

Pre-Qualification Questionnaire

Volume 1

Asset Management Platform

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Type	Single-supplier contract for a Software-as-a-Service (SaaS) Asset Management Platform
Volume	1 of 2 (Instructions and Selection Criteria)
Contracting Authority	The Land Development Agency
Timetable	As set out on eTenders

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Definition of Terms

In this PQQ, the following terms have the meanings given below:

“Applicant” means an economic operator that submits a Submission in response to this PQQ.

“Competition” means this public procurement competition conducted under the Regulations.

“Consortium” means a group of economic operators that submits a Submission jointly.

“Contract” means the contract for the provision of the Platform and associated implementation, data migration, hosting, maintenance and support Services to be awarded under this Competition.

“Contracting Authority” / “LDA” means The Land Development Agency and its subsidiaries.

“Contract Notice” means the contract notice published by the Contracting Authority in the Official Journal of the European Union and on eTenders in respect of this Competition.

“eTenders” means the Irish Government procurement portal at www.etenders.gov.ie.

“ESPD” means the European Single Procurement Document.

“GDPR” means the General Data Protection Regulation (Regulation (EU) 2016/679).

“KPIs” means the key performance indicators applicable to the Services.

“Lead Applicant” means the entity which, if the Applicant is successful, will enter into the Contract with the Contracting Authority and which is responsible for the Submission. Where the Applicant is a single entity, that entity is the Lead Applicant.

“Platform” / “Asset Management Platform” means the off-the-shelf, commercially available Software-as-a-Service solution described in Part 3.

“PQQ” means this Pre-Qualification Questionnaire, comprising Volume 1 and Volume 2.

“Regulations” means the European Union (Award of Public Authority Contracts) Regulations 2016 (S.I. No. 284 of 2016), as amended.

“Requirement” means the requirement for the Platform and Services described in Part 3.

“RFT” means the Request for Tender to be issued to shortlisted Applicants at Stage 2.

“SaaS” means software-as-a-service.

“Services” means the implementation, data migration, hosting, maintenance, support and related services associated with the Platform, as described in Part 3.

“Submission” means an Applicant’s response to this PQQ.

“Supplier” means the Applicant appointed to provide the Platform and Services under the Contract.

“Tenderer” means a shortlisted Applicant that submits a tender in response to the RFT.

“Working Day” means any day other than a Saturday, Sunday or public holiday in Ireland.

Headings are for convenience only and do not affect interpretation. References to any statute or instrument include any amendment to it. Words in the singular include the plural and vice versa. Any phrase introduced by “including” or “in particular” is illustrative and does not limit the preceding words. All times are Irish time.

Part 1 – Background and Purpose

1.1 Purpose of this Document

1.1.1 The Land Development Agency (the “LDA” or the “Contracting Authority”) invites applications (“Submissions”) from economic operators (“Applicants”) for the award of a contract for the provision of an Asset Management Platform, together with the associated implementation, data migration, hosting, maintenance and support Services (the “Contract”), as described in Part 3.

1.1.2 This Pre-Qualification Questionnaire (the “PQQ”) relates to the first stage of the Competition. It should be read in full, together with the response templates in Volume 2.

1.2 How the Competition will be Run

1.2.1 This Competition is being conducted under the Competitive Procedure with Negotiation in accordance with Regulation 29 of the European Union (Award of Public Authority Contracts) Regulations 2016 (S.I. No. 284 of 2016) (the “Regulations”), which transpose Directive 2014/24/EU.

1.2.2 The Competition will be conducted in the stages set out in the process below:

The Competitive Procedure with Negotiation – Process	
Step 1 – Call for competition	Contract Notice published on eTenders inviting requests to participate.
Step 2 – Pre-Qualification	Applicants complete this PQQ; Submissions assessed against Part 5.
Step 3 – Shortlisting	The three (3) highest-scoring admissible Applicants proceed to the next stage.
Step 4 – Invitation to tender	Shortlisted Applicants (Tenderers) receive the RFT and submit initial tenders.
Step 5 – Negotiation	The LDA negotiates the tenders. Minimum requirements and award criteria are not negotiated.
Step 6 – Final tenders	Negotiations close; Tenderers submit final tenders, which are not negotiated.
Step 7 – Award	Final tenders evaluated against the award criteria; standstill observed; one Supplier appointed to the Contract.

