



etb

Bord Oideachais agus
Oiliúna Dhún na nGall
*Donegal Education and
Training Board*

CALL for TENDER

Contract for	The Supply, Delivery and Commissioning Of AI-Enabled Adult Patient Communication Simulators
Procedure	Open
eTenders CFT ID	8847771
Issue Date	13 th August 2026
Closing Date for Queries	Monday 31st August @ 14:00
Contact for Queries	Questions and Answers facility on www.etenders.gov.ie
Closing Date / Time for receipt of Tenders	Monday 7th September @ 14:00
Please note that information relating to this Call for Tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal. www.etenders.gov.ie Registration is free of charge and there is no charge for documents. Please note that the contracting Authority cannot accept responsibility for information relayed (or not relayed) via third parties. The Contracting Authority have provided a Tender Response Document as a separate document for tenderers to use in preparing their response to this tender. This document and format must be used.	

TABLE OF CONTENTS

1	Summary	6
2	Small and Medium Enterprise Participation	6
3	About the Contracting Authority	7
4	Scope of the Contract	10
4.1	Summary of Specification	10
4.1.1	Application of Variants	10
4.1.2	Delivery Locations	10
4.1.3	Volumes	11
4.1.4	Pricing	11
4.2	Duration of the Contract	11
4.3	Indicative Budget	12
4.4	Review of Performance	12
4.5	Account Management	12
4.5.1	Account Manager	12
4.5.2	Replacement Personnel	12
4.5.3	Invoicing	12
4.5.4	Award to Runner Up	13
4.6	Compliance with the Terms and Conditions	13
4.7	Termination of Contract	13
5	Evaluation Criteria	14
5.1	Selection Criteria	14
5.1.1	General Information relating to the Tenderer	14
5.1.2	Legal Compliance	14
5.1.3	Financial Capacity	14
5.1.4	Technical Capacity	15
5.1.5	Status of European Single Procurement Document (ESPD) (optional at national level)	15
5.2	Award Criteria	15
5.2.1	Post Tender Clarification	18
5.2.2	Verification	19
5.2.3	Clarification of Abnormally Low Tenders	19
5.2.4	Right to Confirm Suitability	19
5.2.5	Right to operate outside of the contract	19
	APPENDIX 1 - INSTRUCTIONS TO TENDERERS	19

(a) Submission of Tenders	19
(b) Language	20
(c) Queries	20
(d) Sufficiency & Accuracy of Tender	21
(e) Qualification of Tenders and Referential Bids	21
(f) Extension of Tender Period	21
(g) Modifications to Tenders prior to the Closing Date for Receipt of Tenders	22
(h) Cost of Preparation of Tender	22
(i) Tender Validity Period	22
(j) Currency and Payments	22
(k) Conflict of Interest	22
(l) Freedom of Information Acts	23
(m) Tax Clearance	23
(n) Withholding Tax	23
(o) Irish Legislation and Law	23
(p) Dignity at Work	24
(q) Clarification of Tenders	24
(r) Correction of Errors	24
(s) Change in the Composition of a Tender	24
(t) Interference and Inducement to Purchase	24
(u) Notification of Tender Evaluations	25
(v) Award Notices	25
(w) Policy on Personal Debriefings	25
(x) Copyright	25
(y) Brand Names, etc.	25
(z) Payment	25
(aa) Right Not to Award	25
(bb) Environmental Aspects	26
(cc) Accessibility	26
(dd) Knowledge and Skills Transfer	26
(ee) Collusive Tendering	26
(ff) Confidentiality	26
(gg) Consortia and Prime Subcontractors	27
(hh) Anti-Competitive Conduct	27
(ii) Changes in Legislation	27
(jj) Data Protection	27

(kk) RETURN OF SIGNED CONTRACTS	28
APPENDIX 2 – SPECIFICATION	29
APPENDIX 3 – THE CONTRACTING AUTHORITY'S TERMS AND CONDITIONS	33
APPENDIX 4 – CONFIDENTIALITY AGREEMENT	34
APPENDIX 5 – PRICING SCHEDULE	34

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 the Contracting Authority (in writing or otherwise) to any interested party or its advisers. No responsibility or liability for any loss or damage arising as a result of reliance on these documents, or for the information contained in these documents or for any omission is or will be accepted by the Contracting Authority or by any of its officers, employees, agents or professional advisers. No officer, employee, agent, or professional adviser of the company has any authority to give or make any representation or warranty, express or implied, in relation to such information. The Contracting Authority’s officers, employees, agents and professional advisers expressly disclaim any and all liability arising out of such documentation or information and any errors or omissions in or from the documents and information.

The Contracting Authority does not bind itself to accept the lowest priced or any Tender.

This Call for Tender (‘CFT’) does not constitute an offer or commitment to enter into a Contract.

No contractual rights in relation to the Contracting Authority will exist unless and until a formal written Contract has been executed by or on behalf of the Contracting Authority.

Any notification of preferred bidder status by the Contracting Authority shall not give rise to any enforceable rights by the Tenderer.

The Contracting Authority may cancel this Competition at any time prior to a formal written Contract being executed by or on behalf of the Contracting Authority.

The award of a Contract does not confer exclusivity on the successful Tenderer.

This CFT supersedes and replaces any and all previous documentation, communications and correspondence between the Contracting Authority and Tenderers, and Tenderers should place no reliance on such previous documentation and correspondence.

The Contracting Authority reserves the right to discontinue the procurement process at any time for any reason.

1 Summary

Contracting Authority:	Donegal Education and Training Board
Nature of procurement:	The Supply, Delivery and commissioning of AI-Enabled Adult Patient Communication Simulators
Type:	Goods
Procedure:	OPEN 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 Small and Medium Enterprise Participation

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

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

Tenderers may include individuals, partnerships, limited companies, groupings or any combination of the foregoing with or without legal personality. However, a grouping, consortium or combination of entities may be required to establish legal personality in order to enter into a contract. The Contracting Authority may also:

- contract with one member of the grouping, consortium or combination of entities on the basis that party will carry overall responsibility for the goods required under the contract;
- contract with each member of the grouping, consortium or combination of entities based on joint and several liabilities; or
- contract with one member of the grouping, consortium or combination of entities with the other members being sub-contractors.

