



INVITATION TO TENDER

Establishment of Framework Agreement	Establishment of a Single Party Framework for the Provision of a Microsoft Azure services partner to Enterprise Ireland
Enterprise Ireland Ref.	2025/027
Procedure	Open EU Procedure
eTenders Resource ID	8770622
Issue Date	31/07/2026
Closing Date for Queries	21/08/2026 @ 12 noon (Irish Time)
Submission of Queries	Via the messaging portal on eTenders on www.etenders.gov.ie
Closing Date / Time For receipt of Tenders	01/09/2026 @ 12 noon (Irish Time)

Please note that information relating to this Invitation to Tender Document, 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 Enterprise Ireland cannot accept responsibility for information relayed (or not relayed) via third parties.

Please note that, in responding to this Tender, you must use the Tender Response Document(s) (TRD) and upload these as a ZIP FILE to protect the integrity of the file names

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1 General Information

1.1 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 Enterprise Ireland (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 Enterprise Ireland 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. Enterprise Ireland’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.

Enterprise Ireland reserves the right to discontinue the procurement process at any time.

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.

All firms are encouraged to explore the possibilities of forming relationships with SMEs or other enterprises to meet the financial, economic or technical capacity requirements of the competition and/or deliverables under the framework agreement/contracts, 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.

Tenderers may include individuals, partnerships, limited companies, groupings or any combination of the foregoing with or without legal personality.

If the tender is from a grouping / 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 grouping / consortium / joint venture must appoint a single point of contact who will assume overall responsibility for delivery, and who is authorised to sign the framework agreement / contract on behalf of all consortia members. Enterprise Ireland will not act as an arbitrator between members of a grouping / consortium / joint venture.

1.3 Use of Tender Response Document

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 Enterprise Ireland accepts no responsibility for information relayed (or not relayed) via third parties.

Enterprise Ireland has provided a Tender Response Document uploaded separately on eTenders for tenderers to use in preparing their response to this tender. This document and format must be used, failure to use the Tender Response Document issued may result in your elimination from the competition.

1.4 Summary

Enterprise Ireland:	Enterprise Ireland
Title	Establishment of a Single Party Framework for the Provision of a Microsoft Azure Services partner to Enterprise Ireland
Nature of Requirement	Services
Procedure:	Open EU Procedure
Stage in procedure:	This is a single stage tender procedure whereby all interested parties may tender, but only those meeting the selection criteria (financial and technical capacity) will be deemed eligible for evaluation against the award criteria.

2 About Enterprise Ireland

Enterprise Ireland is the authority responsible for this Competition.

Enterprise Ireland is the government organisation responsible for the development and growth of Irish enterprises in world markets. We work in partnership with Irish enterprises to help them start, grow, innovate and win export sales in global markets. In this way, we support sustainable economic growth, regional development and secure employment.

Enterprise Ireland's new strategy "[Delivering for Ireland, Leading Globally](#)", for the period 2025-2029, focuses on supporting Irish business to accelerate sustainably and increasingly contribute to economic growth. The environment in which Irish businesses operate is constantly changing and business needs to be innovative and ambitious to succeed. EI's 5-year strategy sets out how it will support Irish business to START, COMPETE, SCALE and CONNECT to deliver jobs across Ireland and impact globally. We will work with our fastest growing Client Companies to:

- Develop leadership teams with ambition;
- Strengthen management and financial capability;
- Provide pathways to new sources of funding;
- Assist enterprises to connect with and realise opportunities overseas.

EI provides a wide range of financial and non-financial support to Irish companies through all stages of their growth and connects them to international customers across multiple sectors and global locations. With 40 offices worldwide, EI's teams of industry experts consult with international business to understand and solve their business needs. One of Enterprise Ireland's strategic ambitions is to provide a world class digital experience to its Client Company portfolio, as well as providing a scalable, flexible and secure digital platform to enable its staff to effectively carry out our business processes.

Further information is available at our corporate website www.enterprise-ireland.com

3 Scope of the Framework Agreement

3.1 Type of Framework Agreement

Enterprise Ireland proposes to engage in a competitive process for the establishment of a single-party framework agreement. A framework agreement constitutes a means of establishing overall terms and conditions in accordance with which, during the specified duration, individual contracts may or may not be awarded.

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, Enterprise Ireland 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.

3.2 Numbers Admitted to the Framework Agreement

The Framework Agreement will be established as a single party Framework Agreement with the Successful Tenderer selected following the submission of Final Tenders and the application of the Award Criteria. Thereafter the Framework Member will be considered for the award of any Call-off Contracts within the scope of the Framework Agreement.

3.3 Duration of the Framework Agreement

The framework agreement will be for two (2) years, with the option to extend for one (1) year, subject to a maximum of two (2) extensions, subject to satisfactory performance, business needs and budgetary constraints all at the absolute discretion of Enterprise Ireland. The maximum duration of the framework will be four (4) years.

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

3.4 Estimated Value of the Framework Agreement

It is envisaged that expenditure under this framework agreement will fall within the range of €600,000 to €800,000 excluding VAT over the maximum of four (4) year duration of the framework.

It is emphasised, however, that these figures are provided strictly for indicative purposes only as there is no guaranteed expenditure under the framework agreement.

3.5 Awarding Contracts under the Framework Agreement

If Enterprise Ireland decides to procure requirements under the Framework Agreement, it will follow the procedures set out in the Framework Agreement, a draft of which will be made available with the tender documents. In summary, Call-off Contracts may be awarded directly on foot of the Tender or by consulting the Framework Member in writing and, if necessary, requesting the Framework Member to supplement its Tender in accordance with the Framework Agreement terms and conditions.

3.6 Use of the Framework Agreement

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

3.7 Right to tender outside of the Framework Agreement

Enterprise Ireland intends to use the Framework Agreement for the procurement of requirements falling within its scope during its term. However, it reserves the right to purchase outside the Framework Agreement for the procurement of any requirement without reference to the Framework Member. Award of the Framework Agreement does not guarantee the award of any Call-off Contract to the Framework Member, except for the Initial Call-off Contract. The Initial Call-off Contract will be awarded to the successful tenderer concurrently with the establishment of the Framework Agreement, subject to completion of all required verification, approval and contract execution requirements. The Framework Agreement does not otherwise give the Framework Member the right to be consulted in respect of, or tender for, any requirements falling within the scope of the Framework Agreement.

4 Detailed Scope of the Framework Agreement

4.1 Background / context to Requirement

To deliver on our current strategy and to prepare the organisation for the future, Enterprise Ireland has established the **Service Delivery Transformation (SDT) Programme**. Our vision for this programme is to 'enable Enterprise Ireland to significantly increase its impact through an agile, scalable and digital services model.' It is anticipated that this programme will transform our organisational operating model and technology landscape whilst delivering change management initiatives to embed the transformation across the organisation.

It is our intention that this transformation programme will deliver significant, measurable benefits for our client companies, our staff and for our services as follows:

1. Accelerating client development

- A world-class client experience through digital touch points
- Faster access to advice, funding, and other services
- Higher quality one-to-one client service focused on impact

2. Enabling our people

- Development of innovation and digital culture and skills
- Higher quality engagement with more clients
- Better access to data and management information through self-serve

3. Optimising our services

- Increased agility to respond quickly to new priorities, implement new offers, and scale services
- Better utilisation of resources through streamlined and automated systems and processes
- Better decisions based on an integrated view of clients, informing enterprise strategy and wider policy shaping
- Reduced operational risk, specifically in our IT landscape, security, and data

Programme Delivery Roadmap

The transformation programme commenced in September 2024 and will be delivered across three (3) distinct phases:

- **Phase 0 – Mobilisation and Planning – (2024 - 2026)**
 - Establish the foundations for the programme; programme governance, technology and security assessments, future state architecture vision.

- Implementation of the Operating Model (January 2025)
 - Development of Change Management and Communication Strategy
 - Business Process Design
 - Development of Business Requirements for future technology solutions
 - Procurement of Transformation and Technical Implementation Partners
- **Phase 1 – Design, Execution and Optimisation - CRM & Portal (2027 - 2028):**
 - Deployment of a SaaS based CRM (Client Relationship Management System) and Client Facing Portal; integration into the EI Network and Data Migration.
 - The CRM will be the new system of record for all the information regarding Enterprise Ireland's client companies and its engagement with them by providing a 360 view of our client's data.
 - The Client Portal will be a single digital "front door" for all services that are provided by Enterprise Ireland to its client companies. This will include applications for funding, grant history, online claims and other digitally provided services.
 - The deliverables for CRM and the Client Portal form part of an ongoing procurement exercise with the intention of onboarding a technology implementation partner in Q2 2026.
- **Phase 2 – Design, Execution and Optimisation - Investment Services & Grants Management (2028 - 2029):**
 - Deployment of Grants Management (Industry Grants and Research & Innovation funding), Seed and Venture Capital and Equity Investments platforms; full integration into the EI Network and continued data migration.

All Phases will be enabled by robust change management, communications, and training plans, underpinned by a strong focus on continuous improvement and benefits realisation. The Service Delivery Transformation Programme is currently in the Mobilisation and Planning Phase and from a technology perspective, we are focused on ensuring that our ICT readiness activities are focused on areas where the success of the SDT Programme has key technology dependencies.

Enterprise Ireland is a long-standing customer of Microsoft technologies and the in-house Information Technology team views that the functionality and capability provided by the range of services under Microsoft Azure as a vital part of the organisation's Future Technology Architecture. Enterprise Ireland already uses several Azure Services in its current technology

stack and are looking to strengthen its capability in these areas while expanding its use of services not yet provisioned.

4.2 Specification of Requirement

This Competition offers interested service providers the opportunity to participate in a competition for a place on a single-party framework agreement (the “Framework Agreement” or “Framework”) to become a Microsoft Azure Services partner to Enterprise Ireland as set out below.

The initial contract under the framework will be to provide design, planning, technical and advisory services relating to the range of capabilities available in Microsoft Azure. At a high level, these may include:

- Planning, consultation and design & implementation
- Governance & Compliance
- Infrastructure Services
- Security & Identity Management
- Modern Workplace & Collaboration
- Application Development & Integration
- Data & AI
- Managed Services & Support
- Technical Training

Services provided by the successful tenderer will be required on a project basis working directly with Enterprise Ireland ICT personnel or working with an Enterprise Ireland contracted implementation partner in conjunction with Enterprise Ireland ICT personnel. These projects could vary in length from a couple of weeks to a number of months depending on complexity of deliverables in the project. Services may also be required on a short engagement basis (one to ten days) for advice on Azure service design and configuration.

Enterprise Ireland also require the successful tenderer to carry out managed service and support capabilities under this contract. This would include:

- Monitoring of Azure Service availability and performance
- SLA-based ticket logging and resolution for Azure Services support
- Tracking of Azure Services costs, including forecasting and cost optimisation

Enterprise Ireland also requires the provision of technical training services from the successful tenderer when required with regards to Azure Services technologies. This may take the form of:

- Instructor led technical workshops
- One-to-one training sessions
- Online training
- Documentation

The following work packages are provided for illustrative and evaluation purposes only and represent Enterprise Ireland's current view of likely areas of focus during the initial contract period. These work packages are intended to provide tenderers with context regarding the nature of services anticipated under the Framework Agreement and do not constitute a commitment to procure specific services, technologies, deliverables, volumes of work, or project timelines. Enterprise Ireland reserves the right to amend, defer, expand, replace or reprioritise these work packages in accordance with programme and business requirements.

Work Package 1 for evaluation – Azure Estate Review and Readiness Assessment

Enterprise Ireland anticipates an engagement under the Framework Agreement may involve a comprehensive review of the organisation's existing Azure estate and associated Microsoft cloud technologies.

The objective of this review would be to establish a baseline understanding of the current Azure environment, identify opportunities for improvement, assess alignment with Microsoft and industry best practices, and provide recommendations to support Enterprise Ireland's digital transformation objectives.

Areas that may be examined as part of this assessment include:

- Azure platform architecture and governance
- Identity and access management
- Security posture and compliance controls
- Resource organisation and operational management
- Cost management and optimisation

- Networking and connectivity architecture
- Business continuity and disaster recovery capabilities
- Integration services and platform capabilities
- Monitoring and operational support
- Data governance and information management

Deliverables may include findings, recommendations, prioritised improvement opportunities and a roadmap for future Azure-related initiatives. Examples of detailed assessment activities may include review of landing zones, RBAC, conditional access policies, Azure Policy, cost optimisation opportunities, backup configurations, monitoring services and integration platforms

The exact scope and timeline for this review would be agreed following the commencement of the contract. The findings of the review would be delivered in the form of a report and in a presentation to Enterprise Ireland and would provide a baseline for future work to be carried out in Enterprise Ireland's Azure Services estate.