1.2.3 The LDA reserves the right, where this has been indicated in the Contract Notice, to award on the basis of the initial tenders without conducting negotiations, and to negotiate with Tenderers at any stage prior to the submission of final tenders.

1.2.4 Throughout the Competition the LDA will ensure the equal treatment of all Tenderers and will not provide information in a discriminatory manner that gives some Tenderers an advantage. The LDA will not disclose to the other Tenderers any confidential information communicated by a Tenderer without that Tenderer’s prior agreement.

1.2.5 The LDA intends to shortlist the three (3) highest-scoring admissible Applicants to Stage 2. Where fewer than three admissible Applicants are received, the LDA may proceed with those that qualify. Award criteria and pricing are matters for the RFT stage and are not assessed at this stage.

1.2.6 The timetable for the Competition, including the deadlines for the receipt of queries and Submissions, is published on eTenders and takes precedence. Applicants are responsible for monitoring eTenders for all dates and updates.

1.3 Documents Comprising this PQQ

1.3.1 This PQQ is issued in two volumes. Volume 1 (this document) sets out the background, the requirement, the assessment approach and the rules of the Competition. Volume 2 contains the response templates and questionnaire that Applicants must complete and return.

1.3.2 Order of precedence. Where there is any inconsistency between Volume 1, Volume 2 and the Contract Notice, the Contract Notice prevails, followed by Volume 1, followed by Volume 2.

1.4 Small and Medium Enterprises

1.4.1 The LDA is committed to promoting fair and equal participation by Small and Medium Enterprises (SMEs). Applicants that consider the scope to be beyond their individual capacity are encouraged to explore consortium arrangements or reliance on the capacities of other entities, as provided for in Part 4.

Part 2 – The Contracting Authority

2.1 About the LDA

2.1.1 The Land Development Agency (LDA) is the State's affordable housing delivery body. Its main role is to acquire and develop State and other land to deliver affordable homes to address the country's housing need.

2.1.2 The LDA is underpinned by the Land Development Agency Act 2021 and is overseen by an independent board of directors. It is a designated activity company (limited by shares), company number 710453, with its registered office at 4th Floor, Ashford House, Tara Street, Dublin 2, D02 VX67. The Government has committed to providing the LDA with equity capital of up to €7.5 billion, together with borrowing capacity of €1.25 billion.

2.2 Background to this Procurement

2.2.1 The LDA owns and manages a growing residential and broader asset portfolio. The LDA currently owns approximately 3,600 properties across several developments nationwide, the management of which is outsourced to third-party agents. The portfolio is forecast to reach 5,000 properties by the end of 2026 and approximately 11,000 properties, with a wider geographical spread, by 2030.

2.2.2 At present, key data is held across multiple third-party systems and Excel-based processes. To strengthen operational control, improve reporting, deliver a more consistent resident and agent experience, and provide more robust audit and governance arrangements, the LDA is procuring a modern, off-the-shelf enterprise SaaS Asset Management Platform. The Platform is intended to serve as a central system of record for tenancy, asset, maintenance, compliance and operational management information, while integrating with the LDA's broader Microsoft-based technology environment and supporting both direct-management and managing-agent operating models.

Part 3 – The Requirement

3.1 The Platform Required

3.1.1 The LDA requires an off-the-shelf, market-ready, enterprise Software-as-a-Service (SaaS) Asset Management Platform, together with the implementation, data migration, hosting, maintenance and support Services necessary to deliver it. The Platform will serve as a central system of record supporting the full lifecycle management of the LDA's residential and broader asset portfolio – including tenancy onboarding, unit schedules, financial management, rent management controls, tenant portal, repairs and maintenance reporting and tracking, compliance monitoring, estate management, performance reporting and managing-agent oversight – under both direct-management and outsourced operating models.

3.1.2 Submissions proposing bespoke development, a custom-built platform, or a product that is not yet commercially available (including beta, pre-release or roadmap-dependent functionality relied

upon to meet the core requirement) do not meet this mandatory requirement and will be excluded from the Competition.

3.2 Scope of the Requirement

3.2.1 The Requirement is expected to include the following functional areas. The detailed requirements will be set out in the RFT.