Tenderers are reminded that they may rely on the resources of other entities to establish the requirements on condition that they can prove to the satisfaction of the Contracting Authority that they will have these resources at their disposal when necessary.

If the tenderer is from a consortium / joint venture, tenderers must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party. Relevant information relates to where a tenderer is relying on the resources to qualify (e.g. turnover, manpower, previous experience) and/or to deliver the contract. The consortium must appoint a single point of contact who will assume overall responsibility for participating in this procurement process and who is authorised to act on behalf of all consortia members. The Contracting Authority will not act as an arbitrator between members of consortia.

3 About the Contracting Authority

Donegal Education and Training Board. The Contracting Authority is an ETB responsible for the delivery of services in counties Donegal.

Donegal Education and Training Board is one of 16 ETBs established under the *Education and Training Boards Act 2013*. The remit of the Education and Training Boards, as statutory providers of education, is the provision of a comprehensive range of quality education programmes to meet the needs of the community we serve. These can include, Primary and Post Primary Education, Post Leaving Certificate Programmes, Further Education, Apprenticeships, Second Chance Learning, and Adult & Community Education.

For more information on ETBs and ETBI go to www.etbi.ie

Donegal Education and Training Board (hereinafter referred to as the “Contracting Authority”) is the authority responsible for this procurement.

Donegal Education and Training Board (ETB) is the largest education and training provider in Co Donegal, managing all ETB post-primary education and Further Education and Training (FET) Centres in Co Donegal. The Board’s educational remit covers Levels 1-6 of the National Framework of Qualifications and extends from Malin in the North of the County to Bundoran in the South, Oileáin Árann Mhór (Arranmore Island) and Oileáin Thoraí (Tory Island) in the West, An Charraig in the South West and to Raphoe in the East of the County.

Our vision is ‘Donegal ETB – transforming learning, changing lives.’ Our mission is ‘Donegal ETB offers education and training opportunities that help students to achieve their full potential and to contribute to the social, cultural and economic life of their communities.’ Our core values are excellence; equality; care; community, and respect (Strategy Statement 2022-2026).

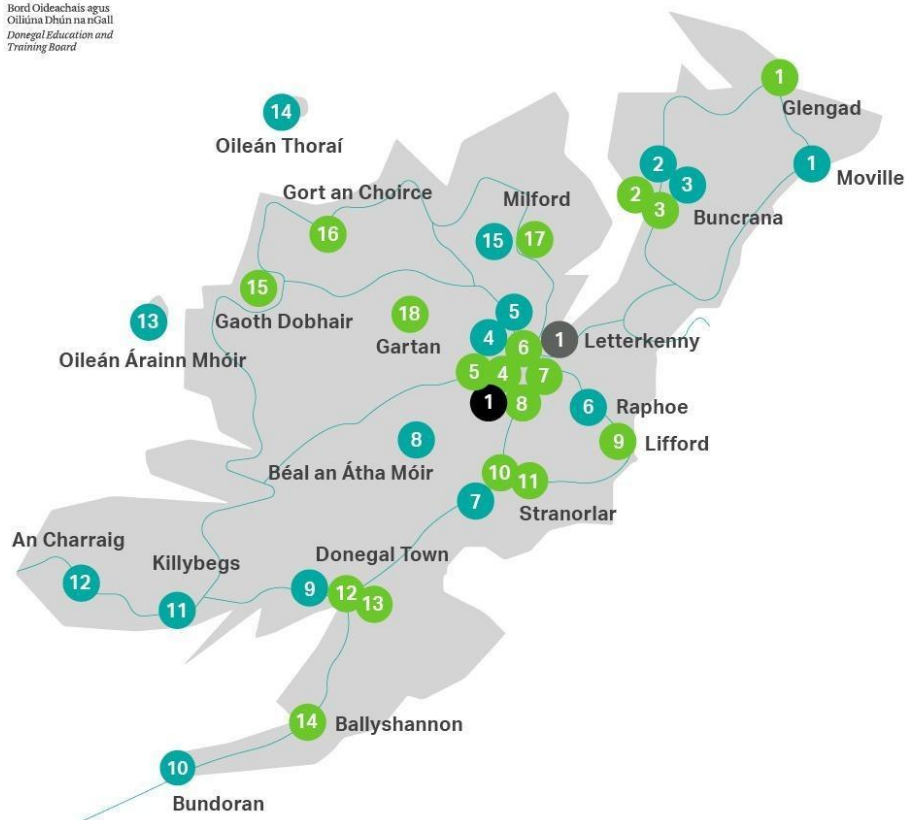
The nature of the services provided

Services are provided to approximately 34,000 students across the ETB area. Donegal Education and Training Board is currently responsible for:

- Fifteen (15) post-primary schools of which 6 are Gaelcholáistí. Two of the Gaelcholáistí are island schools.
- Eighteen (18) Further Education and Training (FET) Centres including two Training Centres and 1 Outdoor Education and Training Centre
- One (1) Music Education Service
- Legal responsibilities for youth work
- Five (5) School Completion Programmes (SCP)

Donegal Education and Training Board is funded by the Department of Education and Youth in respect of post-primary and related education and by the Department of Further and Higher Education, Research, Innovation and Science in respect of further education and training.

Further information is available at our website www.donegaletb.ie.



