence for at least 6 months. (b) Confirmation of financial standing ensuring the tendering party has the financial capacity to pay its debts identified on the current statement of assets and liabilities as being the debts as they fall due. Evidence of both statements will be required prior to the award of any contract.
Insurance	Confirmation of the following insurances being in place:
Insurance Type	Required Level
Employer's Liability	€13 million
Public Liability	€6.5 million
Declaration	
Complete the Declaration of Bona Fides as per Art. 57 of Directive 2014/24/EU as implemented by Regulation SI 284 of May 2016 and as contained in the Tender Response Document. Complete the Declaration regarding compliance with relevant statutory obligations as contained in the Tender Response Document. Where tenderers are established and operating outside of the jurisdiction of supply, compliance with equivalent legislation as applicable in the country of establishment / operation is required. Complete the Article 5K Declaration regarding the EU regulation 2022/576 on restrictive measures in the Context of Russian Actions in the Ukraine.	

Tenderers are required to provide information on the following in the Tender Response Document. The criteria and rules outlined below are assessed on a pass/fail basis. Failure to comply with the requirements will result in the tender being considered inadmissible.

4.4 Technical Capacity Requirements

Previous Experience
Tenderers must provide information clearly demonstrating successful delivery of three (3) previous comparable experience/projects, involving the features as defined in the TRD.
Details should include information on the recruitment of donors, number of fundraisers engaged, and value of donor contributions achieved.

Health & Safety Management System

Tenderers must provide information which demonstrates operation of Health & Safety systems and procedures in line with all relevant Safety, Health & Welfare at Work legislation. Please complete the TRD. Evidence of compliance will be required as condition of contract award.

Quality Assurance Management System

Tenderers must provide information which demonstrates a commitment to quality assurance and provide details of quality assurance policies and systems and whether externally certified. Please complete the TRD.

5 Award Criteria

Only tenders which meet the Selection Criteria and are confirmed as valid and responsive to the specifications set out in this document will be evaluated against the award criteria. Tenderers should ensure that they have submitted sufficient relevant information to allow their tenders to be assessed under each of the award criteria set out below.

The contract will be awarded on the basis of the most economically advantageous compliant tender taking into account the following award criteria and weightings.

Criterion A	Weighting	Maximum Marks	Minimum Marks
	30%	3,000	n/a
Title	Ultimate Cost		
Description	Tenderers are required to complete the Pricing Schedule Appendix 1 (Parts A, B and C) and to transfer the total amounts, both excluding and including to the "Form of Tender" Section of the Tender Response Document		
Criterion B	Weighting	Maximum Marks	Minimum Marks 50%
	30%	3,000	1,500
Title	Merits of Proposed Solution including Mobilisation and Implementation		
Description	Tenderers are required to provide a comprehensive response on the merits of their proposal including matters such as: • Approach to delivery of the services • Fundraiser recruitment and retention Details should be provided on the methodology for mobilisation and implementation of the services including but not limited to: • Proposed Timeline from mobilisation to go-live including provision of a project plan • Possible risks to timeline and proposed mitigation measures Marks will be awarded based on the totality of the response.		

	Tenderers must achieve a minimum of 50% marks under this criterion in order remain in consideration.		
Criterion C	Weighting	Maximum Marks	Minimum Marks 50%
	15%	1,500	750
Title	Contract Management Proposals		
Description	Tenderers should take account of the requirements as set out in Section of the Request for Tender document in responding to this criterion. Tenderers are required to provide details of proposed Contract Manager. including C.V., and information in respect of the proposed delivery team. Issues such as • Management of fundraiser staff, • Issue escalation processes, • Liaising with and reporting to the Contracting Authority • Billing should be comprehensively addressed. Marks will be awarded based on the totality of the response. Tenderers must achieve a minimum of 50% marks under this criterion in order remain in consideration.		
Criterion D	Weighting	Maximum Marks	Minimum Marks 50%
	20%	2,000	1,000
Title	Reliability and Continuity of Supply		
Description	The purpose of this criterion is to establish the extent to which the authority may place due confidence in the tenderers delivery of the services as specified. The Contracting Authority will take into account the references received independently from previous clients of the tenderer, in addition to those from within OLHCS over previous contracts, where applicable. The Contracting Authority also reserves the right to carry out site visits if it deems such visits to be appropriate in accordance with this criterion. In addressing this criterion, tenderers must complete a “Contact Details for Referees” Form contained in the Tender Response Document (TRD). Marks will be awarded based on the totality of the response Tenderers must achieve a minimum of 50% marks under this criterion in order remain in consideration.		
Criterion E	Weighting	Maximum Marks	Minimum Marks 50%
	5%	500	250
Title	Environmental / Sustainability Considerations		
Description	Describe the impacts which you expect this contract to have in terms of greenhouse gas emissions, energy use, biodiversity, resource consumption and waste. List the specific measures which your firm, and if relevant your partners and subcontractors, will take to address these		