Work Package 2 for evaluation – iPaaS / Integration Foundations

Azure Integration Services is viewed as a key component of Enterprise Ireland's Future Technical Architecture that will provide seamless integration into the enterprise application landscape and is capable of efficiently supporting integration with new and existing systems into the future. It is our objective to replace the current "hub/spoke" approach with a centralised integration platform (iPaaS) using APIs and event driven models to achieve greater decoupling, delivering more stable and reusable integrations. Our preference will be to use standard pre-built application adapters rather than customised technology adapters or direct P2P integrations. It is essential that any technology solution support the rapid ability to change, without any significant additional costs or risks.

Enterprise Ireland anticipates that a second area of focus during the initial contract period may be the establishment of foundational capabilities for a future enterprise integration platform (iPaaS) supporting the Service Delivery Transformation (SDT) Programme and Local Enterprise Office (LEO) initiatives.

The successful tenderer may be required to provide strategic, architectural, governance and technical advisory services to assist Enterprise Ireland in defining and establishing a modern

integration capability that supports future business applications, transformation programmes and technology partners.

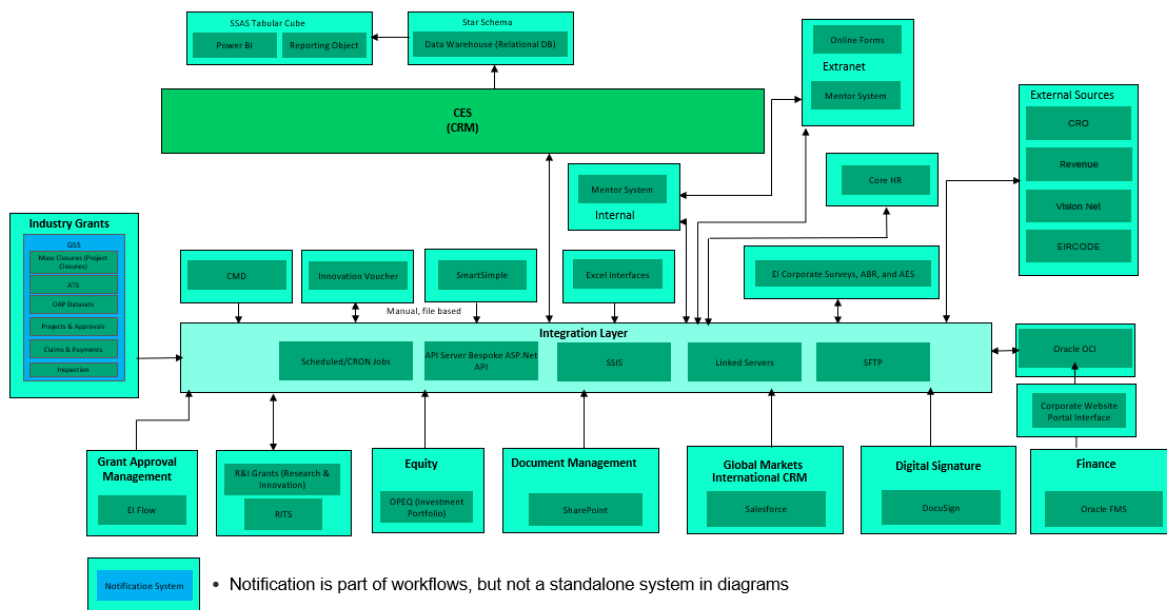
Activities may include:

- Development of enterprise integration principles, standards and operating models
- Assessment and selection of appropriate Azure-native and third-party integration technologies and tooling
- Design of core integration architecture patterns, including API-led, event-driven, hybrid and batch integration approaches
- Design and implementation approaches for API gateways, developer portals and API lifecycle management
- Definition of API security, authentication, identity and access management standards
- Establishment of enterprise logging, monitoring, observability and operational support standards
- Development of ETL, data integration and data synchronisation patterns to support operational workloads, analytics and reporting requirements
- Definition of messaging, event streaming and publish-subscribe architecture patterns
- Design of CI/CD, Infrastructure-as-Code and environment management standards for integration services
- Definition of governance, quality assurance and design authority processes for future integration initiatives
- Development of reference architectures, standards, policies and reusable implementation patterns to support future implementation partners

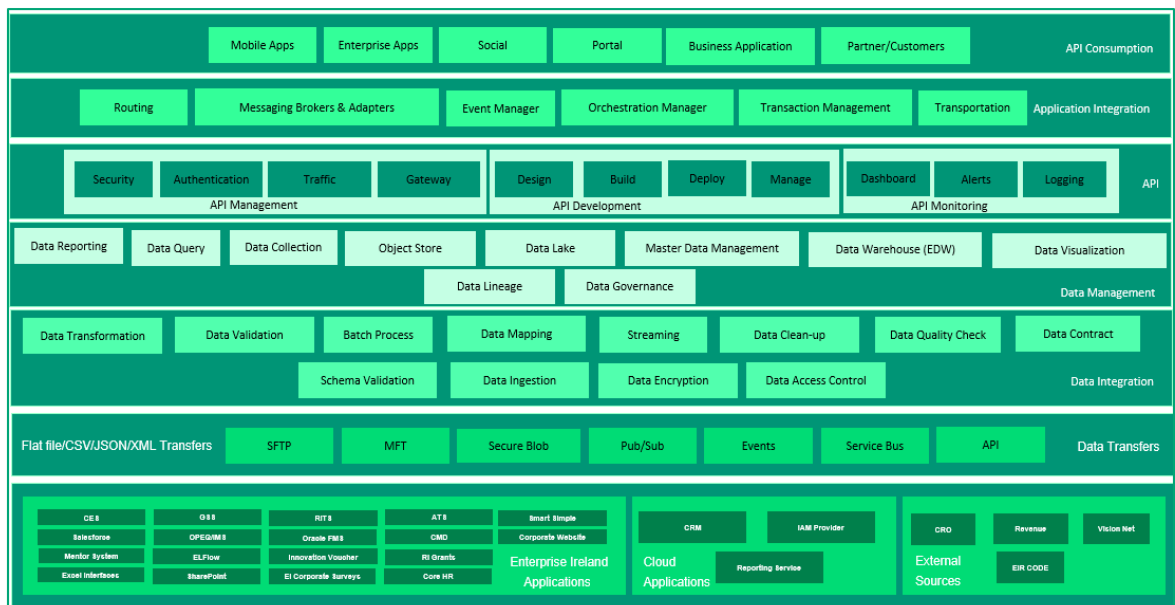
The objective of this work package is to establish the architectural foundations, technology standards, governance framework and tooling strategy required to support future transformation initiatives and implementation partners while ensuring scalability, security, maintainability and long-term operational effectiveness.

It is our intention to move away from our current “as-is” integration architecture to a proposed “to-be” integration architecture as seen below:

Overall Application Integration Architecture ('As Is')



Integration Architecture ('To Be') Using Integration Platform



The work required to manage and deliver this transition forms part of the deliverables with the CRM technology implementation partner. Enterprise Ireland also requires an Azure Services technology partner to assist in the planning, design and configuration of these technologies, such as Azure Integration Services, amongst others, to ensure that we have a robust, secure,

cost effective and flexible technology stack that our current and future business applications will be dependent on.

As well as Azure Integration Services, other key technology areas of focus in the initial contract may include (this should not be viewed as an exhaustive list):

- Expansion of the utilisation of Azure B2C for external identity and access management and advise on adoption of Entra ExternalID and the impact on user flows and custom policies.
- Synchronisation of roles on Future CRM platform with Azure AD using AD groups.
- Implementation of Microsoft Purview to provide a unified platform for data discovery, classification, lineage and access control across all Azure Services.
- Data storage specification and deployments.
- Azure DevOps, App Services, Playwright.
- Environment specification and deployments as IaC using source control services on Git.
- Azure Networking Services.

Enterprise Ireland's IT team will collaborate with various external technology partners on the technologies listed above and additional technologies over the next two years. The selected tenderer for this contract is expected to possess the necessary capability, capacity, and experience to serve as the core Azure Services technology partner, providing an overarching perspective of Enterprise Ireland's Azure technology estate to ensure the technology is designed, configured, and operated effectively to meet strategic objectives.

Enterprise Ireland recognises that the breadth of Microsoft Azure services and associated technologies may require access to highly specialised expertise in particular domains. Accordingly, tenderers may utilise specialist partner organisations, subcontractors, or affiliate resources where appropriate to support the delivery of specific work packages or technology domains. However, the tenderer shall remain fully accountable for the overall management, governance, quality, and successful delivery of all services provided under the Framework Agreement.

Tenderers must explicitly declare in their Tender Response Document any subcontractors, specialist partner organisations, affiliate resources or other third-party resources they intend

to rely upon to meet the requirements of this Framework Agreement or any initial/call-off contract, including the nature of the services or expertise to be provided by each such party.

4.2.1 Requirements

Req. No.	Requirement
Initial Review and Assessment	
1.	Tenderers in their response must detail in their approach how they would conduct an initial review of Enterprise Ireland's existing Azure Services estate. Tenderers must detail how they would discover, document, and analyse the current 'hub/spoke' architecture and existing point-to-point integrations. Furthermore, tenderers should outline the specific tools and methodologies they will employ to assess things like performance bottlenecks and security vulnerabilities within this existing setup.
2.	Tenderers must explain how they will structure their initial review report and subsequent presentation to Enterprise Ireland stakeholders. Responses should include examples of the standard metrics and gap analyses that will be provided to ensure a clear foundation for building the target future state.
Azure Foundations, Landing Zones and Azure Infrastructure	
3.	Tenderers must outline how they would assess Enterprise Ireland's alignment with the Microsoft Cloud Adoption Framework and propose a roadmap to improve cloud maturity, governance, security, and overall platform operating capabilities. Tenderers should provide examples of strategic advisory artefacts (e.g. cloud roadmaps, architecture blueprints, landing zone designs, or migration plans). Furthermore, Tenderers must detail their approach to the design, implementation, and ongoing management of Azure Landing Zones and wider Azure infrastructure. The response should demonstrate the approach to delivering secure, resilient, and scalable Azure environments, including Azure networking, hub-and-spoke architectures, Virtual Networks (VNets), DNS, hybrid connectivity, Private Endpoints, firewalls, identity, and governance controls, implemented through Infrastructure-as-Code. Tenderers must also detail their approach to migrating on-premises infrastructure applications, and services to Azure. This should include the migration of server

	workloads to Azure Virtual Machines (IaaS), as well as the modernisation of workloads to leverage native Azure services and Platform-as-a-Service (PaaS) offerings where appropriate. Tenderers should outline their approach to migration planning, dependency analysis, design, implementation, optimisation, and knowledge transfer to ensure successful adoption and operational support of Azure-based solutions.
Zero Trust, Identity & Security	
4.	Tenderers in their response must provide details on how they would support Enterprise Ireland in adopting a Zero Trust architecture across Azure Services, embedding security and regulatory compliance throughout the integration landscape. This should encompass identity security, device trust, network segmentation, conditional access, continuous validation, and comprehensive logging. Furthermore, tenderers must outline how they implement robust authentication, strong data encryption (at rest and in transit), and the secure management of API keys and secrets.
5.	Tenderers in their response must detail their approach to designing and enforcing Role-Based Access Control (RBAC) and strengthening overall Azure identity governance across a complex environment. Tenderers must explain how they align access with the principle of least privilege, integrating closely with Microsoft Entra ID to ensure secure identity management. The response must describe the strategy for managing privileged identities, encompassing Privileged Identity Management (PIM), Just-In-Time (JIT) access, periodic access reviews, and automated lifecycle workflows aligned with internal policies. Additionally, tenderers must outline typical identity risks identified during similar engagements.
Identity Management and CIAM	
6.	Tenderers in their response must provide a high-level approach for migrating external client authentication from Azure AD B2C platform to the new Microsoft Entra External ID platform. Tenderers must explain their specific methodology for migrating user bases, handling credential/password migration and translating existing B2C user flows or custom policies into modern Entra External ID identity journeys.

iPaaS	
7.	Tenderers in their response must describe their approach to designing and implementing a centralised integration platform (iPaaS) on Azure. Tenderers must detail their strategy for migrating from legacy architectures to modern iPaaS solutions, prioritising the use of standard, pre-built application adapters over custom-built technology adapters.
8.	Tenderers must explain how their proposed architectural approach ensures a high degree of decoupling. The response should demonstrate how this decoupled design will allow Enterprise Ireland to rapidly change, upgrade, or swap out underlying systems in the future without incurring significant costs, risks, or service disruptions.
API-Led and Event-Driven Integration	
9.	Tenderers in their response must detail their methodology for designing, standardising, and managing RESTful APIs. Tenderers must explain how they leverage Azure API Management (or Azure API Gateway) to ensure highly scalable, secure, and interoperable integrations across the enterprise. Responses should also cover approaches to API discoverability and developer portal management.
10.	Tenderers in their response must detail their approach to implementing event-driven architectures, specifically focusing on real-time data streaming and publish-subscribe messaging models. Furthermore, tenderers should describe their approach to tracking business events and maintaining robust, tamper-proof audit trails.
Hybrid Connectivity and Data Synchronisation	
11.	Tenderers in their response must outline their strategy for establishing secure, seamless, and high-performing connectivity across Enterprise Ireland's hybrid environment. This must encompass integration between legacy on-premise systems and databases, cloud environments, and external SaaS platforms. Tenderers should detail their preferred Azure networking and identity components to achieve this securely.