School Map – Clockwise from Moville

1	Moville Community College	Moville
2	Crana College	Buncrana
3	Coláiste Eoghain	Buncrana
4	Coláiste Ailigh	Letterkenny
5	Errigal College	Letterkenny
6	Deele College	Raphoe
7	Finn Valley College	Stranorlar
8	Gairmscoil Chú Uladh	Béal an Átha Móir
9	Abbey Vocational School	Donegal Town
10	Magh Éne College	Bundoran
11	St Catherine's Vocational School	Killybegs
12	Coláiste na Carraige	An Charraig
13	Gairmscoil Mhic Diarmada	Oileán Árann Mhóir
14	Coláiste Phobail Cholmcille	Oileán Thoraí
15	Mulroy College	Milford

Administrative Offices

1	Ard O'Donnell	Letterkenny
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Music Education

1	Donegal Music Education Partnership	Letterkenny
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FET Centres – Clockwise from Glengad

1	Youthreach Centre	Glengad
2	FET Centre Buncrana	Buncrana
3	Youthreach Centre	Buncrana
4	FET Centre Letterkenny (Port Road)	Letterkenny
5	FET Centre Letterkenny (Business Park Road)	Letterkenny
6	Errigal College (PLCs)	Letterkenny
7	Training Centre Letterkenny	Letterkenny
8	Youthreach Centre	Letterkenny
9	Youthreach Centre	Lifford
10	FET Centre Stranorlar	Stranorlar
11	Finn Valley College (PLCs)	Stranorlar
12	FET Centre Donegal Town (Drumcliff)	Donegal Town
13	FET Centre Donegal Town (Ard Scoil na gCeithre Máistir)	Donegal Town
14	FET Centre Ballyshannon	Ballyshannon
15	Training Centre Gaoth Dobhair	Gaoth Dobhair
16	FET Centre Gort an Choirce	Gort an Choirce
17	FET Centre Milford	Milford
18	Gartan Outdoor Education and Training Centre	Church Hill

It is the policy of the Contracting Authority to encourage participation by Small and Medium Enterprises (SMEs) in this competition. SMEs are encouraged to explore the possibilities of forming relationships with other SMEs or with larger enterprises to meet the financial, economic or technical capacity requirements of the competition, if required.

4 Scope of the Contract

The Donegal Education and Training Board (the “Contracting Authority”) invites tenders (“Tenders”) to this Call for Tender (“CFT”) from Economic Operators (“Tenderers”) for the supply of the goods as detailed in the Specification appended at Appendix 2 to this CFT (the “Goods”).

The following indicative timeline is envisaged for this procurement:

Issue CFT	<i>Wednesday 13th August 2026</i>
Closing date for Queries	<i>Monday 31st August 2026</i>
Closing date for Receipt of Tenders	<i>Monday 07th September 2026</i>
Clarification meetings (if anticipated)	<i>To be Confirmed if required</i>
Award decision	<i>Mid-September 2026</i>
Contract Commencement	<i>Mid-September 2026</i>

The dates provided above are estimates at the time of publication of this CFT. The Contracting Authority will endeavour to run the process to this timetable, but this cannot be guaranteed. The Contracting Authority reserves the right, in its sole discretion, to extend the timelines identified above by giving notice in writing via www.etenders.gov.ie to tenderers at any point. Without prejudice to the foregoing, the Contracting Authority reserves the right, in its sole discretion, to extend the closing date for receipt of tenders by giving notice via eTenders to all parties who have expressed an interest in the competition.

4.1 Summary of Specification

Donegal ETB seeks to procure two (2) units of an AI-enabled full-body adult patient communication simulator, specified as the Axel simulator or equivalent. The supply must encompass all components necessary for two fully operational systems, including all required hardware, software licenses, standard accessories such as a smart scope and charging systems, initial configuration and commissioning, as well as comprehensive initial on-site training for instructors.

4.1.1 Application of Variants

Where variant offers are acceptable under the terms of this tender competition, tenderers must note that they must comply with the minimum requirements laid down in the specification. The Contracting Authority is open to looking at alternative methods of delivery of the contract under the variant rule.

4.1.2 Delivery Locations

Delivery is required to the following location : Donegal College, Ballyraine Industrial Estate, Ramelton Road, Letterkenny Co.Donegal.

4.1.3 Volumes

Donegal ETB seek to procure two (2) AI-enabled full-body adult patient communication simulators

4.1.4 Pricing

All Tenderers must complete the Pricing section in the Appendix 5 accompanying this CFT. (Uploaded as a separate document).

All prices quoted must be all-inclusive (i.e. including but not being limited to shipping, packaging, delivery, customs duties, taxes, levies, customs handling and/or administration charges, ancillary costs and all other costs/expenses), be expressed in Euro only and exclusive of VAT. The VAT rate(s) where applicable should be indicated separately. The Incoterms® Rules 2020, DDP (Delivery Duty Paid) [Import VAT paid]], shall be borne by the supplier.

Tenderers must confirm that all prices quoted in the Tender will remain valid for 12 months commencing from the Tender Deadline.

Any currency variations occurring over the term of the Contract shall be borne by the Tenderer.

Payments for services supplied under this CFT shall be made subject to and in accordance with the Contract at Appendix 3 to this CFT.

Tenderers shall provide details and pricing for an additional service and maintenance contract for the equipment for a period of up to five (5) years. Tenderers shall clearly identify the services and coverage provided under the proposed service and maintenance contract over and above the mandatory five (5) year warranty requirement.

Details shall include, as a minimum, preventative maintenance, technical support, response times, call-out arrangements, parts and labour coverage, exclusions and any additional charges.

The Contracting Authority may, at its sole discretion, elect to enter into the service and maintenance contract with the successful Tenderer following award of the Contract, without conducting a further procurement process. The Contracting Authority is under no obligation to purchase the service and maintenance contract.

The price and terms of the service and maintenance contract will not form part of the evaluation of tenders or the award decision. Where the Contracting Authority elects to enter into the service and maintenance contract, it shall be on the basis of the scope, pricing and terms submitted by the successful Tenderer as part of this competition.

4.2 Duration of the Contract

The Contract will be for a period of one (1) Year (the “Term”).

The Contracting Authority reserves the right at its sole discretion to extend the Term for a period or periods of up to Twelve (12) Months, with a maximum number of One (1) such extension or extensions on the same terms and conditions, subject to satisfactory performance, business needs and budgetary constraints and the Contracting Authority’s obligations at law.

The Contracting Authority may, at its sole discretion, elect to enter into the service and maintenance contract with the successful Tenderer following award of the Contract, without conducting a further procurement process. The Contracting Authority is under no obligation to purchase the service and maintenance contract.

4.3 Indicative Budget

The indicative budget for the Contract is €140,000 (excluding VAT) over the Term and any possible extensions. Tenderers must understand that this figure is an estimate only based on current and future expected usage, subject to approval and budget.

