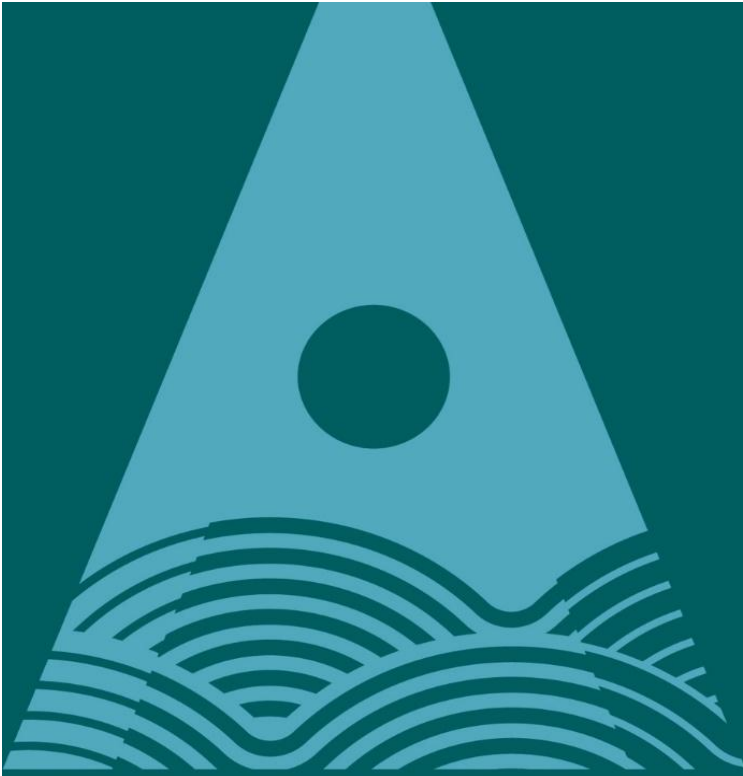




Ollscoil
Teicneolaíochta
an Atlantaigh

Atlantic
Technological
University

Open Procedure - Single Operator Framework Agreement – Concession for Academic Dress for Graduation and Associated Services for Atlantic Technological University

RESPONSE DOCUMENT

PIF 308/26 CFT ID CFT 8900713

Tender Response Document (Open Procedure)

Title:	Single Operator Framework Agreement – Concession for Academic Gowning Services for Graduation and Associated Services for Atlantic Technological University
Contracting Authority Ref.	Atlantic Technological University
OJEU/eTenders Ref:	CFT ID 8900713
Closing Date for Submissions:	28th September 2026 12.00 Noon Local (Irish) Time
Organisation Name:	
Contact Name:	
Contact Email:	

Contents

1	Instruction for Completion	1
2	Response to the Selection Criteria	2
2.1	General Contact Information	Error! Bookmark not defined.
2.2	Financial Information – Pass/Fail Criteria	4
2.3	Declaration Bona Fides & Statutory Obligations – Pass/Fail Criteria.....	6
2.4	Data Protection	10
2.5	Health & Safety	11
2.1	Quality Assurance – Pass/Fail Criteria (If applicable).....	12
2.6	Quality Assurance	12
2.7	Environmental Systems.....	12
2.8	Personnel & Skills.....	13
2.9	Previous Experience	15
3	Response to the Award Criteria	18
3.1	Form of Tender – Financial Proposal (Criterion A) – 30%.....	18
3.2	Response to Qualitative Award Criteria.....	22
4	Confirmation Check.....	31

1 Instruction for Completion

This document **MUST** be used for the submission of tenders.

Tenderers should ensure they have read the Request for Tender before they attempt to complete this Tender Response Document.

If you consider that the Tender Response Document is missing any sections which would prevent you from preparing a comprehensive response, please contact the Contracting Authority as soon as possible.

Where there is a discrepancy between the contents / instructions in this document and the Request for Tender, the Request for Tender will take precedence.

Tenderers must follow the instructions contained in this document in relation to attachments, format for submission, etc.

Where tenderers are relying on other parties to meet the selection criteria, those parties must be available to deliver elements of the contract.