	impacts, and the effect you expect each measure to have. The measures may relate to any aspect of the services being provided but must be specific to the contract activities. Marks will only be awarded for measures which go beyond the technical specifications, and which are not assessed under another award criterion. For each measure, you should indicate whether a relevant third-party certification or standard (for example, relating to environmental management) will be applied to verify and measure the impact. Marks will be awarded based on the scope, level of detail and verifiability of the measures. The measures described under this criterion will form part of the terms of the contract with the successful bidder. Tenderers are also invited to make proposals on social inclusion and/or other economic benefits directly applicable to this contract. This may relate to community engagement, social payback initiatives, staff wellbeing or other initiatives. Marks will be awarded based on the totality of the response. Tenderers must achieve a minimum of 50% marks under this criterion in order remain in consideration.
--	---

Tenderers should ensure in their tenders that they provide detailed information in respect of all aspects of the award criteria as stated above. This will enable the awarding authority to assess fully the extent of their offers.

5.1 Methodology for calculating the Cost Score

The following formula will be applied to the cost score:

The lowest cost tender that also meets all the minimum requirements of the qualitative award criteria will receive the maximum score achievable under this criterion. The scores of the other valid tenders will be calculated using the following formula:

Lowest Cost from a Bona Fide tender	A
Cost for the tender being evaluated	B
Maximum Points available for Cost	C
Formula employed	$\frac{A \times C}{B}$

5.2 Methodology for scoring Qualitative Criteria

Score	Category	Description
90 – 100%	Exceptional	An exceptional response demonstrating extensive understanding offering full assurance to client – fully supported with no reservations.

80 – 89%	Excellent	An excellent response demonstrating excellent understanding offering assurance to client – fully supported.
70 – 79%	Very good	A very good response demonstrating very good understanding offering assurance to client – strongly supported.
60 – 69%	Good	A good response demonstrating good understanding offering assurance to client – well supported.
50 – 59%	Acceptable	An acceptable response demonstrating a minimum understanding offering assurance to client - satisfactorily supported.
Less than 50% is unacceptable and considered ineligible from further consideration		

Marks in the score ranges outlined above can be awarded where responses so merit additional marks.

5.3 Post Tender Clarification

At the discretion of the Contracting Authority, tenderers may be invited, in writing, to clarify certain aspects of their tender, particularly where information or documentation to be submitted appears to be incomplete or erroneous. However, all such requests will be made in full compliance with the principles of equal treatment and transparency and avoid any distortion of competition.

5.4 Verification

Award of contract may be subject to attendance at a verification meeting. It would be essential that the key personnel assigned to this contract should be available and present at this meeting. If required, tenderers will be notified of the date, time, agenda and format for such meetings as soon as possible.

A visit to the tenderer's premises may be required to clarify any questions or queries regarding the tender offer.

5.5 Clarification of Abnormally Low Tenders

If the Contracting Authority considers the tender submission to be commercially unsustainable or otherwise problematic considering the tendered price or any other financial matter (including proposed indicative hours), the tenderer shall be invited to provide clarification to the Contracting Authority in respect of all elements of the tender submission that the Contracting Authority deems relevant. Any failure to satisfactorily comply with such a request, or to satisfactorily address the Contracting Authority's concerns, may, at the discretion of the Contracting Authority, result in the elimination of the tender in question based on it being considered abnormally low.

5.6 Right to Confirm Suitability

Tenderers should note that the Contracting Authority reserves the right to confirm that the financial and technical capacity of the tenderer is valid and unchanged prior to the award of any contract.