- (a) Tenancy schedules and rent roll – a single system of record for properties, units, tenants, leases, charges, receipts and accounting, with rent-roll automation, standard chart of accounts, approval workflows and audit trail across schemes; Required to have automated annual rent reviews linked directly to the Central Statistics Office (CSO) Harmonised Index of Consumer Prices (HICP) formulas, ensuring compliance with Residential Tenancies Board (RTB) cost rental rent-setting rules;
- (b) Tenant portal (web and mobile) – enabling residents to raise and track maintenance requests, with localised triage (photo/video uploads, drop-down repair categorisation) with the ability to issue resident communications by email and SMS and also in-app push notifications which includes a time-stamped delivery and read-receipt audit trail for all notices issued;
- (c) Leasing – unit allocation and lease generation, with centralised resident information and communications history; dynamic lease generation for both Cost Rental and Commercial Leases, utilising approved legal templates to auto-populate tenant information, executing signature collection via embedded electronic signature platforms (e.g., DocuSign)
- (d) Planned preventative and reactive maintenance – central logging, categorisation and prioritisation of repairs, scheduled PPM calendars, tracking of PPM delivery status and alarm/notification on delayed PPM, centralised logging of PPM and reactive reports work-order routing and contractor dispatch, contractor portal, SLA tracking and exception management, and compliance-evidence management; Reactive repair statistics to be supported, such as costs of repairs, trend analysis, time between reporting of repair to repairs being completed,
- (e) Financial reporting – compatibility with existing LDA finance processes and systems to facilitate electronic invoicing, spend control and portfolio visibility; System to support PO end to end process while using rule-based approval workflows tailored to delegation of authority limits.
- (f) Data and management information reporting – aligned to the LDA's data strategy and 'single source of truth' principle, compatible with Microsoft enterprise tools including MS Fabric and Power BI, with cost coding to support analysis and forecasting;
- (g) Document management – a central repository for leases, agreements, compliance certificates and invoices, linked to property, tenant and vendor records, with version control, retention policies and permissions, compliant with GDPR; which includes automated data lifecycle management programmed with statutory data retention and deletion policies, guaranteeing compliance with Irish and EU GDPR regulations;
- (h) Estate and asset management – common-area inspection and defect logging, estate audit tracking, contractor and KPI performance monitoring, escalation workflows and site-visit reporting; System to provide budget template with supporting apportionment editable schedules on a sq ft basis. Expenditure reporting to include BvA's, forecast analysis, expenditure at point in time, year end reporting with accrual provision functionality;

- (i) Asset register – centralised registers covering residential units, residential blocks and common areas, and commercial units; including granular configuration fields mapping physical addresses, property types, construction dates, square footage, and current operational statuses (e.g., tenanted, void);
- (j) Asset management compliance register – fire safety, lift, mechanical and electrical, water hygiene, insurance and health-and-safety records, with compliance dashboards, alerts, expiry notifications and escalation workflows;
- (k) Planned preventative maintenance (PPM) – maintenance scheduling, lifecycle replacement forecasting, contractor assignment and tracking, budget forecasting and integration with building-surveying inspections; and
- (l) Performance and reporting – occupancy, void, arrears, repairs and contractor performance, resident-satisfaction metrics, customisable dashboards and regulatory and management reporting. Reporting to include automated reporting templates specifically formatted to fulfill Irish Country Compliance regulatory requirements

3.2.2 The Platform should support integration with the LDA's primarily Microsoft-based technology environment (including Office 365, SharePoint, Power Platform, MS Fabric and Power BI) and the LDA's finance system, and should provide enterprise SaaS deployment with hosting of personal data within the EEA (preferably Ireland). Any transfers of personal data outside the EEA must comply with Chapter V of the GDPR.

3.3 Contract Term

3.3.1 The Contract will have an initial term of [four (4)] years. The LDA reserves the right to extend the Contract for up to [two (2)] further periods of [twelve (12)] months each, on the same terms and conditions, subject to its obligations at law. The total term of the Contract, including any extensions, will not exceed [six (6)] years.

3.4 Indicative Value

3.4.1 The estimated value of the Contract over its full term, including implementation, licensing, hosting and support, is in the region of €5.8 million (excluding VAT). This figure is indicative only and does not represent any commitment to expenditure or any guarantee of volume to the Supplier.

3.5 Contract Structure

3.5.1 A single Contract will be awarded to one successful Applicant (the "Supplier") for the provision of the Platform and Services. The Requirement is not divided into lots. Given the need for a single, integrated system of record operating across the whole portfolio, and the requirement for a single off-the-shelf SaaS product, the LDA considers that division into lots is not appropriate for this Contract.

3.5.2 Applicants must demonstrate that they meet the selection criteria in respect of the whole Requirement and have sufficient capacity and resources to deliver the Platform and Services across the LDA's portfolio.