2 Response to the Selection Criteria

Applicant Summary		
Weighting: Pass/Fail		
Pass Requirement: Applicants must complete this Section		
Organisation Name:		
Contact Name:		
Position:		
Address:		
Telephone (Office):		
Telephone (Mobile):		
Email:		
Website:		
VAT Registration Number:		
Companies Registration Number (or equivalent based on country of establishment)		
Country of Establishment if Outside Ireland		
Date of Establishment:		
Legal Status (Company, Sole Trader, etc.):		
Please answers the following questions with 'Yes' or 'No':		
1) Is the Applicant a Small and Medium-size Enterprise (SME) as defined in the European Commission's Recommendation 2003/361/EC ¹ ?	Yes ☐	No ☐
2) Is the Applicant a consortium / group of Economic Operators?	Yes ☐	No ☐
3) Is the Applicant a Lead Applicant acting on behalf of a group of economic operators regardless of legal form of grouping?	Yes ☐	No ☐
4) Is the Applicant relying upon another entity including sub-contractors to meet some/or all of the qualification requirements under the selection criteria?	Yes ☐	No ☐
5) Is the Applicant only relying on the other entity(s) to deliver services under the DPS(s)?	Yes ☐	No ☐
6) Does the Lead Applicant confirm that if successful those other parties are available to deliver the services when required and may be required to co-sign the formal Contract?	Yes ☐	No ☐

¹ SMEs are enterprises which employ fewer than 250 persons, and which have an annual turnover not exceeding €50 million, and/or an annual balance sheet total not exceeding €43 million.

Please detail the contributions of other parties:			
If the answer to any of the above questions 4 and 5 is 'Yes', full details of the other parties relied upon must be provided below by the Lead Applicant. Please note that where this entity is being relied upon, this must be clearly identified, where relevant, throughout the Response Document.			
Name of Entity	Selection criterion where Applicant is relying on their resources to qualify: <i>and/or</i> Service to be delivered by third party:	Check the box to confirm third-party is clearly identified throughout the response	
		☐	
		☐	

Financial Information – Pass/Fail Criteria

Tax Compliance			
Option 1: I confirm and declare being tax compliant. The Contracting Authority can verify your tax clearance status through Revenue's online facility at http://www.revenue.ie/en/online/tax-clearance.html To this end, please confirm:		Yes	
		No	
Tenderer Name:			
Tax Reference Number (PPSN):			
Access Number:			
Option 2: I confirm that I hold a current valid Tax Clearance Certificate (generally relates to Non-Residents) To this end, please confirm:		Yes	
		No	
Registration Number:			
Certificate Number:			
Option 3: I confirm that I have applied for Tax Clearance status or a Tax Clearance Certificate which will be made available on request		Yes	
		No	
Financial Capacity			
I confirm that our turnover exceeded €250,000.00 in at least one of the last three financial years. If turnover figures for 2025 are unavailable, please use 2024, 2023 and 2022.			
Financial Year	2025	2024	2023
Turnover	€	€	€
Month of financial year end			
I confirm that I will provide the following promptly on request at any time prior to the tender list being finalised: (evidence of turnover for the past three financial years)		Yes	
		No	
I confirm that I will supply evidence of financial standing, by way of auditor's letter, ensuring the tenderer 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.		Yes	
		No	
Insurances			
I confirm that we have the following insurances in place:			
Insurance Type	Level in place	Details of Excess	Expiry Date
Employer Liability	€		
Public Liability	€		
Product Liability	€		

I confirm that I will provide the following promptly on request at any time prior to the award decision being made: Evidence of insurances in place or Letter from Insurance Broker confirming that the required levels could be put in place if successful	Yes	
	No	
I confirm that if successful, where the levels required under the contract or framework are higher than those currently in our possession, I will be in a position to put the required forms and levels of insurances required in place promptly.	Yes	
	No	
Please note that the Contracting Authority will seek to verify self-declarations regarding financial capacity prior to next stage of the competition.		
Signed:		
Position:		
Date:		