12.	Tenderers must describe their approach in designing and deploying robust ETL and data integration pipelines on Azure. Responses must demonstrate how efficient data extraction, transformation, and synchronisation will be achieved. Furthermore, tenderers should explain how they balance the competing demands of real-time event-driven models with the necessity of reliable batch processing for analytics and reporting.
Performance & Governance	
13.	Tenderers must describe their proposed integration governance framework and lifecycle management strategy. Tenderers should outline their approach to API versioning, schema validation, and the automation of deployments (both code and configuration via IaC) through continuous integration and continuous delivery (CI/CD) pipelines to ensure standardised, repeatable releases across non-production and production environments.
Operations, Observability, and FinOps	
14.	Tenderers in their response must describe their approach to establishing an operational excellence model for Azure environments, including incident management, runbooks, observability dashboards, a “single-pane-of-glass” approach, and operational metrics (SLIs/SLOs). Tenderers must detail any tooling and processes recommended.
15.	Tenderers in their response must detail their approach to establishing and executing a robust FinOps operating model for Enterprise Ireland’s expanding Azure Services estate. Tenderers must explain how they will implement core FinOps capabilities, including cost visibility, capacity planning, resource allocation, forecasting, anomaly detection, and budget governance. Furthermore, tenderers must outline their approach to providing ongoing cost management reviews and proactive financial advisory services. The response must describe the proposed cadence for cost optimisation reviews and how the tenderer will continuously advise on strategic purchasing decisions (e.g., leveraging Azure Reserved Instances or Savings Plans).

Future-Proofing and AI Readiness

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| 16. | Tenderers in their response must outline their approach for assessing Enterprise Ireland's readiness to adopt Azure AI services, including governance, risk assessments, responsible AI controls, model lifecycle management, data protection, and compliance with EU AI regulations. Tenderers must outline best practices for AI solution architecture, legislative compliance and operational monitoring. |
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Data Governance and Enterprise Data Architecture

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| 17. | Tenderers in their response must provide information on best practice data governance approaches using Microsoft Purview and related Azure data services. This must include data discovery, metadata management, lineage, data classification, access control models, data quality processes, and integration with EI's future CRM, data assets both in the cloud and on-premises and the integration ecosystem based on Azure Integration Services. |
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Business Continuity and Disaster Recovery

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| 18. | Tenderers in their response must outline their approach to developing a comprehensive Azure Disaster Recovery and Business Continuity strategy for Enterprise Ireland. This should include suggested RTO/RPO targets, DR testing, automation, application tier mapping and integration with EI's organisational BCP processes. |
| 19. | Tenderers in their response must outline their approach to managing Azure Services vulnerabilities and their approach to platform patch management on Enterprise Ireland's resources running on Azure Services. |

Azure Storage Services

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| 20. | Tenderers in their response must outline their approach to the design, configuration, and day-to-day operation of Enterprise Ireland's Azure Storage Services (including Blob Storage, File Shares, and Data Lake). Tenderers must describe how they secure all stored data and ensure regulatory compliance through encryption (at rest and in transit), private endpoints, network access controls, and strict access permissions management. |
|-----|---|

	Furthermore, tenderers must detail their methodology for monitoring storage performance, capacity, and reliability, alongside their approach to backup operations and disaster recovery. The response should also address cost optimisation through automated data tiering, lifecycle retention policies, and the integration of storage services with Microsoft Purview to maintain consistent enterprise data governance.
Technical Training & Knowledge Transfer	
21.	Tenderers in their response must outline their approach to providing technical training and continuous knowledge transfer to Enterprise Ireland's internal ICT personnel throughout the lifespan of the framework. This must detail how technical skills and operational knowledge are transferred during joint projects and short-term advisory engagements. Furthermore, the response should outline the tenderer's capabilities in delivering structured training sessions or workshops on Azure best practices, modern integration patterns (iPaaS), and emerging technologies to ensure long-term internal capability.

4.3 Value and Duration of Initial Contract

The initial contract will be for a period of two (2) years, with a contract value in the range of €300,000 to €400,000 excluding VAT. It is emphasised, however, that these figures are provided strictly for indicative purposes only as there is no guaranteed expenditure under the framework agreement.

4.4 Quality and expertise of Resources

Tenderers should provide details of any current status under the Microsoft Cloud Partner Program, including relevant Microsoft partner designations, specialisations, certifications, or accreditations applicable to the services required under this Framework Agreement. Where a tenderer is not a Microsoft Partner, it should provide alternative evidence demonstrating equivalent capability, expertise and access to appropriately certified Microsoft Azure resources.

Tenderers must demonstrate that the proposed team has an appropriate balance of strategic, architectural, technical, operational and delivery expertise aligned to the requirements set out in Section 4.2.1.

Enterprise Ireland expects that services under the Framework Agreement will be led and overseen by appropriately experienced principal, senior or lead-level resources. Tenderers must identify the principal, senior or lead-level resources proposed to provide technical leadership, architectural assurance, quality oversight and strategic advisory input across the engagement.

At a minimum the Tenderers must provide the following:

- Account manager with 5+ years' as a senior account manager managing contracts of a similar scale and scope in the public sector or regulated environments.
- Project Manager with 5+ years as a PM specifically of a similar scale and scope. Strong stakeholder management particularly with public sector.
- Principle / Lead Azure Architect with 8yrs+ years' overall IT experience, including 6+ within the Azure Ecosystem
- Senior Software Developer 6+ years' experience in Microsoft Technology Stack
- Senior Security/Identity Specialist 6+ years'
- Senior Integration Developer 6+ years' experience within Azure and Microsoft Technologies
- Senior Data/Analytics/ Governance Specialist 6+ years' experience
- Support Manager within the Azure Ecosystem.

Tenderers should identify the senior resources proposed for core roles, which may include, but is not limited to, the following:

- Principal / Lead Azure Architect
- Senior Security / Identity Architect
- Senior Integration Architect
- Senior Data / Analytics / Governance Specialist
- Senior Cloud Operations / FinOps Specialist
- Delivery / Engagement Lead

Tenderers must submit CVs (not to exceed two (2) A4 pages and using the format in the TRD) for each resource proposed, clearly setting out their individual roles and responsibilities. Please complete the CV tables in the Tender Response Document. Tenderers must include an organisation structure including dispute escalation routes.

Tenderers should identify relevant certifications, accreditations and professional qualifications held by each proposed resource, including Microsoft Azure, security, identity, data, integration, architecture, project delivery or service management certifications where applicable.

Tenderers must confirm the anticipated availability of each proposed key resource and describe how continuity of key personnel will be maintained throughout the Framework Agreement and any call-off contracts. Any proposed replacement of Key Personnel shall require Enterprise Ireland's prior approval and must be supported by evidence that the replacement resource has equivalent or greater qualifications, experience and expertise.

Enterprise Ireland will be assessing the experience of the resource(s) in terms of coverage of the requirements listed in Section 4.2.1. Tenderers must only submit a range of CVs, aligned to the requirements, limited to a maximum of ten CVs in their response to this criteria.

Higher marks are likely to be awarded where tenderers demonstrate a strong, balanced team with relevant senior-level expertise, evidence of comparable engagements, clear role allocation, demonstrable availability, and experience in providing advisory, governance and assurance services in complex Azure environments.

Tenderers should note that, as set out in the contract documents, the proposed resource(s) will be required to deliver the services, having regard to the nature of the particular call-off, although Enterprise Ireland reserves the right to seek additional personnel in any call-off contract.

Where specialist consultants, subcontractors, partner organisations or affiliate resources are proposed, the tenderer must clearly describe their role, proposed level of involvement, relationship to the tenderer, governance arrangements, and how quality, availability and accountability will be managed. The tenderer shall remain fully responsible for the delivery and quality of all services.

Rates for any agreed supplementary resources must be in line with the rates submitted for the resource types in the Form of Tender where applicable.

The resources proposed will be Key Personnel as set out in Clause 7.2 of the Framework Agreement in the RFT Appendix 1.

4.5 Contract Management

4.5.1 Contract Manager

Enterprise Ireland requires tenderers to nominate a 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 dedicated account manager and/or their deputy will include the following:

- Be responsible for contract management.
- Build and maintain a good working relationship with Enterprise Ireland.
- Be responsible for the satisfactory delivery of the solutions and services set down in this ITT.
- Be responsible for day-to-day liaison with Enterprise Ireland.
- Act as the main point of contact for the duration of the framework.
- Have the authority to deal with all matters in relation to the framework.
- Be available to Enterprise Ireland between the hours of 9.00 -17.00 Monday to Friday or the nominated deputy account manager if they are unavailable.
- Provide regular status reports as agreed with Enterprise Ireland setting out the status of all ongoing contracts.
- Provide regular management and performance reports as agreed with Enterprise Ireland.
- Meet as and when required to undertake reviews of the operation of the framework, the relationship and their participation on it as a framework member.
- Deal with disputes, complaints or concerns that cannot be adequately resolved.
- Proactively discuss with Enterprise Ireland ways of improving efficiency regarding service delivery in general and providing suggestions for improvement and cost savings.

Tenderers must also appoint a deputy account manager who will have the skills, expertise and experience to carry out the above duties in the absence of the dedicated account manager.

4.5.2 Service Level Agreement

The Framework Member will be required to enter into a Service Level Agreement (SLA) with Enterprise Ireland. The final content of the SLA will be agreed with the Framework Member within three months of the establishment of the framework agreement.

Tender Response Requirements:

Tenderers are required to provide a proposed draft SLA for Enterprise Ireland which will describe in detail how they propose to provide high-quality Microsoft Azure services to Enterprise Ireland and should address the execution, performance, monitoring and delivery of the above mentioned services required.

At a minimum, the proposed SLA should address the following aspects of service delivery:

- Quarterly or regular management reports that may include such information as statistics, data on ongoing monitoring, tracking, commentary and analytics on overall performance or individual call-off contracts.
- Key Performance Indicators information (KPI's) that will be measured and reported on to include the content, nature and frequency of reporting, these will be agreed between the parties prior to completion of the SLA.
- Contract Management – overall management of contract.
- Service Credits for non-performance of agreed service levels.
- Communication Plan and Escalation Procedures.
- Formal Complaints Procedure.
- Provide an overview of an Exit Management Plan for activities and information transfer involved for execution at the conclusion of this framework. The Exit Management Plan might include a list of tasks and timelines for execution including appropriate solutions for the ready access, supply and transfer of relevant data, information, and collateral, if any, to Enterprise Ireland on the conclusion of the framework.

The draft SLA provided should also:

- provide a sample of proposed quarterly or regular management reports to Enterprise Ireland;
- set out your methodology for communicating with other relevant stakeholders within Enterprise Ireland including the Finance Department;

- include your approach to urgent queries (see minimum response times required in the table at section 4.5.3 below).

Tenders will be scored on the level of confidence their proposals give Enterprise Ireland that a high-quality service will be delivered (whilst at a minimum meeting the minimum response times outlined in section 4.5.3 below). The more confidence Enterprise Ireland has that the proposals will deliver a high-quality service, the higher the Tender is likely to score.

Tenderers must limit their response to six (6) A4 pages

NOTE: Tenderers will note that all account management activities set out above will be non-billable (i.e., Enterprise Ireland will not pay separately for account management activities). Enterprise Ireland will nominate authorised staff to liaise with the successful Framework Member and delegate as required.

4.5.3 Minimum response times

Enterprise Ireland requires a flexible and responsive service from its service providers. In general, the following minimum response times are expected:

Task	Minimum Response Time
Acknowledge e-mail/phone call	Same working day if received before noon, and on the morning of the next working day if received in the afternoon.
Respond to straightforward queries	1 - 2 working days
Respond to urgent queries	24 hours
Facilitate meeting request	2 working days
Respond to complex queries	5 - 7 working days

In relation to meetings, Tenderers should note that meetings will be held either virtually or in person. In the event that meetings are held in person they will be held at Enterprise Ireland's premises (to be advised to the Framework Member in advance).

No expenses in respect of travel time and mileage will be payable. Invoices must reflect working hours and timesheets must be accurately maintained and produced promptly upon request by Enterprise Ireland.