Part 4 – How to Apply

4.1 Preparing and Submitting your Response

4.1.1 Submissions must be uploaded through the eTenders postbox at www.etenders.gov.ie only, before the deadline. Submissions by any other means (including email, post, fax or hand delivery) will not be accepted. Responses should follow the structure of the Volume 2 templates, be provided as a single indexed PDF where possible, comply with any stated page limits, be in A4 format, and use file names of fewer than 240 characters that do not contain the “&” character. Applicants are responsible for allowing sufficient time to upload; late Submissions will not be accepted. The time recorded by eTenders is determinative.

4.2 Asking Questions

4.2.1 All queries must be submitted through the messaging facility on eTenders by the deadline for queries. Responses will be circulated to all Applicants without disclosing the identity of the querist. The LDA cannot accept responsibility for information relayed, or not relayed, by third parties.

4.2.2 Applicants must not contact any officer, employee, agent or adviser of the LDA in relation to this Competition otherwise than through eTenders.

4.3 Clarification and Verification

4.3.1 The LDA may seek clarification of any Submission and may require shortlisted Applicants to attend a clarification or verification meeting or to make a presentation or product demonstration. The LDA may verify any self-declared information before appointment. No change to the substance of a Submission may be sought, offered or permitted.

4.4 Amending or Withdrawing a Submission

4.4.1 An Applicant may modify or withdraw its Submission at any time before the deadline through the eTenders postbox. No modification received after the deadline will be considered.

4.5 Changes to the Applicant

4.5.1 An Applicant must not change its composition (including consortium members or any entity or sub-contractor on whose capacity it relies) after the deadline without the prior written consent of the LDA. The LDA may exclude an Applicant that changes its composition.

4.6 Validity Period

4.6.1 Submissions must remain open for acceptance for a period of [twelve (12)] months from the deadline for receipt of Submissions.

4.7 Consortia and Sub-Contractors

4.7.1 Where a Submission is made by a Consortium, the members must nominate a Lead Applicant that carries overall responsibility and acts as the single point of contact. Applicants must identify any sub-contractors on whom they rely to meet the assessment criteria and provide the relevant information for each in Volume 2. A Consortium will not be required to convert into a particular legal form in order to submit a Submission. The LDA reserves the right, as a condition of appointment, to require the members of a Consortium to accept joint and several liability, or to contract with a single Lead Applicant to whom the other members are sub-contractors. Where an Applicant relies on the capacity of another entity to meet the selection criteria, the LDA may require that entity to provide a guarantee or other security evidencing that support as a condition of appointment, and, where

professional experience or qualifications are relied upon, that entity must be involved in the performance of the Services.

4.8 Relying on Other Entities

4.8.1 An Applicant may rely on the capacities of other entities to meet the assessment criteria, regardless of the legal nature of the link between them, provided it demonstrates that it will have those resources at its disposal. The LDA may require joint responsibility, or the replacement of an entity to which an exclusion ground applies.

4.9 Conflicts of Interest

4.9.1 Applicants must disclose any actual or potential conflict of interest, and any registrable interest involving the LDA, members of the Government or the Oireachtas, or officers or employees of the LDA (or their relatives), within the meaning of the Ethics in Public Office Acts 1995 and 2001. Failure to disclose may result in exclusion.

4.10 Tax Clearance

4.10.1 It is a condition of appointment that the successful Applicant is tax compliant. Applicants must be in a position to provide a valid Tax Clearance Access Number and Tax Reference Number (or, for non-residents, equivalent confirmation) from the Revenue Commissioners.

4.11 Canvassing and Collusion

4.11.1 Any attempt to canvass, lobby or improperly influence this Competition, and any offer of an inducement, will result in exclusion. Applicants' attention is drawn to the Competition Act 2002, under which collusion on price or terms in a procurement competition is a criminal offence.

4.12 Environmental, Social and Labour Law

4.12.1 Applicants must comply with applicable obligations in the field of environmental, social and labour law. The successful Applicant is responsible for all statutory obligations of an employer, including under the Safety, Health and Welfare at Work Act 2005 and associated Regulations.

4.13 Data Protection

4.13.1 The LDA will process personal data provided in Submissions in accordance with the GDPR and the Data Protection Act 2018, only for the purpose of conducting this Competition and, for a successful Applicant, administering the Contract. The successful Applicant will be required to comply with the GDPR and the Data Protection Act 2018 in the provision of the Services and to enter into a data processing agreement under Article 28 of the GDPR as a condition of contract award.