Declaration Bona Fides & Statutory Obligations – Pass/Fail Criteria

Declaration of Bona Fides (Under Public Sector Directive 2014/24/EU - Article 57)			
Weighting: Pass/Fail Pass requirement: Applicants must complete, sign and date this Declaration. The Contracting Authority reserves the right at its discretion to exclude a non-compliant applicant under each heading. This must be completed by each group member.			
Economic Operators will be excluded from the procurement process if, within the past five (5) years, there is evidence of a conviction relating to a specific criminal offence listed below (see 1.1) or if they have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security contributions (see 1.2) (except where this is disproportionate e.g. where only minor amounts are involved).			
1.1	Has the Economic Operator or a member of their proposed consortium, (if applicable), Director, or Partner or any other person who has powers of representation, decision or control, been convicted of any of the following offences?	Please indicate your answer by marking 'X' in the relevant box	
		Yes	No
1.1a	participation in a criminal organisation, as defined in Article 2 of Council Framework decision 2008/841/JHA;		
1.1b	corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union and Article 2(1) of Council Framework Decision 2003/568/JHA as well as corruption as defined in Irish Law or the jurisdiction in which the Economic Operator is established;		
1.1c	fraud within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests;		
1.1d	the subject of a conviction for terrorist offences or offences linked to terrorist activities or for inciting or aiding or abetting or attempting to commit an offence;		
1.1e	the subject of a conviction for money laundering or terrorist financing;		
1.1f	the subject of a conviction of child labour and other forms of trafficking in human beings;		
1.2	Non-payment of taxes or social security obligations Has it been established by a judicial or administrative decision having final and binding effect in accordance with Irish law or the legal provisions of the country in which the Economic Operator is established (if outside Ireland), that the Economic Operator is in breach of obligations related to the payment of tax and social security contributions?		

	If the response to 1.2 above is in the affirmative, please provide further information on the decision and the amounts involved.		
An Economic Operator who answers 'Yes' in any of the situations set out in paragraphs 2.1.a to 2.1.i will be excluded.			
2.1	Please indicate if any of the following situations have applied, within the past three (3) years, or currently apply, to your organisation. The Economic Operator:	Please indicate your answer by marking 'X' in the relevant box	
		Yes	No
2.1a	has, in the performance of any public contract, failed to comply with applicable obligations in the field of environmental, social and labour law applying at the place where the works were carried out or the services provided, as established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Annex X of Directive 2014/24/EU;		
2.1b	is bankrupt or the subject of insolvency or winding-up proceedings, its assets are being administered by a liquidator or by the court, or has entered into an arrangement with creditors, suspended its business activities or is in any analogous situation arising from a similar procedure under national laws and regulations;		
2.1c	is guilty of grave professional misconduct which renders its integrity questionable;		
2.1d	has entered into agreements with other Economic Operators aimed at distorting competition;		
2.1e	has a conflict of interest within the meaning of Article 24 of 2014/24/EU that cannot be effectively remedied by other, less intrusive, measures;		
2.1f	confirms that it has had prior involvement in the preparation of the procurement procedure which has resulted in a distortion of competition, as referred to in Article 41 of 2014/24/EU, that cannot be remedied by other, less intrusive, measures;		
2.1g	has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.		
2.1h	is guilty of serious misrepresentation in supplying the information required for the verification of the absence of		

	grounds for exclusion or the fulfilment of the selection criteria; or has withheld such information or is not able to submit supporting documents required under Article 59 of Directive 2014/24/EU; or		
2.1i	has undertaken to: - unduly influence the decision-making process of the contracting entity, or - obtain confidential information that may confer upon the applicant undue advantages in the procurement procedure; or - negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.		
Declaration re Statutory Obligations			
We confirm that we are fully compliant with the following legislation, or equivalent legislation in our country of establishment / operation:		Yes	No
(i)	Employment Equality Acts 1998-2011		
(ii)	Equal Status Acts 2000-2011		
(iii)	National Minimum Wage Act 2000 as amended		
(iv)	Organisation of Working Time Act 1997 as amended		
(v)	Safety, Health and Welfare at Work Act 2005 and Safety, Health and Welfare at Work (General Application) Regulations 2007		
(vi)	Disability Act 2005		
(vii)	General Data Protection Regulation 2018		
(viii)	We have procedures in place to ensure that our subcontractors, if any are used for this contract, apply the same standards.		
Declaration Re Personal Data			
We confirm that all Data Subjects whose Personal Data is provided in our Tender have consented to the processing of such Personal Data by us, the Contracting Authority, the Evaluation Team and the supplier of the etenders.gov.ie website, for the purposes of our participation in this Competition or that we otherwise have a legal basis for providing such Personal Data to the Contracting Authority for the purposes of our participation in this Competition and that we will provide evidence of such consent and / or legal basis to the Contracting Authority upon request.		YES	NO
Article 5K Declaration			
EU Regulation 2022/576 on restrictive measures in the Context of Russian Actions in the Ukraine			