4.5.4 Invoicing

Invoices shall be submitted by the successful tenderer on the basis of the agreed terms and conditions. All official invoices must quote a valid Enterprise Ireland purchase order number. All invoices which do not quote the relevant order number(s) will be returned to the supplier.

4.6 Delivery Locations

Delivery is required to Enterprise Ireland, East Point Business Park, The Plaza, Dublin 3 D03 E5R6 unless otherwise advised.

4.7 Sustainability

As part of Enterprise Ireland's strategic agenda, sustainability planning and wider Environmental, Social and Governance (ESG) considerations (incl. social impact strategy) is supported. For the purpose of business obligations (e.g. regulatory requirements), competitive advantages (e.g. meeting/exceeding customer and consumer and other stakeholder expectations) and corporate responsibility (e.g. minimising the environmental impact of business activities, maximising social impact within and beyond the business and ensuring good governance and longevity), it is important to Enterprise Ireland that it considers the sustainability of its own business activities and wider ESG standards.

Tenderers, in their response, should provide information on the proposed ESG initiatives for the provision of this service, as follows:

- Description of the measures and steps that Tenderers will implement for the term of the Framework Agreement which will promote environmental sustainability and reduce any harmful impact on the environment associated with delivering the Services.
- Description of initiatives which support the circular economy that Tenderers will carry out for the term of the Framework Agreement. These must be specific to the Services.
- Description of the measures and steps that Tenderers will implement for the term of the Framework Agreement which will promote social impact/inclusion associated with delivering the Services.

Tenderers should clearly outline how these initiatives will be monitored and measured in terms of their impact. Any relevant organisational policies/standards should also be referenced. detail the content and guidance that will be provided to participants regarding sustainability and wider ESG.

Tenders will be scored under Award Criterion: Proposals on the incorporation of Environmentally Sustainable and/or Social Considerations into the delivery of the Services on the relevance of the proposed ESG initiatives to the Services and on the level of confidence their proposals give Enterprise Ireland that these ESG initiatives will be successfully implemented during the Project.

4.8 Pricing

The maximum price chargeable in respect of all items contracted for the initial two (2) years of the framework shall be set out in the Form of Tender in the Tender Response Document (TRD) submitted as part of the tender response. All prices quoted must be exclusive of VAT. Costs must be stated in Euro.

Thereafter, prices will only be considered for review in consultation with Enterprise Ireland. Any approved increase shall not exceed the relevant increase in the Consumer Price Index, unless otherwise agreed in writing by Enterprise Ireland in accordance with the Framework Agreement.

4.9 Award to Runner Up

If for any reason, it is not possible to admit to the framework agreement one or more of the tenderers invited following the conclusion of this competitive process, Enterprise Ireland reserves the right to invite the next highest scoring tenderer(s) to join the framework agreement as appropriate, at any time during the tender validity period.

If, following the award of any call-off contract under this framework agreement, the Framework Member cannot, for whatever reason, deliver the required services to the satisfaction of Enterprise Ireland; Enterprise Ireland reserves the right to award the contract to the next highest-ranked tenderer emerging from the process at any time during the contract tender validity period.

4.10 Data Protection

Where the service being tendered for includes processing Personal Data as part of the service delivery, Tenderers are required to enter into a Data Processing Agreement with Enterprise Ireland (Appendix 3). The Data Processing Agreement (DPA) includes Appendix 1 Data Processing Annex that Enterprise Ireland requires successful tenderers to implement to ensure processing will be compliant with Data Protection Laws and ensure the protection of the rights of the data subject.

The Data Processing Agreement is contained in Appendix 3. tenderers should familiarise themselves with the entire agreement and its obligations. **In particular attention is drawn to Technical and organisational measures/Annex I Data Processing Annex a copy of which is in the TRD, Section 5, and must be completed and returned as part of the tender response.**

5 Evaluation Criteria

5.1 Selection Criteria

Enterprise Ireland is using the OPEN procedure for the establishment of this framework agreement, 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 tenderers' 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.

5.1.1 General, Declarations and Financial Requirements

Tenderers are required to complete the Tender Response Document (TRD) which is published as a separate 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

Tenderers must complete the general information section on the tendering organisation – company name, address and contact details for the individual responsible for this tender and company overview as well as information on sub-contractors and consortium members if applicable.

Declarations

Tenderers must Complete and sign the following Declarations in the Tender Response Document:

- a) Art. 57 of Directive 2014/24/EU as implemented by Regulation SI 284 of May 2016;
- b) Compliance with relevant statutory obligations. 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. This includes the Children First Act (2015)
- c) Article 5K Declaration regarding the EU regulation 2022/576 on restrictive measures in the Context of Russian Actions in the Ukraine.
- d) Data Protection & Security

Financial and Economic Standing

Tax	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. For the purposes of Tender submission, completing the declaration in the TRD is all that is required to be submitted in respect of this selection criterion.	
Financial Standing	(a) 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. (b) Confirmation that the tendering party turnover exceeded €400,000 per annum For the purposes of Tender submission, completing the declaration in the TRD is all that is required to be submitted in respect of this selection criterion. The supporting documentation which will be required for verification of the TRD declaration is certificates of turnover from the Tenderer's auditors or accountants, as the case may be, or other suitable alternative documentation satisfactory to Enterprise Ireland.	
Insurance	Confirmation of the following insurances being in place:	
Insurance Type		Required Value €
Employer's Liability (where applicable – see notes below)		€13 million
Public Liability		€6.5 million
Professional Indemnity		€1 million
Cyber Liability		€5 million
For the purposes of Tender submission, completing the declaration in the TRD is all that is required to be submitted in respect of this selection criterion.		

Notes re Employer's Liability:

#1 Sole traders with no employees are not required to have this insurance.

#2 In the case of certain jurisdictions, alternative insurance arrangements exist (i.e. Government schemes)

#3 The nearest currency equivalents may be accepted depending on the level of cover

5.1.2 Previous Experience

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.

Satisfactory Previous Experience

Tenderers must demonstrate to the satisfaction of Enterprise Ireland that they have the experience necessary to supply the Services if their Tender is successful. In order to demonstrate that the Tenderer meets this criterion each Tenderer must submit by completing the TRD with its Tender:

Details of **three (3) reference contracts** relating to delivery for public or private sector clients which demonstrate, to the satisfaction of Enterprise Ireland, the Tenderer's experience in successfully acting as a provider of services relating to the Azure Services Platform, demonstrating the specific requirements set out at below. Each reference contract must relate to services delivered **within the 36 months prior to the deadline for submission of Tenders**. Reference contracts outside this timeframe will not be considered.

All three reference contracts must¹ demonstrate at least two of the following:

- (i) to an annual contract size of, at least, €50,000 ex.VAT.
- (ii) relate to the provision of technical consultancy and advisory services on the Azure Services Platform.
- (iii) relate to the provision of technical implementation services on the Azure Services Platform.

Tenderers must use the table format in the TRD for their answers and must respond to each element of the table.

In completing the table for each reference project, Tenderers must provide sufficient information to allow Enterprise Ireland to evaluate whether all of the requirements at above have been met and whether the services have been successfully delivered.

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

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

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

5.1.3 Other Technical Criteria

Tenderers must demonstrate access to the skills, certifications, technical resources and vendor relationships necessary to deliver the services. Evidence may include, but is not limited to, Microsoft Cloud Partner Program status, Microsoft partner designations, specialisations, individual Microsoft certifications, relevant reference projects, or access to suitably qualified subcontractors or partner organisations.

Technical Resources

Tenderers must provide information which demonstrates access to the required level of technical resources as indicated in the TRD.

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.

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.

Environmental Management System

Tenderers must provide information which demonstrates operation of an appropriate environmental management system whether externally certified or in-house. Please complete the TRD.

5.2 Award Criteria

Membership of the Framework Agreement, for Tenderers not otherwise eliminated from the Competition, will be determined by the score that the Tender receives when assessed 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 framework will be awarded based on the most economically advantageous compliant tender considering the following award criteria and weightings.

	Criteria	Weighting	Maximum Score	Minimum Score Required 60%
A	Cost for evaluation purposes	20%	2,000	n/a
Tenderers are required to outline their cost proposal in the TRD by completing and signing the Form of Tender and completing the separate Pricing Schedule (excel sheet) Cost will be assessed as set out in Note 2 below				
B	Quality, Expertise and Balance of the Team Proposed	35%	3,500	2,100
Tenderers must clearly describe in their TRD the quality of their proposed resources and are referred to Section 4.4 of the ITT				
C	Contract Management Proposal	5%	500	300
Tenderers must clearly describe in their TRD how they will deliver the service and are referred to Section 4.5 of the ITT				
D	Methodology for delivery of service	35%	3,500	2,100

Tenderers must clearly describe in their TRD how they will deliver the service and are referred to section(s) 4.2 of the ITT

E	Sustainability	5%	500	300
Tenderers must clearly describe in their TRD: The measures and steps that Tenderers will implement for the term of the Framework Agreement which will promote environmental sustainability and reduce any harmful impact on the environment associated with delivering the Services. Initiatives which support the circular economy that Tenderers will carry out for the term of the Framework Agreement. These must be specific to the Services. The measures and steps that Tenderers will implement for the term of the Framework Agreement which will promote social impact/inclusion associated with delivering the Services. And are referred to section(s) 4.7 of the ITT. Tenderers may upload supporting documents as separate documents with their response, and they must be clearly identified e.g. naming the relevant sample design project, referring to the criterion to which is applies.				

Tenderers must use the tender Response Document (TRD) uploaded separately with this ITT to www.etenders.gov.ie for their responses to the award criteria set out below.

NOTE 1: Tenderers should note that they must achieve a minimum rating of **60%** for each of the individual qualitative criteria (B – E) in order to avoid elimination from the competition.

Qualitative criteria will be scored using the following baseline scoring system:

100%	Outstanding
90%- 99%	Excellent
80%-89%	Very Good
70% - 79%	Good
60% - 69%	Acceptable
Less than 60%	Unacceptable

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

NOTE 2: Please note that in relation to **criterion (A)**, tenders will be scored in inverse proportion to the maximum score, which will be allocated to the lowest cost valid tender not previously eliminated on qualitative grounds.

NOTE 3: 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.

NOTE 4: Establishment of the framework may be subject to attendance at a clarification and verification meeting. It would be essential that the key personnel assigned to this framework should be available and present at this meeting.

NOTE 5: Tenderers should note that Enterprise Ireland 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 TO TENDERERS

6.1 Submission of Tenders

Enterprise Ireland 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 post-box, 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 Enterprise Ireland 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

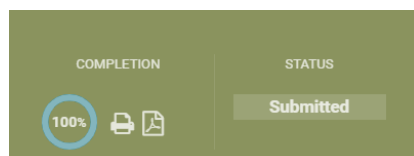
6.1.1 Accessing documents

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 Enterprise Ireland 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

6.1.2 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, you have not submitted your response.

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.

DO NOT CLICK “PROCEED WITHOUT ASSOCIATION” – IN DOING SO WE WILL NOT BE ABLE TO TRACK YOUR INTEREST OR COMMUNICATE WITH YOU ABOUT THE COMPETITION AND YOU WILL NOT BE ABLE TO SUBMIT A TENDER RESPONSE.

6.2 Query Process for Framework and Contract Terms and Conditions

Please refer to the Framework Agreement (Appendix 1) and the Call Off Terms and Conditions (Appendix 2). It is intended that these terms and conditions will be finalised (with minor amendments, if necessary) during this Query process and responses to such queries will be broadcast on eTenders to all tendering parties. To this end, tenderers should use the query process set out at (b) above to highlight any clauses that they may wish to discuss. Any proposed amendment should be described in clear detail. It will be at Enterprise Ireland’s sole discretion to modify the Framework and Contract Terms and Conditions. Enterprise Ireland will not be in a position to subsequently discuss any proposed amendments during the tender assessment process and at framework / contract award stage.

6.3 Sufficiency & Accuracy of Tender

Tenderers will be deemed to have examined all the documents submitted and by their own independent observations and enquiries will be held to have fully informed themselves as to the nature and extent of the requirements of the tender.

Tenderers are cautioned to check the accuracy of their tender prior to submission. A tender found containing any clerical errors or omissions may, at the sole discretion of Enterprise Ireland, be referred back to the tenderer for correction. Any subsequent adjustment(s) must be confirmed in writing.

Enterprise Ireland reserves the right to disqualify incomplete tenders.

6.4 Tender Documents - Ambiguity, Discrepancy, Error, Omission

If you consider that you are missing any documents which would prevent you from submitting a comprehensive tender, please email the contact detailed above as soon as possible.

Tenderers shall immediately notify Enterprise Ireland via the messaging tool on etenders should they become aware of any ambiguity, discrepancy, error or omission in the Tender Documents. Enterprise Ireland will, upon receipt of such notification, issue a clarification via eTenders in respect of any such ambiguity, discrepancy, error or omission. Such clarification shall then form part of the Tender Documents.