4.4 Review of Performance

Supplier performance will be continuously monitored over the term of the Contract. The format will be agreed between the Contracting Authority and the Successful Tenderer.

4.5 Account Management

4.5.1 Account Manager

The Contracting Authority requires tenderers to nominate a dedicated Account 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 goods required. The duties of the account manager will include the following:

- Overall responsibility for a good working relationship with the Contracting Authority;
- Meet as and when required to review the relationship and examine performance;
- Deal with disputes, complaints or concerns that cannot be adequately resolved;
- Regularly give and receive both formal and informal feedback on the relationship, workloads, processes, areas and suggestions for improvement and cost savings;
- Proactively discuss with the Contracting Authority ways of improving efficiency regarding goods delivery in general.

NOTE: Tenderers will note that account management activities will be non-billable (i.e. the Contracting Authority will not pay separately for account management activities). The Contracting Authority will nominate authorised staff to liaise with the successful tenderer and delegate as required.

4.5.2 Replacement Personnel

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

4.5.3 Invoicing

Invoices shall be submitted by the successful tenderer on a monthly basis for all costs due under the contract in the preceding month. All official invoices must quote a Contracting Authority purchase

order number. All invoices which do not quote the relevant order number(s) will be returned to the provider. Invoices should be submitted to DETFinance@esbs.gov.ie

4.5.4 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 the Contracting Authority reserves the right to award the Contract to the next highest scoring tenderer based on the terms advertised at any time during the tender validity period. This shall be without prejudice to the right of the Contracting Authority to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion.

4.6 Compliance with the Terms and Conditions

Award of Contract will be conditional upon acceptance of the Contract Terms and Conditions as contained in Appendix 3 to this CFT. Tenderers may not amend the Contract.

4.7 Termination of Contract

It shall be the responsibility of the tenderer (in the event of success) to fulfil the obligations under the contract, notwithstanding any changes in EU and national circulars, laws, regulations, taxation, duties or other factors.

5 Evaluation Criteria

5.1 Selection Criteria

The OPEN procedure at national level is being used by the Contracting Authority for the award of this contract. While all interested parties may submit a tender, only those demonstrating that they can comply with the required level of financial and technical competence will be eligible for full tender evaluation.

In order to demonstrate a tenderers' suitability, tenderers must respond to the information set out below by completing the separate Tender Response Document.

5.1.1 General Information relating to the Tenderer

Please provide company name, address and contact details for individual responsible for this tender and company overview.

5.1.2 Legal Compliance

Please complete the Declaration of Bona Fides as per Art. 57 of Directive 2014/24/EU as implemented by SI 284 of May 2016 included in the Tender Response Document. The declaration also covers compliance with relevant Statutory Obligations relating to labour law, employment law, etc.

5.1.3 Financial Capacity

Please confirm that you meet the following financial requirements:

- i. Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant in accordance with the rules of the Irish Revenue Commissioners.
- ii. Confirmation of turnover for each of the last three years or during one of the last three years or pro-rata if more recently established firms.
- iii. Confirmation of the following insurances being in place and that if successful you agree to implement the following levels, promptly on award where these are not currently available.

Insurance Type	Minimum Indemnity limit
Employers Liability	€12.7 million
Public Liability	€6.5 million
Product Liability	€6.5 million

By submitting a tender, Tenderers confirm that, if awarded a Goods Contract under this Competition, (i) they will, from the Effective Date of the Contract (as defined in the Contract), obtain and hold the types and levels of insurance as specified above, (ii) the territorial limits and jurisdiction of its insurance policies include Ireland and (iii) they are not aware of any exclusions, restrictions, conditions or warranties or, in the case of policies with an aggregate limit of indemnity, any outstanding claims, which could have a material adverse impact on the level of coverage specified above. A formal

confirmation from the Tenderer's insurance company or broker to this effect will be requested from the successful Tenderer(s) prior to the award of (and shall be a condition of) any Contract.

The successful Tenderer will, during the term of the Contract, be required to:

- (a) immediately advise the Contracting Authority of any material change to its insured status;
- (b) produce proof of current premiums paid upon request;
- (c) produce valid certificates of insurance upon request.

NOTE: Tenderers **must** provide evidence of the self-declared information within seven (7) calendar days of request, which will be made prior to any award decision. If the evidence required is not provided by the deadline date, then the tenderer in question will be eliminated. Furthermore, tenderers should note that the provision of inaccurate or misleading information in this declaration may lead to exclusion from participation in this and future tenders.

5.1.4 Technical Capacity

- (i) Previous experience – information demonstrating successful delivery of two (2) previous comparable contracts in the past three (3) years.
- (ii) Quality Assurance - Details of quality assurance policies and systems and whether 3rd party certified.
- (iii) Health & Safety - Details of health and safety policies and whether 3rd party certified.
- (iv) Environmental – Details of environmental policies and systems in place and whether 3rd party certified.

5.1.5 Status of European Single Procurement Document (ESPD) (optional at national level)

Under the 2014 Directives, suppliers may have compiled an ESPD which will be accepted as evidence of compliance with Section 5.1.2 (Legal) and Section 5.1.3 (Financial). However, the Contracting Authority requires evidence via completed submission of Appendix 5 relating to Technical Capacity Section 5.1.4. Mere confirmation **will not** be sufficient under these headings.

Tenderers are asked to demonstrate their legal, financial and technical capacity by responding to all the information requested above. In addition, Tenderers must ensure that they have completed and signed the Declaration of Bona Fides in the Tender Response Document. Failure to supply the required information may result in elimination from detailed tender evaluation.

Prior to the award of any contract, the Contracting Authority will request evidence of self-declared information prior to award decision. Failure to provide appropriate evidence within the required timeframe will result in the tenderer being deemed inadmissible for formal award.

5.2 Award Criteria

Only tenders meeting the selection criteria and confirmed as valid and responsive to the specifications set out in this document will be evaluated against the award criteria. Tenderers should ensure that

they have submitted sufficient relevant information to allow their tenders to be assessed under each of the award criteria set out below. Responses are required through completion of the Tender Response Document and Appendix 5 Pricing schedule.