A.	In the light of Russian actions in the Ukraine, the European Council adopted a new regulation – EU Regulation 2022/576, aimed at restricting participation in economic activity by economic operators from the Russian Federation. Article 5K of the Regulation prohibits the award or continuation of contracts falling within the scope of the Public Procurement Directives to persons or undertakings related to the Russian Federation. To comply with EU Regulation 2022/576, the Contracting Authority is seeking a declaration from economic operators to this effect.		
B.	I declare that none of the exclusions specified in EU Regulation 2022/576 apply to any party associated with this application.	Yes	No
I certify that the information provided in this declaration is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this Declaration will lead to my organisation being excluded from participation in this and future tenders and I am signing on behalf of:			
This Declaration is made for the benefit of Atlantic Technical University.			
Name of Economic Operator:			
Authorised Signatory:			
Name in Block Capitals:			
Position:			

2.3 Data Protection

Weighting: Pass/Fail

Minimum requirement to remain eligible in the competition: Applicants must demonstrate compliance with all General Data Protection Regulations and comply with ATU's GDPR Requirements. The Contracting Authority reserves the right to seek further information to verify compliance.

Requirement		Yes	No
(i)	If we are identified as the successful tenderer, I confirm that we shall sign a Data Processing Agreement which will govern the processing of personal data as part of this contract. The Data Processing Agreement agreed between the Parties shall be governed by, and construed in accordance with, the laws of Ireland and the Parties irrevocably agree that the courts of Ireland shall have exclusive jurisdiction to hear and determine any suit, action or proceedings, and to settle any disputes, which may arise out of or in connection with the Agreement and, for such purposes, irrevocably submits to the exclusive jurisdiction of such courts.		
(ii)	If we are identified as the successful tenderer, and are engaging sub-processors, I confirm we shall contractually impose data protection obligations on sub-processors no less protective than set out in the Data Processing Agreement and remain fully liable to ATU for the sub-processor's compliance with our own obligations under the Agreement.		
(iii)	It is the intention of the Contracting Authority that personal data processed shall reside solely in the European Economic Area (EEA) and not be transferred to / accessed from a country outside the EEA. However, if data is stored/processed outside the EEA, for example for hosting, back-up, 24-hour support purposes – including remote access – tenderers will be asked to specify whether an adequacy decision exists in relation to the third country where the processing will take place. I confirm that if we are identified as the successful tenderer and no adequacy decision exists, we will sign the 2021 EU Standard Contractual Clauses AND verify, where appropriate, in collaboration with the Contracting Authority, whether the laws and practices of the third country ensures adequate protection, under EU law, of personal data transferred pursuant to standard data protection clauses, by providing, where necessary, additional safeguards to those offered by those clauses.		
(iv)	If we are identified as the successful tenderer, we shall provide cooperation and assistance to the Contracting Authority in preparing a Data Protection Impact Assessment (DPIA), where necessary, and make necessary documentation available to the Contracting Authority which outlines the		

	technical and organisational measures employed to protect personal data.		
(v)	I can confirm that the solution proposed will allow for the Contracting Authority's data to be completely erased from the cloud system (or exported to a system of the Contracting Authority's choice) after the contract term.		
(vi)	As the successful tenderer, I confirm that we accept that the Contracting Authority shall not accept any liability clauses where Data Processors are indemnified against fines or claims under the GDPR.		
Please provide a narrative on your approach to GDPR:			
This Declaration is made for the benefit of the Contracting Authority I certify that the information provided in this declaration is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this Declaration will lead to my organisation being excluded from participation in this and future tenders and I am signing on behalf of:			
Name of Economic Operator:			
Authorised Signatory:			
Name in Block Capitals:			
Position:			

2.4 Health & Safety

Weighting: Pass/Fail

Minimum requirement to remain eligible in the competition: Applicants must demonstrate compliance with all the relevant Health & Safety legislation. The Contracting Authority reserves the right to seek further information to verify compliance.

