

Clarifications

NGI Recruitment Framework

e-Tenders ID: 8591300

Date: 05.08.26

Question 1: Temporary Agency Worker Pay Rates - Can you confirm how pay rates for temporary agency workers will be determined, particularly in relation to public sector pay scales and the application of equal treatment requirements?

Response 1: Temporary agency worker pay rates are in accordance with the relevant public sector pay scale for the role being filled (commencing at the first point of the scale). Details will be provided for the role at the time of engagement.

Question 2: Role Demand Profile - Can you provide an indicative breakdown of anticipated demand across the different role categories outlined (e.g. administrative, front-of-house, ICT, project-related roles)?

Response 2: We do not know future numbers, however we can provide data for the last 12 months: -

Historic Temp. Vacancies - Previous 12 Months	Count
Finance	3
Front of House	12
HR / Admin	4
IT	1
Professional	1
Grand Total	21

Job Title	Count
Administrator/Receptionist	1
Assistant Accountant	1
Board Secretary & Administration Manager	1
Finance and Systems Project Coordinator	1
Finance Reporting Manager	1
Gallery Assistant	7
IT Support Technician	1
Library Assistant	1
Museum Security Officer	5
Recruitment Specialist	1
Visitor Experience Administrator	1
Grand Total	21

Question 3: Working Patterns and Rostering - Can you confirm the typical working patterns for temporary roles, including any requirements for weekend work, shift patterns, or extended hours?

Response 3: It depends on the role. Details of the expected working pattern will be provided for each role at the time of engagement.

Question 4: Onboarding and Compliance Requirements - Can you outline any mandatory onboarding requirements (e.g. Garda vetting, reference checks, training) and the expected timelines for clearance prior to assignment commencement?

Response 4: It depends on the role. Details will be provided for each role at the time of engagement.

Question 5: Can you confirm the amount of Annual Leave provided at each level please?

Response 5: Annual leave allowance is in accordance with the equivalent public sector leave allowance for the role. Details will be provided at the time of engagement.

Question 6: Please clarify whether suppliers need to be able to fulfil all roles, or whether suppliers with primary expertise in IT can apply?

Response 6: Suppliers need to be able to fulfil all role types.

Question 7: Please confirm the following:

- a. Is overtime paid at weekends?
- b. The Salary indicators to calculate hourly rates.
- c. How many days Holidays entitlement a year?

Response 7: Role dependent. See also responses 1 and 5. Details will be provided at the time of engagement.

Question 8: We note that this tender was previously released at the beginning of June this year. Please could you provide detail as to why this tender has been re-released and any difficulties you faced in that initial round?

Response 8: Due to inconsistencies in the RFT and clarifications.

Question 9: Please could you confirm if there is any material difference between this opportunity and the previous one released in June?

Response 9: Changes to:- 2.10.2, 3.2.C MR-1., Award Criterion 4.

Question 10: Are we able to raise any amendments to the contract either at clarification stage or with the tender submission?

Response 10: Tenderers should submit their tender on the basis of the contract issued with this competition.

Question 11: We confirm that we will not directly approach/solicit your staff as detailed in the contract, however, please could you confirm that this does not include circumstances where they directly or indirectly approach us through an advertised position (including social media platforms/LinkedIn), where they have indicated they are looking for offers or have registered with us as a candidate to find alternative employment?

Response 11: Confirming that this clause does not include instances where individuals independently approach agency for alternative employment.

Question 12: We engage workers under a contract for services, therefore they have a contract with us to operate as a temporary worker but are not our direct employees and they are not deemed to be employees of the National Gallery. Please could you confirm that you are happy with this arrangement?

Response 12: We acknowledge that personnel may be engaged under contracts for services. However, the agency shall remain responsible for ensuring that all personnel comply with the requirements and all applicable legal, regulatory and employment obligations.

Question 13: As we are not based on site and would not have oversight of the workers day-to-day activities and instructions, please could you confirm that you will be responsible for the direction, supervision and control of the temporary worker whilst on placement with you?

Response 13: The Gallery will provide day to day operational direction and task allocation to temporary workers while they are engaged on assignment. However, the agency shall retain responsibility for compliance with all contractual, legal and regulatory obligations relating to their engagement, including their suitability, qualifications and conduct.

Question 14: Please could you confirm that as we are not based on site, we will not be liable for the acts and omissions of the temporary worker whilst they are under your supervision and following your instruction?

Response 14: The agency shall remain responsible for the acts, omissions and conduct of personnel supplied under the contract, except to the extent that any loss or liability arises solely as a direct result of specific instructions given by the Gallery or the Gallery's negligence or breach of contract.

Question 15: Will the responses to clarifications form part of the contract?

Response 15: Yes