6 Instructions for Tenderers

6.1 Closing Date for Tenders

The closing date for tender submission is specified on the title page.

It is the responsibility of the tenderers to ensure that their tender is complete and is uploaded by the designated deadline. Tenders 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 upload a submission.

6.2 Submission of Tenders

The Contracting Authority is using the postbox facility on eTenders, and tender responses must be submitted electronically via the eTenders postbox facility on www.etenders.gov.ie only. Only tenders submitted to the electronic postbox will be accepted. Tenders submitted by any other means (including but not limited to by email, post or hand delivery) will **not** be accepted.

Tenderers must ensure that they give themselves enough time to upload and submit all required documentation before the closing date/time noting the use of the new eTenders platform. Tenderers should consider the fact that upload speeds vary. In order to submit a response to the electronic postbox, please note that you must ensure you have submitted the response completely. It is advisable to familiarise yourself with the new 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.

If in doubt, please ensure you contact the eTenders helpdesk as follows:

Email: irish-eproc-helpdesk@eurodyn.com

Phone: +353-818001459

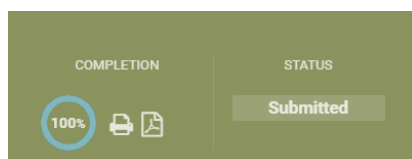
6.2.1 Accessing Documents

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 “Tender” under the Show CfT Menu

6.2.2 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 submitting confirming successful submission, you have not submitted your response in accordance with the rules of the competition. .

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 go through 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 Tenderer to ensure that their tender is complete and is uploaded in accordance with the instructions provided on eTenders prior to the deadline as per the front page.

6.3 Queries

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

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

In circulating responses, queries will be edited to avoid disclosing the identity of the querist and will be circulated to all parties who have expressed an interest in the procurement on the eTenders website.

6.4 Extension of the Tender Deadline

The Contracting Authority reserves the right, at its sole discretion, to extend the closing date for receipt of tenders by giving notice in writing (by post or electronic means) to all parties who have expressed an interest in the notice via eTenders no later than six calendar days before the original closing date.

Tenderers will be responsible for any costs incurred by them in the event that they are required to attend clarification or other meetings or make a presentation of their proposals.

6.5 Tender Validity Period

To allow sufficient time for tender assessment a tender validity period of [6 months] is required, this period commencing on the closing date by which the Tenders are to be returned.

6.6 Discrepancies between Documents

A pdf version of the Request for Tender has been made available on eTenders. This document will be considered as the primary source document in this procurement process, word versions of documents

where they are provided are being made available to assist tenderers in responding to the tender competition. Where there is a discrepancy between a pdf version and a word version, the pdf version will take precedence. Tenderers are requested to notify the Contracting Authority immediately of any anomaly. Where applicable the Contracting Authority will issue amended versions.

6.7 Formatting of Tenders / Amending Tender Documents

Tenderers must ensure they use the Tender Response Document (TRD) when preparing their submission.

Tenderers are prohibited from amending any text or content of forms or declarations or templates provided as part of this tender competition in their tender responses. Where amendments have been identified, the Contracting Authority may at its discretion eliminate the tenderer from further consideration. Likewise, failure to use the template documentation provided particularly in relation to costing / pricing may result in tenders being eliminated.

6.8 Collusive Tendering

If any tendering party is found to have, at any time, offered to give or to have agreed to offer or give to any person, any bribe, gift, gratuity, commission or consideration of any kind as an inducement or reward for taking or forbearing to take any action in relation to the obtaining of its tenders, or for showing or forbearing to show any favour or disfavour to any person in relation to its tenders, the bid submitted by such tendering party shall be automatically disqualified and the circumstances surrounding such action shall be referred to the appropriate authority.

6.9 Confidentiality

After the official opening of tenders, information relating to the examination, clarification, evaluation and comparison of Tenders and recommendations will not be disclosed to tenderers or other persons not officially concerned with such process until the award decision with the successful tenderer has been announced and in conformity with national laws.

Tenderers shall treat the details of all documents supplied to them in connection with this contract as private and confidential and shall not disclose the contents to a third party without the permission of the Contracting Authority.

Any effort by the tenderer to influence the Contracting Authority or their staff in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning the award of the contract may result in the rejection of that tender.