Do you comply with the Safety Health & Welfare at Work Act 2005?	Yes		No	
Manager responsible for Health & Safety:				
Health & Safety management	Externally Certified		In-house	
If externally certified, please provide the following information:				
Name of Certification Body:				
Date of most recent certification:				

Scope of Certification:				
I confirm that evidence of compliance will be provided promptly on request.	Yes		No	

Quality Assurance – Pass/Fail Criteria (If applicable)

2.6 Quality Assurance				
Weighting: Pass/Fail				
Minimum requirement to remain eligible in the competition: Tenderers should provide information on the measures in place to ensure the delivery of a quality service, for example by way of an externally certified system, or an equivalent in-house quality control process or system.				
Do you operate a Quality Management System?	Yes		No	
Manager responsible for Quality:				
Quality management	Externally Certified		In-house	
If externally certified, please provide the following information:				
Name of Certification Body:				
Date of most recent certification:				
Scope of Certification:				
I confirm that evidence of compliance will be provided promptly on request.	Yes		No	

2.7 Environmental Systems				
Weighting: Pass/Fail				
Minimum requirement to remain eligible in the competition: Applicants must demonstrate compliance with all the relevant Environmental legislation and guidelines. The Contracting Authority reserves the right to seek further information to verify compliance.				
Do you comply with all relevant Environmental legislation?	Yes		No	
Manager responsible for Environmental Systems:				
Environmental management	Externally Certified		In-house	
If externally certified, please provide the following information:				
Name of Certification Body:				
Date of most recent certification:				
Scope of Certification:				

I confirm that evidence of compliance will be provided promptly on request.	Yes		No	
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2.8 Personnel & Skills

Weighting: Pass/Fail only

Minimum requirement to remain eligible in the competition: Tenderers must demonstrate access to at least the minimum numbers of skilled personnel stated. Please note that the skills outlined may reside in the same person.

Total Full Time Staff currently employed		Total Part-Time Staff currently employed		Total Staff available via 3rd Parties	
Skillset		Number of Full Time Equivalents (FTEs)	Number of FTEs provided by 3 rd Parties	Minimum Number Required	
Head Office				2	
General Management				1	
Finance				1	
Marketing				1	
Operational				1	
IT/HR Personnel				1	
NOTE: Please note that individuals may be responsible for multiple roles.					
Please attach an organisation chart, clearly identifying all relevant departments, divisions, and 3rd parties, if applicable.					
Organisation Chart Attached			Yes		No
Page No. / Appendix No. in our submission					

NOTE: The purpose of this section is to identify whether the Candidate firm has at its disposal the appropriate number and range of skills. Candidates are reminded that they may rely on the resources of other entities on condition that they are fully described and that Candidates can prove that they will have these resources at their disposal when required.

2.9 Previous Experience

Weighting: Pass/Fail

Minimum requirement to remain eligible in the competition: Tenderers should refer to instances within the last three -Five years which demonstrate that they have successfully delivered services of a comparable nature and scale on two (2) occasions. The contracts referenced for consideration should provide comprehensive information to enable the Contracting Authority to determine their comparability to the requirements of this contract.

The contracts listed should be chosen to demonstrate your firm's skills, efficiency, experience and reliability in the relevant areas of expertise.

All fields should be completed in full. In the event that the information requested on the value of contracts or identity of clients is considered confidential, tenderers must ensure that they provide sufficient information to allow the Contracting Authority to judge the similarity of these contracts to the services required.

Reference Project#1

Client Name:	
--------------	--

Contact Name:	
---------------	--

Contact email:	
----------------	--

Delivery Date:	From		To	
----------------	------	--	----	--

Number of Events serviced per annum		Number of students		Number of Academics	
-------------------------------------	--	--------------------	--	---------------------	--

Contract Value / Revenue Generated	€		Period value refers to	
------------------------------------	---	--	------------------------	--

Note: where this is confidential, please provide some indication of value range to allow the Contracting Authority to determine that it is of a similar magnitude to the contract in question.

Location and title	
--------------------	--

1. Please describe the services offered and outline the extent to which you feel this project is comparable to the contracting authority's current requirements, including any other information you consider relevant.