Enterprise Ireland reserves the right at any time before the Tender Deadline, to update or amend the information contained in this document. Participating Tenderers will be informed of any such amendment or extension through the eTenders website.

6.5 Qualification of Tenders and Referential Bids

Please note that qualifications to a Tender may be considered a counter offer and may render the tender invalid. Tenders made by reference to other tenders are not valid and cannot be considered.

6.6 Extension of Tender Period

Enterprise Ireland reserves the right, at its sole discretion, to extend the closing date for receipt of tenders by giving notice in writing to all parties who have expressed an interest in the notice via eTenders before the original closing date.

6.7 Modifications to Tenders prior to the Closing Date for Receipt of Tenders

Modifications to Tenders will be accepted in the form of supplementary information and/or addenda, provided they are submitted via the e-Tenders Postbox facility before the closing date and time for receipt of tenders and clearly marked as part of the tender. Any modifications received after the closing time or outside of the eTenders Postbox facility will not be considered.

6.8 European Single Procurement Document (ESPD)

We will accept an ESPD if Tenderers wish to submit for this competition PROVIDED THAT they confirm: (i) the information contained in it continues to be correct and (ii) they satisfy the Selection Criteria for this Competition as set out in 5.1

6.9 Form of Tender

Tenderers are required to complete, sign and return the Form of Tender set out as an Appendix to this Invitation to Tender. Failure to sign the Form of Tender, or to complete it in the required format, will result in rejection of the tender.

6.10 Cost of Preparation of Tender

Enterprise Ireland will not be liable for any costs, charges or expenses incurred by tenderers in the preparation of proposals or any associated efforts. It is the responsibility of the tenderer to ensure that they are fully aware and understand the requirements as laid down in this document. Tenderers will be responsible for any costs incurred by them in the event of their being required to attend clarification or other meetings or make a presentation of their proposals.

6.11 Tender Validity Period

To allow sufficient time for Tender assessment a Tender Validity period of 12 months is required, this period commencing on the closing date by which the Tenders are to be returned.

6.12 Currency and Prompt 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 exclusive of Value Added Tax (VAT).

Payments will be as agreed with the successful tenderer and method of payment used by Enterprise Ireland is normally Electronic Funds Transfer (EFT).

Enterprise Ireland adheres to prompt payment legislation and other administrative requirements. In support of this, Enterprise Ireland has signed up to the Prompt Payment Code (PPC). As a signatory of the PPC, Enterprise Ireland encourages all lead suppliers to endeavour to sign up to the Prompt Payment Code. Full details can be found at <http://www.promptpayment.ie/>

Enterprise Ireland also operates in accordance with the European Communities Late Payment in Commercial Transactions Regulations 2012.

6.13 Confidentiality

The distribution of the tender documents is for the sole purpose of obtaining offers. The distribution does not grant permission or licence to use the documents for any other purpose. Tenderers are required to treat the details of all documents supplied in connection with the tender process as private and confidential.

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 Enterprise Ireland. Any registrable interest involving the tenderer and Enterprise Ireland or employees of Enterprise Ireland or their relatives must be fully disclosed in the tender submission or should be communicated to Enterprise Ireland 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. The terms 'registrable interest' and 'relative' shall be interpreted as per Section 2 of the Ethics in Public Office Act, 1995. 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 Freedom of Information Acts

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. If this is the case, tenderers should specify the information that is sensitive and the reasons for its sensitivity. Enterprise Ireland 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 Enterprise Ireland's obligations 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). Enterprise Ireland 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.

6.16 Data Protection Legislation

“Data Protection Laws” means all applicable national and EU data protection laws, regulations and guidelines including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the “**General Data Protection Regulation**”), the Data Protection Act, 2018 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.

Enterprise Ireland 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 RFT.

The Tenderer, as Controller in respect of any Personal Data provided by it in its Tender, is required to confirm by way of statement 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, Enterprise Ireland, the Evaluation Team and the supplier of the etenders.gov.ie website, for the purposes of the participation of the Tenderer in this Competition or that the Tenderer otherwise has a legal basis for providing such Personal Data to Enterprise Ireland for the purposes of its participation in this Competition.

6.17 Transfer of Data outside the European Economic Area (EEA)

It is the intention of Enterprise Ireland that no data gathered on behalf or entered by Enterprise Ireland can be stored or processed outside of the European Economic Area (EEA) for the duration of the contract. Tenderers need to clearly state where, geographically, the data is stored and processed, backup/DR data included and confirm that no data is stored or processed outside of the EEA.

In the event that the data needs to be stored and/or processed outside of the EEA, tenderers are asked to specify if an adequacy decision (<https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu->

[countries_en](#)) exists in relation to the non-EU country where they intend data storage and/or processing to be carried out.

Where storage and processing of Enterprise Ireland's data is intended to be carried out with the UK, a Standard Contractual Clause (https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries_en) will be required between Enterprise Ireland and successful tenderer. Tenderers must confirm that they are willing engage with Enterprise Ireland on putting this measure in place if the situation applies.

6.18 Service Audit

Enterprise Ireland reserves the right to undertake a service audit to validate and verify performance against the agreed contract terms. This service audit may be carried out by Enterprise Ireland or a third party on their behalf. In tendering, tenderers agree to facilitate such audits.

6.19 Tax Clearance Certificate

It will be a condition of award of contract that the successful tenderer shall, for the term of such contract(s), comply with all EU and domestic tax laws. This applies to both Irish Resident suppliers and Non-Resident suppliers. Tenderers are referred to www.revenue.ie for further information.

Prior to the award of any contract arising out of this competition, the successful Tenderer shall be required to supply its Tax Clearance Access Number and Tax Reference Number to facilitate online verification of their tax status by Enterprise Ireland or to provide a copy of their Tax Clearance Certificate (where applicable).

By supplying these numbers, the successful Tenderer, acknowledges and agrees that Enterprise Ireland has the permission of the successful tenderer to verify its tax cleared position online.

6.20 Withholding Tax

Where applicable, relevant 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: +353-67-63400).

6.21 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 Enterprise Ireland tenders and in delivering contracts awarded to them.

The contract[s] awarded on foot of this tender process will be governed by Irish law.

6.22 Clarification of Tenders

Enterprise Ireland is entitled, but not obliged, to seek clarification of tenders 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 Enterprise Ireland.

6.23 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. In general, the following approach will be applied to manifest errors:

- Where there is a discrepancy between amounts in figures and words the amount in words shall apply.
- 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 Enterprise Ireland 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.

6.24 Change in the Composition of a Tender

Enterprise Ireland reserves the right, but is not obliged, to disqualify any Tenderer that makes any change to its composition after submission of a Tender.

6.25 Interference and Inducement to Purchase

Any effort by the tenderer to unduly influence Enterprise Ireland, 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. 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.

6.26 Notification of Tender Evaluations

All tenderers will be informed of the outcome of their proposals following tender evaluation and any necessary clarifications. Potential outcomes can be:

- a)** Letter of Intent of award of contract.
- b)** Letter of Regret.

In the case of EU value contracts, the following information will be provided in the Letter of Regret – name of successful tenderer designate; the applicable standstill period; scores of tenderer and that of successful tender; features and characteristics of winning tender where they scored higher marks in specific criteria. Enterprise Ireland will undertake not to award the contract for a period of at least 14 (or whatever period is stated in the notification letters) days from the date of notification of unsuccessful tenderers ('standstill period').

Following the award of contract or the conclusion of framework agreement an award notice will be despatched to the Official Journal of the European Union announcing the results of the competition no later than 30 days afterwards. It should be noted that it is standard practice for Enterprise Ireland 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.

6.27 Policy on Personal Debriefings

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

6.28 Award to Runner-up

If for any reason it is not possible to award the contract to the designated successful tenderer emerging from this competitive process, or if having awarded the contract, Enterprise Ireland considers that the successful tenderer has not met its obligations, Enterprise Ireland reserves the right during the tender validity period to award the contract to the next highest scoring tenderer on the basis of the terms advertised without re-opening the competition. This shall be without prejudice to the right of Enterprise Ireland to cancel this competitive process and/or

initiate a new contract award procedure at its sole discretion. Note: if Enterprise Ireland is awarding a framework agreement the same procedure will apply.

6.29 Right to Award to More than One Supplier

Enterprise Ireland reserves the right to award the contract to more than one supplier where it considers that none of the tenders meet the full scope of requirements. On that basis award to more than one tenderer will only occur where the components / related costs can be separately assessed.

6.30 Replacement Personnel

Notification must be sent in writing as soon as possible to Enterprise Ireland on any proposed change of nominated personnel, such change to be subject to the written approval of Enterprise Ireland. Replacement personnel must be of equal or better standing than the existing personnel in terms of qualifications and experience.

6.31 Copyright

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

6.32 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".

APPENDIX 1 - FRAMEWORK AGREEMENT

Note to Tenderers: Please see pdf documents as follows:

Appendix 1 – Framework Agreement' is a as a separate document, Single-Party framework Terms and Conditions, and forms part of the Tender Documents

APPENDIX 2 – CALL-OFF TERMS AND CONDITIONS

WHEREAS:-

The following terms and conditions shall, unless otherwise agreed to in writing by Enterprise Ireland, apply to all purchases of services by Enterprise Ireland:-

Definitions:

"Framework Agreement" means the Framework Agreement entered into between Enterprise Ireland and the Seller, dated xx Xxxx 2026, for the provision of [insert title of Framework Agreement], including the Recitals to, and Schedules of, the Framework Agreement;

"Seller" means [insert framework member name] of [insert framework member address]

IT IS AGREED:-

1 PURCHASE

- 1.1 The Seller shall provide, and Enterprise Ireland shall receive the services, as set out in Appendix 1 – Statement of Work, on the execution by Enterprise Ireland of a purchase order or contract for the price agreed and shown thereon.
- 1.2 Services supplied to Enterprise Ireland shall be deemed to be supplied on these terms and conditions and no purported variation of these terms and conditions shall be valid unless specifically agreed by Enterprise Ireland.
- 1.3 Enterprise Ireland will not accept responsibility for any order which is not on an official order form and fully signed by an authorised officer.

2 APPLICABILITY AND LAW

These terms and conditions shall be governed and construed by the laws of Ireland and the parties agree to submit to the exclusive jurisdiction of the Irish Courts.

3 PAYMENT

3.1 In consideration of the provision of services, Enterprise Ireland shall pay Seller in accordance with agreed prices and rates ("charges") as stated in the Purchase Order.

3.2 Invoice and Monthly Statement

3.2.1 Seller shall issue an invoice for each individual Purchase Order.

3.2.2 The invoice shall be sent directly to Accounts Payable in the Finance Department Enterprise Ireland or e-mailed to accounts.payable@enterprise-ireland.com quoting the Purchase Order number

3.2.3 The supplier name on the invoice must be the same as on the Purchase Order.

3.2.4 The invoice quantity, value and currency must be the same as on the Purchase Order.

3.2.5 The description on the invoice must reasonably match that on the Purchase Order.

3.2.6 Invoices received without a Purchase Order will be returned. A single monthly statement shall be submitted by Seller within three (3) working days of month end. This statement shall include a breakdown showing all individual invoice charges for the month.

3.3 Tax Clearance Certificates

Where cumulative payments exceed €10,000 (including VAT), in a 12-month rolling period, a valid Tax Clearance Certificate from Irish Revenue must be submitted to

Enterprise Ireland. This applies to both Irish Resident suppliers and Non-Resident suppliers.

3.4 Professional Services Withholding Tax

Where professional Services are provided to Enterprise Ireland, the payment for such services are liable to Professional Services Withholding Tax (PSWT) at 20%. An F45 will be issued in receipt of the deduction. The PSWT deducted can be re-claimed from the Irish Revenue. This applies to both Irish Resident suppliers and Non-Resident suppliers.

3.5 E-Day Bank Details for Payment

3.6.1 Enterprise Ireland (like all Irish Public Bodies) no longer sends cheques to businesses in Ireland.

3.6.2 To receive payment for your supply to Enterprise Ireland the business bank details must be submitted to accounts.payable@enterprise-ireland.com

3.7 Late Payments

3.7.1 Enterprise Ireland is bound by the **Late Payment in Commercial Transactions Regulations 2012**.

3.7.2 All public sector bodies must pay invoices within 30 days of receipt of invoice (invoice must be received by Accounts Payable, Finance, Enterprise Ireland) or the services, whichever is the later.

3.7.3 After 30 days, interest and compensation is automatically applied to monies outstanding, if the invoice is correct and there are no outstanding queries in relation to it.