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

	Criteria	Weighting	Maximum Score	Minimum Score Required
A	Ultimate Cost to the Contracting Authority	25%	2500	n/a
<i>Tenderers are required to outline their cost proposal by completing and signing the attached Form of Tender in the Tender Response Document and completing Appendix 5 Pricing Schedule. All prices quoted must be all-inclusive (i.e. including but not being limited to shipping, packaging, delivery, customs duties, taxes, levies, customs handling and/or administration charges, ancillary costs and all other costs/expenses), be expressed in Euro only and exclusive of VAT. The VAT rate(s) where applicable should be indicated separately. The Incoterms® Rules 2020, DDP (Delivery Duty Paid) [Import VAT paid]], shall be borne by the supplier.</i>				
B	Quality, Functionality & Suitability of Items Proposed	35%	3500	1750
<i>Tenderers must demonstrate how the proposed equipment is suitable for use within an education and training environment. Responses must explain how the equipment meets the requirements of the specification and is designed to withstand regular use in a classroom, workshop or training setting.</i> <i>Tenderers should clearly identify any features or functionality that exceed the minimum specification, as these may be awarded additional marks where they provide added value to the Contracting Authority.</i> <i>Responses shall include, as a minimum:</i> • Quality and durability – robustness, build quality and suitability for regular educational use. • Functionality – how the equipment meets or exceeds the specified requirements. • Ease of use – usability for instructors and learners. • Safety – safety features, including compliance with relevant standards where applicable. <i>Tenderers should provide information on the personal data processed by the solution, the use of AI functionality, data storage arrangements, retention periods, security measures, and whether any data is used to train AI models.</i> <i>The Contracting Authority reserves the right to seek clarification and, where appropriate, request customer references or evidence of previous installations to verify the information provided under this criterion.</i>				

C	Proposed methodology and timeline from order to delivery onsite including installation, commissioning, and training.	10%	1000	500
<i>Tenderers should address the following elements in their response:</i> • <i>Lead times from order to delivery.</i> • <i>Tenderers should set out in their proposal, the process for installation, commissioning and training where applicable of items.</i> • <i>Identification of any supply chain issues which would impact on the ability to deliver.</i>				
D	After Sales Support Service	10%	1000	500
<i>Tenderers should address the following elements in their response:</i> • <i>Details of key account manager</i> • <i>Response times to customer queries and complaints</i> • <i>Policy for returns and replacement goods, and timelines</i> • <i>Maintenance of the equipment, where required</i> • <i>Training</i>				
E	Guarantees/Warranties	10%	1000	500
<i>Guarantees/Warranties that apply to equipment. Along with your proposal under this Criterion, the Contracting Authority requests that you complete the Warranty column in Criteria A of the tender response document. Please note this column must not be left blank.</i>				
F	Environmental Sustainability	10%	1000	500
<i>Tenderers should detail evidence if any, of environmentally friendly initiatives in place in response to protecting the environment. Examples may include but not limited to the following</i> • <i>Energy savings or efficiency gains</i> • <i>Sourcing sustainability produced products</i> • <i>Reduce, reuse, recycle</i> • <i>Procedure for disposal of waste packaging</i> • <i>Packaging & Transportation of products</i> <i>Tenderers should demonstrate their commitment to sustainability and how this is incorporated into your business.</i>				

NOTE 1: Tenderers should note that they must achieve a minimum rating of 50% for each of the individual qualitative criteria (B) to **[F]** in order to avoid elimination from the competition. Tenderers should ensure in their tenders that they provide detailed information in respect of all aspects of the contract award criteria as stated above. This will enable the awarding authority to assess fully the extent of their offers. Qualitative criteria will be scored using the following baseline scoring system:

90 – 100%	Outstanding - A very comprehensive response demonstrating extensive understanding offering full assurance to client – fully supported with no reservations.
80 – 89%	Excellent - An excellent response demonstrating excellent understanding offering assurance to client – strongly supported.
70 – 79%	Very good - A very good response demonstrating very good understanding offering assurance to client – fully supported.

60 – 69%	Good - A good response demonstrating good understanding offering assurance to client – well supported.
50 – 59%	Acceptable - An acceptable response demonstrating a minimum understanding offering assurance to client - satisfactorily supported.
Less than 50% is Unacceptable	
25 – 49%	Mediocre - Response demonstrates limited understanding with insufficient or no detail and a risk of non-delivery. This is unacceptable and a fail.
1 – 24%	Poor - Response demonstrates very limited understanding of the requirements and has fundamental flaws and lacks credibility with a significant risk of non-delivery. This is unacceptable and a fail
0%	No Response - Response completely fails to address the criterion under consideration. This is unacceptable and a fail.

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

NOTE 2: The lowest cost tender that also meets all of the minimum requirements of the qualitative award criteria will receive the maximum score achievable under this criterion. The scores of the other valid tenders will be calculated using the following formula:

Maximum Points available for Cost	A
Lowest Cost from a Bona Fide Tender	B
Cost for the tender being evaluated	C
Formula employed	<u>(A x B) / C</u>

NOTE 3: Tenderers should ensure in their tenders that they provide detailed information in respect of all aspects of the contract award criteria as stated above. This will enable the awarding authority to assess fully the extent of their offers.

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

NOTE 5: Tenderers should note that the Contracting Authority reserves the right to confirm that the financial and technical capacity of the tenderer is valid and unchanged prior to the award of any contract.

5.2.1 Post Tender Clarification

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

Responses to requests for clarification must not materially change any of the elements of the tenders submitted and the Contracting Authority will not accept any additional submissions, other than clarifications, as part of that process. Tenderers who do not provide the clarifications sought within a specified time period of receipt of such a request via email/eTenders from the Contracting Authority may be excluded from the competition. No unsolicited communications from tenderers will be entertained during the evaluation period

5.2.2 Verification

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

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

5.2.3 Clarification of Abnormally Low Tenders

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

5.2.4 Right to Confirm Suitability

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

5.2.5 Right to operate outside of the contract

The Contracting Authority reserves the right to operate outside of the contract at its discretion, particularly should it become apparent that doing so would offer greater value for money. Notwithstanding the foregoing, the contract agreement approach has been adopted in order to leverage efficiencies and maximise cost savings over the duration of the contract.