Expand table as necessary

2. Please describe the size, location and nature of the organisation at which services were delivered.					
Expand table as necessary					
3. Please outline the staffing arrangements employed to deliver this project, outlining any relevant management arrangements etc.					
Expand table as necessary					
Reference Project#2					
Client Name:					
Contact Name:					
Contact email:					
Delivery Date:	From		To		
Number of Events serviced per annum		Number of students		Number of Academics	
Contract Value / Revenue Generated	€	Period value refers to			
Note: where this is confidential, please provide some indication of value range to allow the Contracting Authority to determine that it is of a similar magnitude to the contract in question.					
Location and title					
2. Please describe the services offered and outline the extent to which you feel this project is comparable to the contracting authority's current requirements, including any other information you consider relevant.					

Expand table as necessary

2. Please describe the size, location and nature of the organisation at which services were delivered.

Expand table as necessary

3. Please outline the staffing arrangements employed to deliver this project, outlining any relevant management arrangements etc.

Expand table as necessary

3 Response to the Award Criteria

Form of Tender – Financial Proposal (Criterion A) – 30%

To:	
From:	
Subject:	CFT 8900713 Single Operator Framework Agreement – Concession for ATU Academic Dress for Graduation and Associated Services

I/We have examined the tender documentation and hereby offer to provide the services in accordance with the details contained within the Request for Tender (RFT) document.

Ultimate Financial Contribution	Total Fee proposed for the Initial Two-Year Contract Term (excl. VAT)	Total Fee proposed (incl. VAT)
<i>Insert Lump Sum Financial Contribution from Table 2 Below</i>	€	€

Tenderers MUST complete Table 1 (Pricing Schedule) and Table 2 (Basket of Goods to Determine Ultimate Financial Contribution) contained within the Tender Response Document (TRD).

The Financial Proposal will be evaluated on the basis of the Total Ultimate Financial Contribution to ATU arising from the Tenderer's proposed pricing and concession contribution as calculated in Table 2.

The Tenderer offering the highest Total Ultimate Financial Contribution shall receive the maximum marks available under this criterion.

The scores of all other valid Tenders shall be calculated in accordance with the methodology set out in Section 5.1.

Table 1 - Pricing Schedule - Tenderers MUST complete this schedule. Note 1: Tenderers are required to cost their proposals based on the completion of all services specified in the Tender. Note 2: The Fee quoted in the Pricing Schedule shall be fixed for the term of the initial Two Year Contract Term.			
Cost of Service	Price in Euro Excluding VAT	Vat Rate	Notes

Cost of Academic Dress Hire for Graduands – Pre Booked	€0.00		
Cost of Academic Dress Hire for Graduands – Booked on the Day	€0.00		
Cost of Academic Dress Hire for ATU Personnel – Pre Booked	€0.00		
Cost of Academic Dress Hire for ATU Personnel – Booked on the Day	€0.00		

% Split Proposed for ATU Year 1 & Year 2

%

Note: The Concession Fee Per Hire in Euro (excluding VAT) entered in Table 2 shall be calculated by applying the percentage split proposed for ATU in Table 1 to the relevant Academic Dress Hire charge. The resulting concession fee shall be used for evaluation purposes only and shall be multiplied by the notional quantities in Table 2 to determine the Ultimate Financial Contribution.

Table 2 – Basket of Goods to Determine Ultimate Financial Contribution

Description	A = Concession Fee Per Hire in Euro (Excluding VAT)	B= Notional Quantity	C= Total Ultimate Financial Contribution (AxB = C)
Year 1 Concession Fee Payable to ATU – Graduands Hire	€0.00	3800	€0.00
Year 2 Concession Fee Payable to ATU Graduands Hire	€0.00	4500	€0.00
Year 1 Concession Fee Payable to ATU – Staff Hire	€0.00	850	€0.00
Year 2 Concession Fee Payable to ATU Staff Hire	€0.00	900	€0.00
Lump Sum Financial Contribution			
Notes from Supplier:			

Note:

1. All requirements listed above must be priced to be considered a valid tender.

- 2. Tenderers are required to price per annum, which will be applicable for the first two years.**
- 3. Costs for the subsequent two years in the initial contract will be adjusted in line with the Consumer Price Index (CPI)**
- 4. If the Framework Agreement is extended the Consumer Pricing Index will also applied for subsequent years.**

I/We confirm that I/we:

- Have priced our tender on the basis of all rates being inclusive of all out of pocket expenses (i.e. mileage, subsistence, phone, postage, printing costs, office materials, design costs etc etc.) and account / contract management related costs,
- Will keep this offer for the contract open for acceptance by you for a period of **12 months** from the date of deadline for submission of tenders,
- We accept and confirm that ATU determine the right to negotiate if applicable.
- Agree that you are not bound to accept the most economically advantageous or any tender you may receive,
- Have read and thoroughly examined the RFT,
- Fully understand the RFT and the Client's requirements,
- Undertake to treat the details of the RFT, its tender and any subsequent agreements as private and confidential,
- Acknowledge that acceptance by the Contracting Authority of this tender will not constitute a binding and enforceable agreement and that a legally enforceable agreement will not exist until and unless the contract is awarded between the Contracting Authority and the tenderer,
- Have availed of all offers for additional information or have otherwise satisfied myself/ourselves as to conditions that may in any manner affect the performance of the contract,
- Have included all elements necessary for the performance of the specified requirements, which are either expressly stated in the RFT or contained in any supplementary information or which could reasonably be inferred therefrom,
- Have found no errors, omissions, conflicts or ambiguities in the RFT except those which I/We have brought to the attention of the Contracting Authority before the latest date for submitting queries,
- Have included for compliance with all statutory requirements applicable in Ireland and those applicable in any country where parts of the contract may be performed that are in force 7 days prior to the deadline for receipt of tenders,
- Will not, if awarded a contract employ labour in a manner that is discriminatory in relation to gender, civil/family status, sexual orientation, religion, age, disability, race, or membership of the traveller community.
- Agree that as a condition of award, it shall be our sole responsibility 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.

Signed:	
Name (in Capital Letters):	
On behalf of:	
Address:	
Telephone (Office):	
Telephone (Mobile):	
Email:	
Date:	

Response to Qualitative Award Criteria

Criterion B	Weighting	Maximum Marks	Minimum Marks 50%
	40%	4000	2000
Title	Methodology, and Effective Management for Service Delivery		
Description	Tenderers are required to demonstrate their proposed methodology for the delivery and management of the Services in accordance with Section 3 - Specification of Requirements. Responses must demonstrate a clear understanding of the scale, complexity and multi-campus nature of ATU conferring ceremonies and how the proposed approach will ensure the delivery of a professional, reliable, accessible and customer-focused service throughout the Contract Term. Tenderers should address the following: 1. Academic Dress and Ceremonial Robes ○ Provision, quality assurance, maintenance, stock management, and where required, the design, manufacture and supply of ceremonial academic dress. 2. Operational Service Delivery ○ Collection, fitting, returns, transportation, storage, venue set-up and on-site service delivery arrangements. 3. Capacity and Contingency Planning ○ Management of multiple locations, simultaneous ceremonies, fluctuating participant numbers and unforeseen operational issues. 4. Booking Systems and Customer Experience ○ Online booking facilities, payment arrangements, customer communications, participant support and late booking arrangements. 5. Accessibility and Inclusive Service Delivery ○ Arrangements to ensure accessible, inclusive and respectful service delivery for all participants, including reasonable accommodations, accessibility supports, equality and diversity considerations, and staff training.		

	6.Management of Change - o Approach to managing changes to ceremony schedules, locations, participant numbers, award structures and academic dress requirements throughout the Contract Term. 7. Risk Management and Service Improvement - o Identification of key service delivery risks, mitigation measures and continuous service improvement initiatives. 8. Understanding of ATU Requirements - o Demonstration of understanding of ATU's conferring ceremonies, academic dress requirements and operational environment. Tenderers must confirm their ability to meet all ATU conferring dates and service requirements. Response must be limited to ten (10) A4 pages excluding graphics. This criterion will be evaluated as a whole.
--	--

Tenderer's Response

Please use this free text page(s) (i.e. **do not** type in the box) for your response.

