



Request for Tender – Specification Document

**Tender for The Supply and Delivery of a
Health & Safety Software Services at Mary
Immaculate College**

1. Introduction

Mary Immaculate College (MIC) invites tenders for the provision, implementation and support of a computer-based, college-wide Health & Safety Management System.

MIC operates across multiple campuses based in Limerick City and Thurles, Co. Tipperary. MIC is looking to establish a modern, user-friendly and fully configurable system that will enable the College to effectively manage health and safety compliance, training, risk and reporting requirements across all departments and locations.

2. Scope of Requirement

2.1 Contract Requirements

The successful supplier will be required to enter into an appropriate Data Processing Agreement, where applicable, before implementation and will be required to complete a full DPIA with the Contracting Authority.

2.2 General Requirements

MIC's Health and Safety Department is seeking a cloud-based solution that, at a minimum, provides the following functionality:

- Training management database with tracking of qualifications, certifications and automated renewal notifications.
- Incident, accident and near-miss reporting with configurable workflows and escalation processes.
- Incident statistics, trend analysis and management reporting dashboards.
- Site inspection, audit and planned monitoring functionality with corrective action tracking.
- Risk assessment and risk register capabilities.
- Contractor and supplier management, including document control, compliance verification and induction processes.
- Centralised document management and compliance oversight.
- Mobile accessibility for reporting, inspections and on-site use.

The system must support current operational needs while being scalable to accommodate future growth across both MIC campuses.

2.3 Key System Requirements

MIC requires that the successful candidate provides Health and Safety Software System which:

- Is intuitive and easy to use for staff, managers, administrators and contractors.
- Can be configured, managed and controlled by designated College administrators.
- Provides clear audit trails and supports internal and external compliance reviews.
- Meets recognised quality, data protection and information security standards (e.g. ISO certifications and GDPR compliance where applicable).
- Supports integration where required with existing College systems.
- Includes implementation planning, training and ongoing technical support.

3. Key Functional Requirements

Section 3 sets out the Key Functional Requirements of the Health and Safety Software System across mandatory and desirable categories.

3.1 User Management & Access Control

The system to support role-based access, including but not limited to:

Initial Estimated Users

Account Manager Access (total control):

- 2nr Users

Administrative Access:

- 5-10nr Users

User Access

- 42nr Users

Multiple users per contractor organisation should be supported.

System should allow for individual accounts to be added or deleted.

3.2 General System & User Management

Mandatory Requirements

- Cloud-based H&S Management System
- Role-based permissions (admin, technical, read-only, contractor)
- Administrator ability to modify user permissions
- Site-based access control (users see only assigned sites)
- Search and filter across jobs, assets, locations, dates, buildings
- Storage of staff and contractor contact details

Desirable Requirements

- Editable dashboards by user role
- Electronic signature capture (mobile and web)

3.3 ICT, Security & Data Management

Mandatory Requirements

- Web-based system (no local server required)
- No mandatory client software installation on PCs

- Mobile applications for Android and iOS
- Secure user authentication and password reset
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- Regular system backups and disaster recovery
- Defined patching and upgrade schedule
- Data protection and malware prevention controls
- Data hosted within EU/EEA
- MIC retains full ownership of all data
- Data export in CSV / Excel format
- Ability to migrate data out at contract end

Desirable Requirements

- Offline mobile functionality with sync
- Compatibility with Microsoft Outlook email

3.8 Contractors Portal

Mandatory Requirements

- Dedicated external contractor portal
- Secure external login
- Upload of RAMS, certs, permits, reports
- Contractor access via mobile and PC
- Contractor induction functionality

3.9 Health, Safety & Compliance

Mandatory Requirements

- Upload of Risk Assessments
- Customisable H&S templates
- Upload of scanned and digital H&S documents
- Credential storage for staff and contractors
- Expiry tracking and automated alerts

3.10 Implementation, Training & Support

Mandatory Requirements

- Implementation roadmap
- Phased rollout approach
- Administrator Training
- Technical Staff Training
- Contractor Training
- Go-Live Support
- Ongoing Technical Support

3.11 Identity, Security & Governance

Mandatory Requirements

- Multi-Factor Authentication for external/mobile access
- Data encrypted in transit and at rest
- Secure data deletion at end of contract

Desirable Requirements

- Single Sign-On (Azure AD)