6.10 Clarification of Tenders

The Contracting Authority is entitled, but not obliged, to seek clarification of tenders, including pricing breakdowns in the course of the evaluation process. No change in the price or substance of the tender shall be sought, offered or permitted. To assist in finalising the tender evaluation, selected tenderers may be invited to attend clarification meetings with the Contracting Authority.

6.11 Correction of errors

Detailed pricing of all tenders will be examined for errors that might alter the tender pricing as determined from the figures on the tender form or as between the hard copy and electronic versions

of the tender (if applicable). In general, the following approach will be applied to manifest errors - where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern.

The amount stated in the tender form will be adjusted by the Contracting Authority in accordance with the above procedure and, with the agreement of the tenderer, shall be considered as binding upon the tenderer. Without prejudice to the above, a tenderer not accepting the correction of their tender as outlined may have their tender rejected.

Where the Total Quote function has been activated on eTenders and a discrepancy arises between the amount in the Total Quote box and the tender submission, the amount in the tender submission shall take precedence.

6.12 Change in the composition of a Tender

Where a change in composition of a tender arises, this must be notified in writing to the Contracting Authority and formally approved by them.

The Contracting Authority reserves the right, but is not obliged, to disqualify any tenderer that makes any change to its composition after submission of a tender.

6.13 Interference and Inducement to Purchase

Any effort by the tenderer 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 tenders and in decisions concerning the Award of Contract shall have their tender rejected. The presumptions (including as to any gift, consideration or advantage) and other provisions under the Criminal Justice Act 2018, and all other measures for the time being governing the subject-matter in any applicable jurisdiction, shall be applicable.

6.14 Conflict of Interest

Any conflict of interest involving a tenderer (or tenderers in the event of a consortium bid) must be fully disclosed to the Contracting Authority. Any registrable interest involving the tenderer and the Contracting Authority or employees of the Contracting Authority, or their relatives must be fully disclosed in the tender submission or should be communicated to the Contracting Authority immediately upon such information becoming known to the tenderer, in the event of this information only coming to their notice after the submission of a bid and prior to the award of the contract. Failure to disclose a conflict of interest may disqualify a tenderer or invalidate an award of contract, depending on when the conflict of interest comes to light.

6.15 Publicity

Tenderers shall not undertake (or permit to be undertaken) at any time, whether at this stage or after the award of the contract, any publicity activity with any section of the media in relation to this tender/agreement other than with the prior written consent of the Contracting Authority. Such consent shall extend to the content of any publicity. For the purposes of this paragraph, the word "media" includes (but is not limited to) radio, television, newspapers, trade and specialist press, the Internet and email, accessible by the public at large and the representatives of such media.

The Contracting Authority will have the right to publicise or otherwise disclose to any third-party information regarding this process and the agreement.

6.16 Right Not to Award

The Contracting Authority does not bind itself to accept the most economically advantageous tender or any tender. It also reserves the right to accept or reject in whole or in part any or all tenders received, and, in particular, to source the requirement with more than one service provider.

The Request for Tender is issued in good faith; however, the Contracting Authority at its sole discretion shall not be obliged to award a contract or proceed to further stages in the procurement process and reserves the right to cancel the procurement process.

6.17 Notification of Tender Evaluations

All tenderers will be informed of the outcome of their tenders following tender evaluation and any necessary clarifications.

Potential outcomes can be:

- Establishment of Award of Contract
- Letter of Regret
- Decision not to proceed with the Award of Contract

The following information will be provided in the Letter of Regret – name of successful tenderer designate; the applicable standstill period (for EU tenders only); scores of tenderer being notified and that of the successful tenderer; the features and characteristics of the successful tenderer where they scored higher marks in specific criteria.

In the case of EU tenders only, the Contracting Authority will undertake not to award the contract for a period of at least 14 (or whatever period is stated in the notification letters) calendar days from the date of notification of unsuccessful tenderers ('standstill period').

6.18 Award Notices

Following the award of contract, an award notice will be dispatched to the Official Journal of the European Union announcing the results of the competition. It should be noted that it is standard practice for the Contracting Authority to include the price of the winning tender or the range of prices of tenders received in the publication of the award notice as required under European procurement rules.