3.7.4 Invoices/delivery shall be queried by Enterprise Ireland within 10 working days of receipt in writing.

3.7.5 The rate of interest payable under this sub-clause shall be ECB main re-financing rate plus 8 percentage points.

3.7.6 Any queries on invoices should be addressed to accounts.payable@enterprise-ireland.com.

4 INDEPENDENT CONTRACTOR

- 4.1** Seller is an independent contractor and neither it nor its sub-contractors or its or their employees or agents are the sub-contractor, agent or employee of Enterprise Ireland, and they shall not hold themselves out to be so.
- 4.2** Seller shall comply with all applicable laws, ordinances, statutes, orders, rules and regulations of any governmental authority having jurisdiction (hereafter “Laws”) and shall, unless otherwise stipulated, obtain and pay for all licences and permits necessary for the provision of services in accordance with such Laws.

5 WARRANTY

- 5.1** Seller hereby warrants its power to enter into contracts and that it has obtained all necessary approvals to do so.

6 INDEMNITY

- 6.1** If notified promptly in writing of any action brought against Enterprise Ireland based upon a claim that any services provided by Seller infringes any patent, trade mark, copyright or other intellectual property right, the Seller shall if called upon to do so by Enterprise Ireland defend such action at its expense and pay any costs and damages awarded and any expenses incurred by Enterprise Ireland in connection with the claim (including legal and other expert fees). If so called upon, Seller shall have sole control of the defence of any such action and all negotiations for its settlement or compromise.

7 LIMITATION OF LIABILITY

- 7.1** In no event will Enterprise Ireland’s total liability for damages and actions based on contract or tort arising out of or in connection with a Purchase Order exceed the amount remaining due under that Purchase Order.

- 7.2** In no event shall Enterprise Ireland be liable for any indirect or consequential loss suffered by Seller.

8 FREEDOM OF INFORMATION

Please note Enterprise Ireland is subject to the Freedom of Information Act 2014. The following extract may be relevant to this Purchase Order:

A record in the possession of a service provider shall, if and in so far as it relates to the service, be deemed for the purposes of this Act to be held by the FOI body, and there shall be deemed to be included in the contract for the service a provision that the service provider shall, if so requested by the FOI body for the purposes of this Act, give the record to the FOI body for retention by it for such period as is reasonable in the particular circumstances.

9 CONFIDENTIALITY

Save as provided for by law, including the Freedom of Information Act 2014, both parties agree to maintain in confidence and not disclose, reproduce, copy any materials, documentation or specification which are provided to the other hereunder. Both parties shall take all reasonable steps to ensure that its employees, agents, Sub-contractors are bound by the same obligation.

10 FORCE MAJEURE

Neither party will be liable for failure or delay in the performance of its obligations under a Purchase Order due to causes beyond its control including but not limited to strikes, wars, revolutions, fires, floods, explosions, earthquakes or governmental regulations.

11 ASSIGNMENT

Seller shall not assign a Purchase Order or any part thereof without Enterprise Ireland's prior written approval.

12 SUB-CONTRACTING

- 12.1** Seller shall not sub-contract all or any part of its obligations under a Purchase Order without Enterprise Ireland's prior written approval. No such approval shall create any contractual relationship between Enterprise Ireland and any sub-contractor.
- 12.2** Seller shall be fully responsible for those elements performed by its sub-contractors and for the acts and omissions of all its sub-contractors to the same extent as it is for the acts and omissions of persons directly employed by it.

13 NOTICES

- 13.1** Any demand, notice or communication shall be deemed to have been duly served:-
- 13.1.1** If delivered by hand, when left at the proper address for service (except that where such delivery is not on a working day, service shall be deemed to occur on the next following working day).
- 13.1.2** If given or made by prepaid post, two working days after being posted.
- 13.2** Any demand notice or communication shall be made in writing to the recipient at its registered offices, or in the case of Enterprise Ireland, East Point Business Park , Dublin 3 , Ireland (or such other address as may be notified in writing from time to time) marked for the attention of the Purchasing Manager, Enterprise Ireland.

14 WAIVER

- 14.1** Failure to exercise or delay in exercising on the part of either party any right, power or privilege of that party under a Purchase Order shall not in any circumstances operate as a waiver thereof nor shall any single or partial exercise of any right, power or privilege in any circumstances preclude any other or further exercise thereof or the exercise of any other right, power or privilege.
- 14.2** Any waiver of a breach of any of the terms hereof or of any default hereunder shall not be deemed a waiver of any subsequent breach or default and shall in no way affect the other terms of a Purchase Order.

15 HEADINGS

The headings to the clauses of these terms and conditions shall not affect the construction of the clauses.

16 SEVERABILITY

If any part of a Purchase Order is found by a court of competent jurisdiction or other competent authority to be invalid, unlawful or unenforceable, then such part shall be severed from the remainder of the Purchase Order which will continue to be valid and enforceable to the fullest extent permitted by law.

17 CANCELLATION

17.1 Enterprise Ireland may cancel an order in whole or in part at any time by written or electronic notice in the event that the Seller:

17.1.1 fails to comply with any term or condition of the order including but not limited to delivery terms; or

17.1.2 is subject to a receiver, liquidator or other similar officer being appointed over any or all of its property or assets; or files a voluntary petition in bankruptcy; or

17.1.3 voluntarily ceases trading

18 INSURANCE

If Seller's work involves operations by Seller on Enterprise Ireland's premises or at any of Enterprise Ireland's customers or at any place where Enterprise Ireland conducts operations, the Seller shall take all necessary precautions to prevent the occurrence of any injury to persons or property during the progress of such work and except to the extent that such injury is due solely and directly to Enterprise Ireland's negligence, the Seller shall indemnify Enterprise Ireland against all loss which may result in any way from any act or omission of Seller, its employees, servants, agents or sub-contractors and Seller shall maintain such public liability, personal injury and property damage and employer's liability and compensation insurance as will protect Enterprise Ireland from said risks and shall produce evidence of such insurance upon request by Enterprise Ireland.

19 Data Protection

- 19.1** Seller shall comply with all applicable data protection law including but not limited to the General Data Protection Regulation 2016 (the GDPR), the Data Protection Act 2018 and any other national implementing legislation ("**Data Protection Law**").
- 19.2** In this clause 19, the terms "personal data", "processor", "controller", "data subject", supervisory authority", "personal data breach" and "processing" have the meaning given to those terms in Data Protection Law. "Sub-processors" shall mean other processors that are used by Seller to process personal data.
- 19.3** To the extent that Enterprise Ireland acts as a controller and Supplier acts as a processor, and the provision of the goods or services requires Supplier to process personal data relating to Enterprise Ireland's clients, employees, officers and/or other persons, at Enterprise Ireland's request or under Enterprise Ireland's instructions, Seller shall comply with its obligations as processor under this clause 19.
- 19.4** The subject-matter and duration of the processing, the nature and purpose of the processing, the type of personal data, the categories of data subjects and Enterprise Ireland's obligations and rights as controller are as provided in the applicable agreement between Enterprise Ireland and Seller and/or further to written or oral instructions that Seller receives from Enterprise Ireland. ²
- 19.5** In processing personal data that Enterprise Ireland provides to Seller, Seller warrants and represents that Seller is, and shall be for so long as Seller processes any such data, fully compliant with the Data Protection Law and Seller agrees:
- 19.5.1** To only process the personal data on Enterprise Ireland's documented instructions, unless Seller is required to do so by EU or Irish law. Seller shall inform Enterprise Ireland of that legal obligation before processing, unless that law prohibits such information on important grounds of public interest.
- 19.5.2** Not to transfer the personal data to a recipient outside the EEA, without Enterprise Ireland's prior written consent, unless the transfer is subject to the terms of a contract incorporating the standard contractual clauses in the form adopted by the European Commission; the recipient is in a country the

subject of an adequacy decision by the European Commission; or the transfer is to the US to an entity that is a certified member of the EU-US Privacy Shield scheme.

- 19.5.3** To impose a duty of confidentiality on any staff and subcontractors of Seller, where applicable, with access to the personal data.
- 19.5.4** To implement technical and organisational security measures appropriate to the risks of processing the personal data, including pseudonymisation and encryption of personal data; the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services; the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident, and a process for regularly testing, assessing and evaluating the effectiveness of security measures.
- 19.5.5** Not to engage another processor without Enterprise Ireland's prior specific or general written authorisation. In the case of general written authorisation, Seller shall inform Enterprise Ireland of any intended changes concerning the addition or replacement of other processors, thereby giving Enterprise Ireland the opportunity to object to such changes.
- 19.5.6** To require any sub-processor that Seller engages to process the personal data on Enterprise Ireland's behalf, to adhere to the same obligations that Seller undertakes in these terms and conditions, to ensure such processing meets the requirements of the Data Protection Law, and Seller will remain fully liable for any breach by a sub-processor of its obligations in relation to the processing of the personal data.
- 19.5.7** Insofar as possible, and taking into account the nature of the processing, assist Enterprise Ireland by appropriate technical and organisational measures to fulfil Enterprise Ireland's obligation to respond to individuals' requests to exercise their rights to transparent information, access, rectification, erasure, restriction of processing, objection and portability under Data Protection Law.
- 19.5.8** Taking into account the nature of the processing and the information available to Seller, assist Enterprise Ireland in ensuring compliance with its

obligations under Data Protection Law in regard to data security; data breach notification to the supervisory authority and to individuals; carrying out Data Protection Impact Assessments and related consultations with supervisory authorities.

19.5.9 At Enterprise Ireland's request, delete or return all the personal data to Enterprise Ireland after the end of the provision of Seller's goods or services, and delete existing copies unless EU or Member State law requires storage of that personal data.

19.5.10 Make available to Enterprise Ireland all information necessary to demonstrate compliance with the obligations laid down in Article 28 of the GDPR, and allow for and contribute to audits, including inspections, conducted by Enterprise Ireland or another auditor mandated by Enterprise Ireland.

19.5.11 Immediately inform Enterprise Ireland if, in Seller's opinion, an instruction of Enterprise Ireland infringes Data Protection Law.

On behalf of the Seller

Name:

(Block letters)

Position:

Signature:

Date:

Witnessed by:

(signature)

Witness name:

(Block letters)

On behalf of Enterprise Ireland

Name:

(Block letters)

Position:

Signature:

Date:

Witnessed by:

(signature)

Witness name:

(Block letters)

APPENDIX 1 – Statement of Work

Note to Tenderers: Details of the Call-Off Contract services will be inserted here prior to issuing for signing

APPENDIX 3 – DATA PROCESSING AGREEMENT

Note: This document is an indication of the form of agreement which the contracting authority intends to conclude with the successful economic operator arising from this competitive process. Economic Operators are not required to submit a signed copy of these terms as part of their tender but should indicate any objections which they may have to these terms in the body of their tender.



ENTERPRISE IRELAND LIMITED

and

[INSERT SUPPLIER NAME]

DATA PROCESSING AGREEMENT

THIS DATA PROCESSING AGREEMENT is made on [insert date]

BETWEEN:

(1) **ENTERPRISE IRELAND** with Principal Office at The Plaza, Eastpoint Business Park, Dublin 3 (EI); and

(2) [] (the **Supplier**) having its registered office at [].

(each a **Party** and together the **Parties**).

BACKGROUND:

(A) The Supplier is [insert description of the Supplier's business activities].

(B) The Supplier is providing the Services to EI pursuant to a framework agreement for [insert title of framework agreement] dated [insert date of agreement] (the “**Services Agreement**”).

(C) In the course of providing the Services to EI pursuant to the Services Agreement, the Supplier will process Personal Data on behalf of EI. The Supplier agrees to comply with the following provisions with respect to any Personal Data processed on behalf of EI.