APPENDIX 1 - INSTRUCTIONS TO TENDERERS

(a) Submission of Tenders

The Contracting Authority is using the Tender Postbox facility, and tenders must be submitted electronically via the etenders postbox facility on www.etenders.gov.ie only. Tenderers must ensure that they give sufficient time to upload their tender response.

The Contracting Authority is not responsible for corruption in electronic documents. Tenderers must ensure electronic documents are not corrupt.

In responding to this tender all tenders must follow the format of the tender document and respond to each element of the tender document in the order as set out in this CFT. Tenders should produce their response as a **SINGLE UPLOADED FILE, if possible, which is clearly labelled, page numbered and indexed.**

Tenders must be submitted via the 'electronic tenderbox' available on www.etenders.gov.ie. Only Tenders submitted to the electronic tenderbox will be accepted. Tenders submitted by any other means (including but not limited to: by email, fax, post, hand delivery, etc.) will NOT be accepted.

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation in their Tender before the Tender Deadline (as detailed below). Tenderers should take into account the fact that upload speeds vary.

Tenderers must note that in the electronic tenderbox, there is a current file size limit of 250MB for each single file uploaded, with a maximum total limit of 2GB for all documentation (combined) in the Tender submitted.

In order to submit a Tender to the electronic tenderbox, Tenderers must ensure that they follow the necessary steps on the eTenders platform to ensure that their tender has been submitted properly, which includes ensuring that the "Submit" button has been clicked. In the event that Tenderers need to modify or change any aspect of their Tender before the Tender Deadline, the Tender in its entirety will need to be re-submitted. Tenderers should be aware that the "Submit" button will be disabled automatically at the Tender Deadline.

Tenderers not familiar with uploading on eTenders should ensure they familiarise themselves with the process.

The closing date for tenders is Monday 31st August 2026 @ 14:00

It is the responsibility of the tenderer to ensure that their tender is complete and is uploaded by the designated deadline. **Tenders that are received late or via other means WILL NOT be considered in this public procurement competition.**

(b) Language

Tenders must be submitted in English.

(c) Queries

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

Tenderers shall immediately notify the Contracting Authority should they become aware of any ambiguity, discrepancy, error or omission in the tender documents. The Contracting Authority 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.

All queries regarding this tender should be through the messaging facility on www.etenders.gov.ie.

The closing date for receipt of queries is Monday 24th August 2026 @ 14:00

For the avoidance of doubt, **Tenderers may not contact the Contracting Authority directly regarding any aspect of this Competition.**

Responses to queries will be issued via eTenders to all parties who have expressed an interest in the contract on that site, in order to ensure that no party has an unfair advantage over any other.

For the purpose of circulating responses queries will be edited to avoid disclosing the identity of the querist, and any sensitive information included in the query should be clearly indicated. Please note that the Contracting Authority cannot accept responsibility for information relayed (or not relayed) via third parties.

The Contracting Authority reserves the right to issue or seek written clarifications.

The Contracting Authority **reserves the right** at any time before the Tender Deadline, to update or amend the information contained in this document and/or to extend the Tender Deadline. Participating Tenderers will be informed of any such amendment or extension through the eTenders website.

Tenderers should ensure that they register their interest in this Competition, by clicking on the “Accept” button on www.etenders.gov.ie, in order to receive all responses to queries and other updates in relation to this Competition.

(d) Sufficiency & Accuracy of Tender

Tenderers will be deemed to have examined all the documents enclosed 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 the Contracting Authority, be referred back to the tenderer for correction. Any subsequent adjustment(s) must be confirmed in writing.

The Contracting Authority reserves the right to disqualify incomplete tenders.

(e) Qualification of Tenders and Referential Bids

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

(f) Extension of Tender Period

The Contracting Authority 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 no later than seven (7) calendar days before the original closing date.

(g) 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 electronically via the etenders postbox facility on www.etenders.gov.ie only before the closing date for receipt of tenders and clearly marked as part of the tender. Any modifications received, by whatever means, after the closing time for receipt of tenders will not be considered.

(h) Cost of Preparation of Tender

The Contracting Authority 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 that they are required to attend clarification or other meetings or make a presentation of their proposals.

(i) Tender Validity Period

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

(j) Currency and Payments

The currency and invoices in which all prices and rates shall be tendered, and which payments under the contract will be paid, shall be Euros (€). All prices and rates quoted should be exclusive of VAT. A schedule of payments will be agreed with the successful tenderer. The Contracting Authority operates in accordance with the European Communities (Late Payment in Commercial Transactions) Regulations 2012. The method of payment used by the Contracting Authority is normally Electronic Funds Transfer.

Note: The Contracting Authority may roll out e-Invoicing during the term of the contract / framework and tenderers may be required to issue their invoices to the sector in an e-Invoice format that is compliant with the PEPPOL directive.

(k) Conflict of Interest

It will be a condition of award of this contract and any subsequent contract that the successful tenderer(s) that any conflict of interest involving a tenderer (or tenderers in the event of a consortium bid) must be fully disclosed to the Contracting Authority. Any registrable interest involving the tenderer or subcontractor and the Contracting Authority or employees of the Contracting Authority or their relatives must be fully disclosed in the tender submission or should be communicated to the Contracting Authority immediately upon such information becoming known to the tenderer. The terms 'registrable interest' and 'relative' shall be interpreted as per Section 2 of the *Ethics in Public Office Acts, 1995 and 2001*. Failure to disclose a conflict of interest may, at the absolute discretion of the Contracting Authority, disqualify a tenderer or invalidate an award of contract.

(l) Freedom of Information Acts

All responses to this call for tender will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the tenderer except insofar as is specifically required for the consideration and evaluation of the response or as may be required under law, including the *Freedom of Information Act 2014* and the *European Communities (Access to Information on the Environment) Regulations 2007 to 2014*, EU and Irish Government Procurement Procedures, or in response to questions, debates or other parliamentary procedures in or of the Oireachtas (the Irish Parliament).