6.19 Policy on Personal Debriefings

Based on the provision of the information to unsuccessful tenderers as outlined above and due to resourcing constraints, the Contracting Authority will not be offering individual debriefing meetings to unsuccessful bidders.

6.20 Copyright

The Contracting Authority will have copyright ownership of any material developed for use by the Contracting Authority under the terms of this tender. The service provider may have a non-exclusive license to use such material but only for its own purposes (to be agreed with the successful tenderer).

6.21 Brand Names, etc.

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".

6.22 Environmental Aspects

The Contracting Authority is committed to the principles of environmental management in its activities, and it encourages the implementation of sustainability principles in its procurement practices and throughout the delivery of all contracts.

6.23 Knowledge and Skills Transfer

It will be a condition of the contract that opportunities for the transfer of skills and/or knowledge from the successful tenderer's staff to the Contracting Authority staff will be availed of during the course of the contract or prior to the handing over of the finished work/product.

6.24 Currency and Payments

The currency and invoices in which all prices and rates shall be tendered, and which payments under the contract will be paid, shall be euro (€).

All prices and rates quoted should be on the basis of both VAT exclusive and VAT inclusive costs, clearly identifying the applicable rate of VAT.

A schedule of payments will be agreed with the successful tenderer and invoices shall be submitted in accordance with the terms agreed with the Contracting Authority.

6.25 Irish Legislation and Law

Tenderers should be aware that national legislation applies in other matters such as Employment, Working Hours, Official Secrets, Data Protection and Health and Safety. Tenderers must have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in the Contracting Authority tenders and in delivering contracts awarded to them. The contract(s) awarded on foot of this tender process will be governed by Irish law.

6.26 Anti-Competitive Conduct

Tenderers should take notice of the Competition Act 2002 (as amended, the "2002 Act"), which makes it a criminal offence for tenderers to collude on prices or any other aspects relating to this procurement competition.

6.27 Accessibility / Dignity at Work

The successful tenderer(s) shall comply with all relevant legislation relating to dignity at work. As a public body and employer, the Contracting Authority is committed to a policy of equality of opportunity for all personnel.

In line with the Disability Act 2005, accessibility requirements should be clearly stated in request for tenders / quotations where applicable. Under Section 27 of the Act the Contracting Authority is

required to ensure that both the goods supplied, and services provided to it are accessible to persons with disabilities.

6.28 Withholding Tax

Where applicable, payments shall be subject to Irish 'Professional Services Withholding Tax' at the prevailing rate (currently at 20%) as laid down by the Revenue Commissioners in Ireland. Non-residents may be able to reclaim such deducted Tax from the Office of the Revenue Commissioners in Ireland, International Claims Section located currently at Government Buildings, Nenagh, Co. Tipperary, Ireland (Tel: +353 (0) 67 63400).

6.29 Freedom of Information

All responses to this Request for Tender will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the tenderer 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).

Tenderers 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. However, any blanket or all-encompassing request for exemption from disclosure is not acceptable; tenderers must identify explicitly any such information and give relevant reasons for considering it to be economically sensitive or confidential in nature. If this is the case, tenderers should specify the information that is sensitive and the reasons for its sensitivity. The Contracting Authority cannot guarantee that any information provided by tenderers, either in response to this tender 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, or to those under EU and Irish Government Procurement rules. 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.

6.30 Late Payment

The Contracting Authority operates in accordance with Directive 2011/7/EU on combating Late Payment in commercial Transactions transposed into national legislation as S.I. 580 of 2012 and amended by S.I. No. 281 of 2016.

6.31 Data Protection

"Data Protection Laws" means all applicable national and EU data protection laws, regulations and guidelines including but not limited to Regulation (EU) 2016/679 ("General Data Protection Regulation" (GDPR)) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and any guidelines and codes of practice issued by the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time.

The Contracting Authority will be a Controller (where 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 Request for Tender.

The tenderer, as Controller in respect of any Personal Data provided by it in its tender, is required to confirm by way of statement in the “Declarations” section of the accompanying Tender Response Document 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 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.

6.32 Responsibility of Successful Party

As a condition of award, it shall be the sole responsibility of the tenderer (in the event of success in this competition) to fulfil the obligations under the contract, notwithstanding any changes in circulars, laws, regulations, taxation, duties or other factors which might arise including supply-chain and other risks.