Criterion C	Weighting	Maximum Marks	Minimum Marks 50%
	15%	1500	750
Title	Technical Merit of the Proposed Team		
Description	Tenderers will be evaluated on the quality, experience, structure and suitability of the proposed team responsible for delivering the services in section 3. Tenderers should address the following elements in their response. • Contract management structure and reporting lines. • Roles and responsibilities of key personnel. • Details of the Contract Manager assigned to ATU. • Experience and expertise of personnel relevant to the delivery of academic dress, ceremony support and customer facing services • Details of company policy for recruitment and training provided to seasonal/temporary staff to assist graduates with their gowns, hood and cap at various locations relevant to this contract. • Account management arrangements before, during and after ceremonies. • Tenderers are required to provide a rationale for the proposed team structure and resource allocation. The response should explain why the proposed personnel have been selected for the Contract, their relevant experience and expertise, and the specific roles, responsibilities and level of involvement each individual will have in the delivery and management of the Services throughout the Contract Term. Note: In this regard, Tenderers are required to complete the details of all personnel in the template provided in the Tender Response Document and to provide a detailed curriculum vitae of all proposed personnel for the core team. This criterion will be evaluated in its totality. Response must be limited to four (4) A4 pages excluding CV Template & Resource Allocation Schedule.		

Tenderer's Response

Please use this free text page(s) (i.e. **do not** type in the box) for your response.

Please provide a biographical summary for each of the key personnel it is proposed will be responsible for and involved in the overall delivery and co-ordination of the services required. The template below should be used for each member of the proposed team.

Name	Click here and insert response	
Position in Firm	Click here and insert response	
Role	Click here and insert response	
# Of Years in industry	Click here and insert response	
Educational/Professional/Training Record		
Description	Year Obtained	Accreditation Body
Click here and insert response	insert yr	Click here and insert response
Click here and insert response	insert yr	Click here and insert response
Click here and insert response	insert yr	Click here and insert response
Click here and insert response	insert yr	Click here and insert response
Click here and insert response	insert yr	Click here and insert response
Click here and insert response	insert yr	Click here and insert response
Please describe this individual's specialist knowledge and expertise where it relates to the requirements in the RFT including brief details of experience working on similar projects.		
Click here and insert response		
Please provide any further requested information below, if required:		
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Criterion D	Weighting	Maximum Marks	Minimum Marks 50%
	10%	1000	500
Title	Contract Management Proposal		
Description	Tenderers should in their response to this section include specific proposals on how the contract will be managed and include reference to their approach to relationship management for the specific environment in which this contract will be delivered. Tenderers should address the following elements in their response. • Proposed and clearly defined communications protocol. • Proposed reporting format and frequency of reporting. • Proposed escalation procedures. • Proposed customer service supports. • Proposed response times for dealing with client issues. • Proposed response times and procedure for dealing with unplanned and urgent requests for service. • Details of proposed billing procedures for the contract – tenderers should provide sample invoices as part of their response. Note: This criterion will be evaluated in its totality. Response must be limited to four (4) A4 pages excluding graphics		

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Criterion E	Weighting	Maximum Marks	Minimum Marks
	5%	500	N/A
Title	Innovation & Sustainability		
Description	Tenderers MUST provide details of: • Sustainability measures that will be incorporated into service delivery. • Initiatives to reduce environmental impact through sourcing, transportation, maintenance, repair, reuse and recycling of academic dress. • Innovations that will improve service delivery, operational efficiency or participant experience. • Any additional value-added services that may benefit ATU. Tenderers should clearly explain the benefits of the proposed sustainability measures, innovations and value-added services and how they will support ATU's objectives. The higher quality and greater benefit the University considers the sustainability, innovation and value-added proposals to offer, the higher the score likely to be awarded. This criterion will be assessed on the totality of your submission. Response must be limited to two (2) A4 pages excluding graphics. This criterion will be evaluated as a whole.		

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4 Confirmation Check

Relevant Documents Completed				
I confirm that I have completed the relevant elements of this Tender Response Document	Yes		No	
I confirm that I have completed GDPR Self Declaration.				
I confirm that I have completed the Art. 57 declaration contained in this Tender Response Document, and I acknowledge that any changes in the circumstances confirmed in this declaration will be notified immediately to the Contracting Authority.	Yes		No	
I confirm that I have read and accept the terms of the Contract and/or the Framework Agreement Terms and Conditions.	Yes		No	
I confirm that I have opted to provide a completed European Single Procurement Document in place of Selection Criteria / Art. 57	Yes		No	
Where I have used an ESPD, I confirm that I will provide all relevant information promptly on request.	Yes		No	