Tenderers are asked to consider if any of the information supplied by them in response to this call for tenders should not be disclosed because of its confidentiality or commercial sensitivity. If this is the case, tenderers should clearly specify the information that is confidential or commercially sensitive and the reasons for its sensitivity. The Contracting Authority cannot guarantee that any information provided by tenderers, either in response to this tender or in the course of any contract awarded as a result thereof, will not be released pursuant to the Contracting Authority's obligations under law, including the *Freedom of Information Act 2014* and the *European Communities (Access to Information on the Environment) Regulations 2007 to 2014*, EU and Irish Government Procurement Procedures. the Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released (irrespective of notification) or in respect of any consequential damage suffered as a result of such disclosure.

(m) Tax Clearance

It will be a condition of award of this contract and any subsequent contract that the successful tenderer(s) comply with all EU and national tax laws. Tenderers are referred to the Irish Revenue web site <http://www.revenue.ie/>. Non-resident tenderers should apply to the Office of the Revenue Commissioners, Non Resident Tax Clearance Unit, Office of the Collector General, Sarsfield House, Francis Street, Limerick, Ireland; e-mail: nonrestaxclearance@revenue.ie. The Contracting Authority will satisfy themselves that any tenderers being considered for award of a contract are appropriately tax compliant by checking their status via the online system for which tenderers are requested to provide their Tax Clearance Access Number and Tax Reference Number to facilitate verification. By supplying these numbers, tenderers acknowledge and agree that the Contracting Authority has the permission to verify its tax cleared position at any time during the term of the contract.

(n) Withholding Tax

Where applicable, payments shall be subject to Irish 'Professional Services Withholding Tax' at the prevailing rate (currently at 20%) as laid down by the Revenue Commissioners in Ireland in accordance with section 523 of the *Taxes Consolidation Act 1997*. Any and all taxes applicable to the supply of the goods will be the sole responsibility of the Contractor and the Contractor so acknowledges and confirms.

(o) Irish Legislation and Law

Tenderers should be aware that national legislation applies in other matters including, employment and health and safety matters and includes, but is not limited to, the *Employment Equality Acts 1998-2015*, *National Minimum Wages Act 2000 (as amended)*, *Safety, Health and Welfare at Work Act 2005*

(as amended), *Data Protection Act 2018* and *Official Secrets Act 1963* (as amended). Tenderers must have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in the Contracting Authority tenders and in delivering contracts awarded to them. The contract[s] awarded on foot of this tender process will be governed by and construed in accordance with Irish law.

(p) Dignity at Work

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

(q) Clarification of Tenders

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

(r) Correction of Errors

Detailed pricing of all tenders will be examined for errors that might alter the tender pricing as determined from the figures on the tender form or as between the hard copy and electronic versions of the tender. In general, the following approach will be applied to manifest errors - where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern.

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

(s) Change in the Composition of a Tender

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

(t) Interference and Inducement to Purchase

Any effort by the tenderer to unduly influence the Contracting Authority, relevant agency personnel or any other relevant persons or bodies in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning the Award of Contract shall have their tender rejected. The presumptions (including as to any gift, consideration or advantage) and other provisions under the *Criminal Justice Act 2018*, and all other measures for the time being governing the subject-matter in any applicable jurisdiction, shall be applicable.

(u) Notification of Tender Evaluations

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

On a voluntary basis the Contracting Authority undertakes that no contract will be signed or take effect until at least seven (7) calendar days after the day on which the unsuccessful Tenderers have been sent the appropriate notice informing them of the result of this public procurement competition ("Standstill Period"). The preferred bidder will be notified of the decision of the Contracting Authority and of the expiry date of the Standstill Period.

(v) Award Notices

Following the formal conclusion of a contract, an award notice will be despatched to eTenders announcing the results of the competition.

(w) Policy on Personal Debriefings

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

(x) Copyright

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

(y) 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".

(z) Payment

A schedule of payments will be agreed with the successful tenderer. The Contracting Authority operates in accordance with *S.I. 580 of 2012* which transposes *EU Directive 2011/7/EU* on combating Late Payment in commercial Transactions. The method of payment used by the Contracting Authority is normally Electronic Funds Transfer.

(aa) Right Not to Award

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

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

(bb) Environmental Aspects

The Contracting Authority is committed to the principles of environmental management in its activities and it encourages the implementation of sustainability principles in its procurement practices. Tenderers/contractors should make all reasonable efforts to minimise adverse environmental impact in the methods of goods delivery and in materials used.

(cc) Accessibility

In line with the *Disability Act 2005*, accessibility requirements should be clearly stated in Call for tenders / quotations where applicable. Under Section 27 of the Act the Contracting Authority is required to ensure that the goods supplied to it are accessible to persons with disabilities.

(dd) Knowledge and Skills Transfer

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

(ee) Collusive Tendering

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

(ff) Confidentiality

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

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

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

(gg) Consortia and Prime Subcontractors

The Contracting Authority seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises (“SMEs”) in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged, subject to this paragraph, to explore the possibilities of forming relationships with other SMEs or with larger enterprises. Through such relationships they can participate and contribute to the successful implementation of any Goods Contracts that may result from this Competition and therefore increase their social and economic benefits.

Larger enterprises are also encouraged, subject to this paragraph, to consider the practical ways that SMEs can be included in their proposals to maximise the social and economic benefits of any Goods Contracts that may result from this Competition.

Where a group of undertakings (in whatever form and regardless of the legal relationship between them) come together to submit a tender in response to this CFT the Contracting Authority will deal with all matters relating to this Competition through the entity who will carry overall responsibility for the performance of the Goods Contract only (the “Prime Contractor”), irrespective of whether or not tasks are to be performed by a subcontractor or other consortium member (the “Subcontractor”). The tenderer must clearly and comprehensively set out the name, title, telephone number, postal address and email address of the nominated contact personnel of the Prime Contractor authorised to represent the tenderer and to whom all communications shall be directed and accepted until this Competition has been completed or terminated. Correspondence from any other person (including from any Subcontractor) will NOT be accepted, acknowledged or responded to.