4.14 Freedom of Information

4.14.1 The LDA is subject to the Freedom of Information Act 2014. Applicants should identify, at the time of Submission, any information they consider commercially sensitive or confidential, with reasons. Applicants may not assert confidentiality or commercial sensitivity over the entire Submission, but must identify the specific sections concerned. The LDA will, where practicable, consult the relevant Applicant before deciding on any request under the Act, but cannot guarantee that information will not be disclosed where release is required by law.

4.15 Confidentiality

4.15.1 This PQQ and all accompanying documentation are confidential. Applicants may disclose them only, and on a confidential basis, to those who need to know for the purpose of preparing a Submission, and must not otherwise publish or release any information concerning the PQQ, the Competition or the project.

4.16 Publicity

4.16.1 Applicants must not make any public announcement or release concerning this Competition or the Contract without the prior written consent of the LDA.

4.17 Costs

4.17.1 Applicants bear their own costs of participating in this Competition. The LDA accepts no liability for any cost or loss, including loss of profit, arising in connection with the Competition.

4.18 Reliance on this Document

4.18.1 This PQQ is issued in good faith to guide Applicants and will be superseded by the RFT. The LDA and its advisers give no warranty as to the accuracy or completeness of the information provided and accept no liability for any error, omission or reliance placed on it.

4.19 The LDA's Rights

4.19.1 The LDA is not bound to award any Contract or appoint any Supplier and may amend, suspend, discontinue or re-run this Competition, in whole or in part, at its discretion.

4.20 Governing Law and Disclaimer

4.20.1 This PQQ is not an offer and creates no commitment. No legal relationship arises between the LDA and any Applicant unless and until a contract has been executed in writing. This PQQ is governed by Irish law, and the Irish courts have exclusive jurisdiction over any dispute arising from it.

Part 5 – Eligibility and Assessment

5.1 How Applicants are Assessed

5.1.1 Applicants are assessed at Stage 1 in two elements, by completing the response templates and questionnaire in Volume 2:

- (a) Pass/Fail eligibility – comprising the grounds for exclusion, financial and economic standing, insurances, accreditations and certifications, data protection and information security, the mandatory confirmation that the proposed solution is an off-the-shelf, commercially available product (paragraph 3.1), and the required confirmations and declarations; and
- (b) Scored capability – the technical and professional capability criteria, which are scored and used to shortlist Applicants to Stage 2.

5.1.2 The detailed selection and scored criteria, minimum requirements and questions are set out in Volume 2. Applicants must provide evidence supporting any self-declaration promptly on request.

5.2 Exclusion Grounds

5.2.1 Applicants must confirm, by completing the declaration in Volume 2, that neither the Applicant nor any relevant person is subject to any of the mandatory or discretionary grounds for exclusion set out in the Regulations. An Applicant to whom an exclusion ground applies may be excluded, subject to any self-cleaning permitted under the Regulations. Applicants may rely on a completed ESPD as preliminary evidence, on condition that all information is provided promptly on request.

5.3 Shortlisting

5.3.1 Where the number of admissible Applicants exceeds the number to be invited to Stage 2, the LDA will shortlist Applicants by scoring the capability criteria against the objective, non-discriminatory sub-criteria, weightings and minimum thresholds set out in Volume 2.

5.3.2 The LDA intends to invite the three (3) highest-scoring admissible Applicants to Stage 2. Where a tie at the shortlist boundary is not resolved by the tie-break set out in Volume 2, all Applicants tied at that boundary will be invited, and the number of Applicants invited to Stage 2 may as a result exceed three.

5.3.3 The LDA may also identify reserve Applicants. Reserve Applicants may be invited to participate where a shortlisted Applicant withdraws, is excluded or otherwise ceases to participate in the procurement process.

Appendix – Application Documents (Volume 2)

The response templates and questionnaire that Applicants must complete and return are provided in Volume 2 of this PQQ, comprising:

- (a) Part A – Details about the Applicant;
- (b) Part B – Eligibility (grounds for exclusion / ESPD and tax compliance);
- (c) Part C – Financial Robustness and Insurances;
- (d) Part D – Capability (scored);
- (e) Part E – Accreditations and Certifications;
- (f) Part F – Data Protection and Information Security; and
- (g) Part G – Confirmations and Acknowledgements.