AGREED TERMS:

1 DEFINITIONS AND INTERPRETATION

1.1 In this Agreement the following expressions will have the following meanings unless expressly stated to the contrary:

Commencement Date means [];

Confidential Information means any information, that relates to the business, affairs, operations, customers, processes, budgets, pricing policies, product information, strategies, developments, trade secrets, know-how, methods, technology, technical data, personnel and suppliers of the disclosing party, and any other information clearly designated by a Party as being confidential to it (whether or not it is marked

"confidential"), or which ought reasonably be considered to be confidential, or other matters connected with the Services;

Controller Data means all Personal Data and Confidential Information that may be supplied to the Processor by or on behalf of the Controller pursuant to the Services Agreement or produced or obtained by the Processor wholly or partly at the Controller's expense;

Data Controller, Data Processor, Data Subject, Personal Data, Processing and Prior Consultation shall have the meanings ascribed to them under Data Protection Law;

Data Processing Annex means Annex 1 to this Agreement;

Data Protection Law means (i) Data Protection Acts 1988 to 2018 in Ireland (as amended or replaced); (ii) to the extent applicable, the data protection and information privacy laws of another jurisdiction; (iii) the General Data Protection Regulation (EU) 2016/679 (**GDPR**); (iv) any subsequent re-enactment, replacement or amendment of such laws; and (v) any guidance issued by the Irish Data Protection Commission (or replacement Irish supervisory authority);

Data Security Breach means any known potential or actual breach of the Data Controller's minimum information security requirements, or any obligations or duties owed by the Data Processor to the Data Controller relating to the confidentiality, integrity or availability of Confidential Information or Personal Data;

Group means of a party means in relation to a party, that party, any subsidiary or holding company of that party, and any subsidiary of a holding company of that party,

'holding company' and 'subsidiary' having the meanings given to them in sections 7 and 8 of the Companies Act 2014 (Ireland);

Losses means all direct, indirect or economic loss (including loss of profits), liability, damage, injury, claim, action, demand, expense (including legal and other professional services expenses on a full indemnity basis) or proceedings awarded against, suffered, incurred or paid by the Controller;

Personnel means (i) the officers, employees, agents and contractors (including Subcontractors) of a Party and the members of its Group; and (ii) the officers, employees, contractors and agents of the contractors (including Subcontractors) of that Party and the members of its Group;

Regulator means any regulator or regulatory body (including the Office of the Data Protection Commissioner and its successor) to which the Data Controller is subject from time to time or whose consent, approval or authority is required so that the Data Controller can lawfully carry on its business; and

Services mean the services to be delivered by or on behalf of the Data Processor under the Services Agreement.

2 DATA CONTROLLER AND DATA PROCESSOR

- 2.1** In order to provide the Services to EI, the Supplier will require certain Personal Data to be made available to it by EI.
- 2.2** The Parties acknowledge that for the purposes of Data Protection Law, EI is a Data Controller (the **Controller**) under the Services Agreement.
- 2.3** The Supplier is a Data Processor (the **Processor**) in respect of the Personal Data processed under the Services Agreement on behalf of the Controller. All right, title and interest in the Personal Data shall vest solely in the Controller and the Processor

shall not acquire any rights in the Personal Data, except as may be set out in this Agreement or the Services Agreement.

- 2.4 The rights and obligations of each party in connection with data processing activities are set out in clause 3 below.

3 DATA PROTECTION OBLIGATIONS

Obligations of the Controller

- 3.1 The Controller shall provide the Personal Data to the Processor together with such other information as the Processor may reasonably require in order for the Processor to provide the Services to the Controller.

Obligations of the Processor

- 3.2 **Instructions:** The Processor shall only, and shall procure that its Personnel only, Process the Personal Data to the extent necessary to perform its obligations in accordance with this Agreement, the Services Agreement and any other written instructions of the Controller, including those set out in the [Data Processing Annex](#), unless required to do so by Union or Member State law to which the Processor is subject and in such a case, the Processor shall inform the Controller of that legal requirement before processing, unless that law prohibits such information on important grounds of public interest.
- 3.3 **Disclosure to Third Parties:** The Processor shall not disclose the Controller Data to any third party without the prior written approval of the Controller.
- 3.4 **Data Transfers:** The Processor shall not transfer any of the Personal Data or other information relating to customers of the Controller to a country outside of the

European Economic Area except with the prior written consent of the Controller and in accordance with any terms the Controller may impose on such transfer.

- 3.5 **Data Subject Rights:** The Processor agrees to assist the Controller in responding to requests by Data Subjects exercising their rights under Data Protection Law, within such timescales as may be specified by the Controller.
- 3.6 **Assistance:** The Processor shall assist the Controller within timescales that allow the Controller to comply with its obligations pursuant to:
 - 3.6.1 Article 32 of the GDPR (Security);
 - 3.6.2 Articles 33 and 34 of the GDPR (Data Breach Notification);
 - 3.6.3 Article 35 of the GDPR (the conduct of Data Protection Impact Assessments); and
 - 3.6.4 Article 36 of the GDPR (Prior Consultation requests to Regulators in relation to Personal Data Processing under the Services Agreement).
- 3.7 **Breach Notification:** The Processor will notify the Controller within twenty-four (24) hours of the Processor becoming aware of a Data Security Breach, and shall include in such notification, at least the applicable information referred to in Article 33(3) of the GDPR. The Processor shall not communicate with any Data Subject in respect of a Data Security Breach without the prior written consent of the Controller.
- 3.8 **Restoration:** In the event that any of the Controller Data is corrupted or lost or sufficiently degraded as a result of the any negligence or default by the Processor or its Personnel so as to be unusable then, the Controller shall have the option to:
 - 3.8.1 require the Processor at its own expense to use best endeavours to restore or procure the restoration of the Controller Data and the Processor shall use best endeavours to do so as soon as possible; or
 - 3.8.2 itself restore or procure the restoration of the Controller Data and require the Processor to reimburse the Controller for any costs incurred in so doing.
- 3.9 **Confidentiality:** The Processor will ensure that its Personnel who Process Personal Data under this Agreement and the Services Agreement are subject to obligations of confidentiality in relation to such Personal Data.
- 3.10 **Security:** The Processor shall implement appropriate technical and organisational measures to assure a level of security appropriate to the risk to the security of Personal Data, in particular, from accidental or unlawful destruction, loss, alteration,

unauthorised, disclosure of or access to Personal Data including as appropriate:

- 3.10.1** the pseudonymisation and encryption of Personal Data;
 - 3.10.2** the ability to ensure the ongoing confidentiality, integrity and availability and resilience of the Processor's systems used for such Processing, the Personal Data and the Services;
 - 3.10.3** the ability to restore the availability and access to the Personal Data in the event of a physical or technical incident; and
 - 3.10.4** a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.
- 3.11** The Processor shall notify the Controller of any material changes to the technical and organisational measures used by the Processor throughout the Term.
- 3.12 Sub-Processing:** The Processor agrees that it shall not engage any third party to Process the Controller's Personal Data without the prior written consent of the Controller. The Processor shall inform the Controller of any intended changes concerning the addition or replacement of the other processors and shall not make any such changes without the prior written consent of the Controller.
- 3.13** If the Processor engages any third party to Process any of the Controller's Personal Data, the Processor shall impose on such third party, by means of a written contract, the same data protection obligations as set out in this Agreement and shall ensure that if any third party engaged by the Processor in turn engages another person to Process any Personal Data, the third party is required to comply with all of the obligations in respect of Processing of Personal Data that are imposed under this Agreement.
- 3.14** The Processor shall remain fully liable to the Controller for Processing by any third party as if the Processing was being conducted by the Processor and the limitations on liability agreed in clause.
- 3.15 Demonstrating Compliance:** The Processor shall make available to the Controller all information necessary to demonstrate compliance with the obligations set out in Article 28 of the GDPR and allow for and contribute to audits, including inspections, conducted by EI or another auditor mandated by EI.
- 3.16 Infringement:** The Processor will immediately inform the Controller if, in its opinion, an instruction given, or request made pursuant to the Services Agreement infringes Data Protection Law.
- 3.17 Termination/Expiry:** On termination or expiry of the last call-off contract awarded under the Services Agreement (or at any other time on request by the Controller), the

Processor shall return or permanently erase, at the election of EI, all copies of Personal Data received and/or processed by it under the Services Agreement unless European Union or Member State law requires retention of the Personal Data.

- 3.18 The provisions of this clause shall survive the Term until the Processor has returned or destroyed all Personal Data.

Processor Indemnity

- 3.19 The Processor agrees to indemnify the Controller against any and all losses, costs, expenses (including legal expenses), damages, liabilities, demands, claims, fines, actions or proceedings which the Controller may suffer or incur arising out of any breach of this Agreement whether or not such losses were foreseeable at the time of the breach which occasioned them.

4 TERM AND TERMINATION

- 4.1 This Agreement shall come into force on the Commencement Date and shall, subject to the terms of clauses 3.17, 3.18 and 3.19, terminate on the termination or expiry of the last call off contract under the Services Agreement **(the Term)**.

5 GENERAL

- 5.1 **Counterparts:** this Agreement may be executed in any number of counterparts, each of which when executed and delivered shall constitute an original of this Agreement.
- 5.2 **Governing Law:** The formation, existence, construction, performance, validity and all aspects whatsoever of this Agreement or of any term of this Agreement will be governed by Irish law. The Parties irrevocably agree to submit to the exclusive jurisdiction of the courts of Ireland over any claim or matter arising under or in connection with this Agreement.
- 5.3 **Severability:** If any provision of this Agreement shall be held to be void or declared illegal, invalid or unenforceable for any reason whatsoever, such provision shall be divisible from this Agreement and shall be deemed to be deleted from this Agreement and the validity of the remaining provisions shall not be affected.

IN WITNESS whereof this Agreement has been duly executed by the parties to it on the date set out at the beginning of this Agreement.

Signed for and on behalf of **Enterprise Ireland** Signed for and on behalf of the **Supplier**

Signed _____ Signed _____

Duly authorised by **Enterprise Ireland** Duly authorised by the **Supplier**

Name _____ Name _____

Title _____ Title _____

Date _____ Date _____

ANNEX 1 (DATA PROCESSING ANNEX)

Customer:	Supplier:
Customer Contact Name:	Supplier Contact Name:
Nature and purpose of the processing carried out by Supplier:	[Insert a description of the purpose of processing]
Duration of Processing:	[Insert agreed requirements around retention and deletion of the Personal Data]
Description of data subject:	[Insert description of data subject, ie. Employees, members of the public etc.]

Enterprise

**Personal Data
processed as
part of the
Services:**

Delete data sets which are not applicable and/or add further data sets which are not included in the table.

Identification Data	includes name, date of birth, driver's license and passport information.
Contact Data	includes email address, phone number, postal address, other communication details (e.g. Skype)
Communication Data	includes phone calls, email correspondence and hard copy correspondence.
Marketing Data	includes Contact Data and any preferences in receiving marketing and communication preferences.
Employee Data	Includes HR records, leave data, personal development information (PD), training records, health information
Recruitment Data	includes recruitment related data such as Identification Data, Contact Data, Communication Data, CV and job application data. CV data may include employment history, skills/ experience, languages, educational history, qualifications, membership of professional associations, contact details of employer references/character references, licenses held, interests and hobbies, languages, locations, nationality, passport, eligibility to work in certain jurisdictions, salary expectations, interview/screening answers and notes.
Financial Data	includes payment related information or bank account details and financial data, pension data.
Web Data	includes Personal Data provided on any forms on our website and, to the extent that it includes Personal Data, information on the type of device used, IP

	address, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of service use. Includes cookies, beacons or other tracking or profiling technologies.
Special Category Data	this can include diversity data such as gender, religion, racial or ethnic origin, sexual orientation, trade union membership or data relating to health [include relevant headings as appropriate]

Authorised Sub-Processors and transfers:	Sub-Processor	Services	Location	Transfer mechanism (if applicable)
				Standard Contractual Clauses/ Binding Corporate Rules
				Standard Contractual Clauses/ Binding Corporate Rules
				Standard Contractual Clauses /Binding Corporate Rules
				Standard Contractual Clauses/ Binding Corporate Rules
Supplier TOMs:	Technical and Organisational Measures (TOMS) Declaration Below			

Processor Due Diligence Questions

Please provide the contact details of the Data Protection Lead/DPO/Privacy Manager	
Please confirm all Supplier staff who will be involved in the processing of personal data on behalf of Enterprise Ireland regularly receive appropriate Data Protection training.	
Please confirm that the supplier has documented an Information Security policy that details appropriate information security measures in relation to the processing of personal data carried out on behalf of Enterprise Ireland.	
Please confirm that the supplier has a Data Protection Policy that details appropriate data protection measures in relation to the processing of personal data carried out on behalf of Enterprise Ireland.	
Please confirm the location(s) where the processing will be carried out.	List Locations Country/City
Please confirm the location(s) where processed data will be stored.	List Locations Country/City
Where processing is carried out outside the EEA or data is stored outside the EEA please indicate which transfer mechanisms are in place to safeguard the data.	
Please indicate if you have any relevant certifications e.g ISO27001/ ISO27701/27017/27018 etc, or if you have undergone any other independent audit of your information security controls, such as SOC2	

If yes, please include a copy of the certificate or a link to an online version of the certificate as part of this response, clearly showing the scope of the certification and the certification body. Please also include the Statement of Applicability.	
Please confirm that the supplier will ensure that clear consent has been gathered for the transmission of any personal identifiable information to a third party and the delivered system will comply with all aspects of the General Data Protection Regulation 2016 (the GDPR), the Data Protection Act 2018 and the European ePrivacy Directive, including the storage and further processing of the visitor's IP address. Enterprise Ireland may seek supporting evidence at any time during the lifetime of the contract.	
Please confirm agreement that the following Technical and Organisational Measures have been implemented by the supplier in relation to the processing of personal data carried out on behalf of Enterprise Ireland.	