(hh) Anti-Competitive Conduct

Tenderers attention is drawn to the Competition Act 2002 to 2017 (as amended, the “2002 Act”) which makes it a criminal offence for Tenderers to collude on prices or terms in a public procurement competition.

(ii) Changes in Legislation

As a condition of award, it shall be the sole responsibility of the tenderer (in the event of success in this competition) to fulfil the obligations under the Contract, notwithstanding any changes in circulars, laws, regulations, taxation, duties or other factors which might arise following the withdrawal of the United Kingdom from membership of the EU.

(jj) Data Protection

“Data Protection Laws” means all applicable national and EU data protection laws, regulations and guidelines including but not limited to the *Irish Data Protection Acts 1988 to 2018*, the *General Data Protection 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 any other applicable law or regulation relating to the processing of personal data and to privacy, including the *E-Privacy Directive and European Communities (Electronic Communications Networks and Services) (Privacy and Electronic Communities) Regulations 2011*, as such legislation may be supplemented, amended, revised or replaced from time to time.

The Contracting Authority will be a Data Controller (where Data 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 call for tenders.

The tenderer, as Data Controller in respect of any Personal Data provided by it in its tender, is required to confirm in its tender that all Data Subjects (where Data Subject has the meaning given under the Data Protection Laws) whose Personal Data is provided by the tenderer have consented to the processing of such Personal Data by the tenderer, the Contracting Authority, the evaluation team and the supplier of the etenders.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 the Contracting Authority for the purposes of its participation in this competition. The tenderer shall comply with all of its obligations under the Data Protection Laws.

(kk) RETURN OF SIGNED CONTRACTS

The successful Tenderer must sign and return the Contract and the Confidentiality Agreement (Appendix 5), which will be sent digitally. The successful Tenderer should digitally sign and return the Goods Contract and the Confidentiality Agreement to the Contracting Authority no later than seven (7) calendar days from the date of expiry of the Standstill Period unless notified otherwise in writing by the Contracting Authority. A signed Contract returned by the successful Tenderer is not binding on the Contracting Authority until the Contracting Authority has signed the Contract.

Where the signed Contract and the Confidentiality Agreement have not been received by the Contracting Authority within the period as specified above then the Contracting Authority may proceed to award the Goods Contract to the next highest-ranked Tenderer in accordance with the above.

APPENDIX 2 – SPECIFICATION

Donegal ETB are seeking tenders from providers for the Supply, Delivery and commissioning of Two (2) AI-Enabled Adult Patient Communication Simulators

Detailed Specification of Patient Communication Simulators Required :

The Patient Communication Simulator shall be an AI-enabled, full-body adult patient simulator designed to support healthcare education, clinical communication training, and scenario-based simulation. The simulator shall facilitate realistic interactions between learners and a simulated patient using artificial intelligence, speech recognition, and physiological modelling.

The system shall be portable, operate wirelessly, and support instructor-led or independent simulation exercises across a range of healthcare education settings.

Technical Requirements

The supplied system shall include, as a minimum, functionality equivalent to Axel Patient Communication Simulator, enabling the same core capabilities. Where an equivalent solution is proposed, the Tenderer shall provide sufficient evidence demonstrating that it meets or exceeds the specified functionality.

Patient Simulation	• Full-body adult patient simulator. • Physiological model capable of responding dynamically to learner interventions. • Patient monitoring with vitals such as Heart rate (with a range of different pulse taking areas such as brachial, carotid, radial), Respiratory rate, SpO₂, Blood pressure, Temperature & ECG, Heart, lung, and bowel sound with Smart scope • CPR training with real-time feedback (depth, rate, ventilations), BVM ventilation • IV administration • Catheterisation training • Configurable patient conditions and clinical presentations. • Support for communication, assessment and clinical decision-making exercises.
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Artificial Intelligence	• AI-driven patient communication capable of engaging in natural language conversations. • Real-time voice interaction between learners and the simulator. • Ability to recognise spoken questions and provide contextually appropriate verbal responses. • No practical limitation on the number of learner questions during a simulation scenario.
Scenario Management	• Pre-configured simulation scenarios included. • Ability for instructors to create, modify and customise simulation scenarios. • Instructor control of scenario progression during live simulation • Ability to pause, restart or alter scenarios during delivery
Audio and Communication	• Integrated microphone(s). • Integrated speaker system. • Clear two-way voice communication between learner and simulator
Connectivity	• Wireless (Wi-Fi) operation. • Cloud-enabled platform for storage and management of scenarios (where applicable). • Multi-user access for instructors from compatible computers or mobile devices. • Secure user authentication.
Teaching, Assessment and Debriefing	• Ability to record simulation sessions. • Live video streaming capability using an integrated or compatible camera. • Playback functionality to support learner debriefing and reflective practice. • Automatic recording and storage of learner interactions and simulation events.

	• Archive of completed simulation sessions and associated logs for review. • Support for multiple instructors or facilitators to access and manage simulation sessions simultaneously. • Shared access for authorised users to simulation scenarios and teaching content.
Hardware	• Rechargeable battery operation. • Portable design suitable for transport between classrooms or simulation environments. • Battery life sufficient to support typical teaching sessions without interruption. • Integrated charging system.
Software	• Software licences required for full operation shall be included. • Software updates available during the warranty/support period. • Compatible with current versions of common web browsers and/or operating systems where appropriate.
Training	• Initial on-site training for instructors. • User manuals and supporting documentation. • Technical support during the warranty period.
Warranty	Minimum 5 year full manufacturer's warranty , including technical support and software updates where applicable.
The supplier shall provide all equipment necessary for the simulator to function as specified, including but not limited to: • Battery charger/power supply • Required software licences • Wi-Fi connectivity components (where required)	

- Instructor control software
- User documentation
- Initial configuration and commissioning

APPENDIX 3 – THE CONTRACTING AUTHORITY'S TERMS AND CONDITIONS

Donegal ETB's terms and Conditions are attached in a separate document on etenders.

APPENDIX 4 – CONFIDENTIALITY AGREEMENT

Available on receipt of Contract

APPENDIX 5 – PRICING SCHEDULE

Uploaded as Separate Document