**Annex 2 – Please confirm agreement by indicating yes or no to the following TOMs –
where no, please provide explanation**

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Management commitment to Data Protection	Supplier demonstrates commitment to implementing appropriate Technical and Organisational Measures in such a manner that processing of personal data carried out on behalf of Enterprise Ireland meets the requirements of the GDPR and ensures the protection of the privacy rights of data subjects. Supplier has documented data protection policies and there is regular management oversight of the implementation of the policies	
Data Protection Roles and Responsibilities	Supplier has defined clear Data Protection roles and responsibilities in the organisation. The key staff members have received appropriate training and have been allocated the necessary resources to carry out their duties.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Appointment of a Data Protection Officer (DPO)	Supplier has evaluated the requirement to appoint a Data Protection Officer (DPO). - Where appointed the DPO has been registered with the Data Protection Commission (DPC). - Where a DPO is not required a Data Protection Lead has been identified. The DPO/DP Lead has responsibility for monitoring compliance with the GDPR and with the policies of the organisation in relation to the protection and security of personal data.	
Data Protection Policy and related policy documents	Supplier documents appropriate data protection measures in relation to the processing of personal data carried out on behalf of Enterprise Ireland. The data protection policy addresses Supplier' responsibilities to process personal data in an appropriate and lawful manner, in accordance with DP Laws.	
Awareness & Training	All employees and individual contractors of Supplier involved in processing personal data receive regular appropriate Data Protection and Data Security Training.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Confidentiality Agreement	All Supplier employees involved in the processing of personal data carried out on behalf of Enterprise Ireland on behalf of Supplier are bound by confidentiality agreements. These agreements include appropriate post-termination clauses.	
Termination of Employment	Access to systems processing personal data on behalf of Enterprise Ireland is revoked immediately on termination of employment.	
Supplier/Partner Management	Supplier incorporates data protection measures into sub-processor activities by: • Implementing Data Processing Agreements (DPAs) that are compliant with Art 28 of the GDPR. • Where relevant, sub-processors are assessed on an ongoing basis to ensure the establishment of adequate safeguards for processing personal data • Specifically, processors are assessed/selected for security of processing and physical storage (location) of personal data. All sub-processing must be carried out under contract. Sub-processor contracts are assessed to ensure adequate safeguards are in place.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Transferring personal data outside the European Economic Area (EEA)	Where applicable, Supplier has taken measures to meet GDPR requirements for international data transfer of personal data processed.	
Data Security Risk Management	Supplier undertakes an analysis of the risks presented by data processing activities and uses this to ensure the appropriate level of security is put in place.	
Breach Incident Management	Supplier has implemented Breach Management measures including responsibilities and procedures to identify and investigate incidents The supplier policies and procedures include provision for reporting data breach events and security weaknesses that may impact personal data processed on behalf of Enterprise Ireland to Enterprise Ireland without undue delay. Supplier can support incident investigations, in particular through the provision of access to appropriate log data.	
Data Subject Rights Request (DSR) Management	Supplier has documented and implemented DSR measures including a procedure for reporting any DSRs received regarding personal data processed on behalf of Enterprise Ireland and the procedures the processor will follow to support DSR responses received by Enterprise Ireland where applicable.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Purpose Limitation	Supplier reviews its processing activities regularly to ensure that the processing remains consistent with the purposes for processing outlined in the supplier contracts with Enterprise Ireland.	
Data Minimisation	Supplier ensures that it only processes data that is necessary to carry out the contracted processing on behalf of Enterprise Ireland.	
Privacy Design by	Supplier evaluates the requirement to carry out Data Protection Impact Assessments whenever it is implementing changes to the software and/or services. Where a Data Protection Impact Assessment is carried out Supplier makes summary findings available – particularly where such finding may be necessary to support client DPIAs.	
Information Security governance	Supplier has established, documented, approved, communicated and applied policies and procedures for an information security governance programme, which is sponsored by the leadership of the organisation. Roles and responsibilities for information security are clearly identified and assigned.	
Asset Management	Supplier can identify all information assets relevant to the services provided to Enterprise Ireland and the functions that rely on them.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Information security measures	Supplier documents appropriate information security measures in relation to the processing of personal data carried out on behalf of Enterprise Ireland. Supplier ensures regular testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing. Supplier has implemented security measures to ensure: • only authorised personnel use their computer system • that regular file and e-mail housekeeping, e.g. backups, deleting obsolete files is undertaken • any breaches of policy are reported to a Company Director / IT Manager /Data Protection Officer • staff take appropriate care of all computer equipment assigned to them, e.g. PCs, laptops, Smartphones, printers. • computer equipment (e.g. laptops) is never left unattended in public places or visible in a car.	
Security & Privacy Policies Governance	Mechanisms exist to review security and privacy policies, standards and procedures at planned intervals or if significant changes occur to ensure their continuing suitability, adequacy and effectiveness.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Acceptable Usage of Information Systems/Assets	Supplier defines an acceptable use policy to ensure uniform and appropriate use of an organisation's network, computer, information assets, and other electronic resources.	
Access Controls	Supplier has documented and implemented access controls to the Web, Application Servers, Databases and other equipment or information assets containing personal data processed on behalf of Enterprise Ireland. Access controls are implemented based on business requirements. Access to systems is granted on the principle of least privilege and ensures appropriate segregation of duties.	
User Access Management	Supplier has documented and implemented access control and Joiners/Movers/Leavers policies that ensure access to personal data processed on behalf of Enterprise Ireland is authenticated using individual usernames and passwords. Only employees and other parties working on behalf supplier that need access to, and use of, personal data in order to perform their work are provided with access to personal data held by supplier. Domain access is controlled on a role basis. User access is regularly reviewed.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Two-Factor Authentication	Access to key applications involved in processing of personal data for Enterprise Ireland and in particular to applications that process personal data of a sensitive nature is protected using multi-factor authentication.	
Role-Based Access controls	Access to systems is determined based on individual role-based access and reviewed on a regular basis for continued business need. Access is granted to employees, partners or suppliers according to their role, only to a minimum level that will allow them to carry out their duties, in accordance with the principle of least privilege.	
Password management	Passwords are stored hashed and salted and are never stored or communicated in plaintext.	
Network Security	Supplier implements network security infrastructure such as Firewalls, Intrusion Detection/Prevention Systems (IDS/IPS) and other security controls that provide continuous monitoring, restrict unauthorized network traffic, detect and limit the impact of attacks	
Electronic Communications Security	Supplier communicates guidelines on the appropriate use of email and other communication platforms with all staff and contractors. This includes: • Proper internet usage • Proper use of email, phone, text and social media communications	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Retention and Deletion of data	Supplier has implemented measures to ensure data is only retained for the periods outlined in the contract and to ensure data is securely deleted on contract termination with a mechanism for securely exfiltrating the data if required. Details of secure data deletion can be provided to Enterprise Ireland on request.	
Mobile Device Security	Supplier ensures that it has appropriate authentication and authorisation procedures in place for any Mobile Devices used to process personal data on behalf of Enterprise Ireland (Laptop/Smartphone/Removable Storage) and that personal data processed on behalf of Enterprise Ireland is encrypted and can only be accessed with logon credentials (username/password). Mobile devices must be managed by the Supplier and must be capable of being remotely wiped in the event of loss or theft. Supplier should not permit staff to process personal data on behalf of Enterprise Ireland on personal devices.	
Removable Devices	Supplier ensures that Enterprise Ireland data is never transferred to removeable media.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Physical Security	Supplier implements physical entry controls to Supplier premises/office building where personal data processed on behalf of Enterprise Ireland is stored or accessed. Where Personal Data is stored in a private or public Cloud, supplier evaluates that the Physical security measures the Cloud Service Provider or hoster has in place are appropriate to the risks to personal data and in particular special category personal data.	
Encryption	Supplier has a documented policy for Cryptography, Encryption and Key Management.	
Encryption In transit	Supplier has implemented measures to ensure that personal data processed is at a minimum encrypted in transit. Deprecated encryption protocols, libraries or ciphers must not be used.	
Encryption at rest	Where applicable, Supplier has implemented measures to ensure that any special categories of personal data processed is always encrypted. • Supplier ensures that all laptops, mobile devices and backup tapes are encrypted in this manner. • Staff who use their own devices to access supplier systems must install authentication software. • Special category data is encrypted within databases. • Deprecated encryption protocols or ciphers must not be used.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Backups	Supplier has established an appropriate backup process to ensure that it can restore access to personal data in the event of any incidents and to ensure confidentiality, integrity and availability for the personal data that is processed. Regular testing and reviews of our measures are undertaken to ensure they remain effective, and act on the results of those tests where they highlight areas for improvement.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Business Continuity & Disaster Recovery Policy	Supplier has documented and implemented appropriate Business Continuity & Disaster Recovery measures in relation to the processing of personal data carried out on behalf of Enterprise Ireland. The Business Continuity & Disaster Recovery Plan documents the procedures to be followed to: • handle any unforeseen event that requires disaster recovery • ensure recovery from interruptions is as quick as possible • minimise the impact of interruptions to the systems, to Enterprise Ireland and to the data subjects • support affected Customers in the scenario of a Disaster Recovery situation. Business Continuity Plans (BCP) and Disaster Recovery (DR) Plans must ensure the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident, including data loss or destruction for example by ransomware	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Remote Access Controls	Remote access into Supplier network must be approved and restricted to authorized personnel. Remote access support sessions such as system upgrades or general investigations must be logged by the provider and the logfiles provided to Enterprise Ireland as a record of the session if required. Individual remote access sessions (e.g. to an individuals laptop) must be supervised by the individual.	
Security Audit	Supplier and sub-suppliers carry out Internal and external Security Audits on a regular basis, or whenever a significant infrastructure change is required. Records of all internal and external audits are retained and can be made available to Enterprise Ireland on request.	
Threat and Vulnerability Management	Supplier maintains measures meant to identify, manage, mitigate and/or remediate vulnerabilities within the Supplier and any hosted computing environments. Host and guest operating systems are hardened appropriate to their role. Penetration testing (Internet facing systems) with immediate remediation of identified vulnerabilities. Results of penetration testing to be made available to EI on request.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Change Management (System Updates)	Supplier maintains policies and procedures designed to manage risks associated with the application of changes to its systems. Prior to implementation, changes to systems, networks and underlying components, will be documented in a registered change request that includes a description and reason for the change, implementation details and schedule, a risk statement addressing impact, expected outcome, rollback plan, and documented approval by authorized personnel.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Malware controls	Malware controls must be in place on all information systems processing EI data that: (i) Implement and maintain software for that detects, prevents, removes, and remedies software or computer code designed to perform an unauthorized function on, or permit unauthorized access to, an information system, including without limitation, computer viruses, Trojan horses, worms, spyware, and time or logic bombs (“Malicious Code Software”), (ii) Run Malicious Code Software on at least a daily basis, (iii) Update Malicious Code Software on at least a daily basis, including without limitation, obtaining and implementing the most currently available malicious code signatures.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Intrusion detection and response policies, standards and procedures	Supplier must maintain policies, standards and procedures for detecting, monitoring and responding to actual or reasonably suspected intrusions and Security Breaches, and encouraging reporting actual or reasonably suspected Security Breaches, including; (i) training Supplier's personnel with access to Information to recognize actual or potential Security Breaches and to escalate and notify the senior management of the foregoing, (ii) mandatory post-incident review of events and actions taken concerning security of Information, and (iii) policies and standards concerning reporting to Regulators and law enforcement agencies.	
Secure disposal	Supplier has policies and procedures in place to ensure the secure disposal of equipment that may contain Enterprise Ireland data.	
Log management	Events, alerts and log information is reviewed on a timely basis to identify potential security incidents. Supplier retains relevant logs in a tamper proof system that supports threat identification and post-incident investigation.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
Tenant separation	Supplier must ensure that Enterprise Ireland information is segregated from other tenants and that technical controls are in place to maintain and monitor data and user segregation	
Secure software development	Supplier must have established rules for the secure development of software and systems, incorporating at least the OWASP secure coding practices and security principles. A secure software development policy and lifecycle must be in place so that 1. Rules for the secure development of software and systems are established and applied to developments within the organization, 2. Separation of development, testing and operational environments, including protect secure development environments for system development is in place, 3. Testing of security functionality is carried out during development. Systems and apps must be independently penetration tested against at least the OWASP Top 10 Web Application Security Risks before release.	

TECHNICAL AND ORGANISATIONAL MEASURES		
CONTROL	REQUIREMENT	ACCEPT Please indicate Yes/No – if no, provide details
PCI DSS <i>*Applies only to Managed/Cloud based Services processing payment card data.</i>	Supplier must be compliant with the Payment Card Industry Data Security Standard (PCI DSS) and have the relevant Attestation of Compliance (AoC) or Report on Compliance (RoC) documentation.	

Any additional details relevant to the above requirements: