

The Provision of Contracted Training Services for Longford and Westmeath Education and Training Board (LWETB) in 11 Lots

Clarification Queries & LWETB Responses (responses highlighted in red)

In response to the queries below please note:

- response to query 1 - yes but not limited to
- response to query 2 - yes, (per lot applied for)
- response to query 3 - yes, (per lot applied for), however, you may duplicate response information if the same response for one Lot applies to another Lot
- response to query 4 - please outline both (tenderers should include details of Management/Admin and Tutors/Trainers)
- response to query 5 - please note we will evaluate the response to this point under Criterion E-

Please see below a list of queries:

1. In relation to Lot 3: Engineering Skills; Electrical Engineering Skills; Mechanical Engineering Skills - does this lot also include Manufacturing Skills and Welding courses?
 2. In Section 3: Financial and Technical Capacity, we note the following: "Tenderers must demonstrate successful delivery of two (2) previous comparable projects (excluding LWETB) in the past three (3) years." If a Tenderer is quoting for more than one lot, does the Tenderer have to provide 2 previous comparable projects for each lot that they are quoting for?
 3. In Section 4, are Criterion B-E to be completed per lot being tendered for or just once regardless of the number of lots being tendered for?
 4. In Section 4, Criterion C, we note: "Tenderers must set out the personnel proposed for the initial contract agreement." Can you please confirm if this relates to the Management and Administration team in the company or the subject matter experts (i.e. tutors/trainers), or a combination of both?
 5. In Section 4, Criterion D, we note: "Provide details of how you will assist LWETB in increasing energy efficiency and reducing energy costs in an innovative manner. Three examples must be provided to support same." This is repeated in Criterion E. Can you please confirm that this should only be part of Criterion E?
-

In response to the query below, please note -

- the competition will be awarded by lot, meaning suppliers may be awarded one or more lots.
- each individual lot will be awarded as a whole and will not be subdivided into separate items for award purposes.

In reference to the above tender, could you please clarify: The CTF document states: "Award per item: Yes", but under the description of individual lots it states (for all lots): "Award per item: No".

Which is correct?

Please see responses to the below queries:

1. Are there any exemplar courses delivered under each lot in the last 2-3 years?

For information on the types of courses available through LWETB, please refer to www.fetchcourses.ie which provides examples of courses currently on offer.

2. What are the anticipated areas of demand for 2026-2030?

The range of courses offered may vary from year to year, depending on learner demand. Please visit www.fetchcourses.ie to view a sample of the courses currently available.

3. What level/position will participants hold attending these programmes? i.e. school teachers, principals, management, new managers, senior leaders, etc.

The profile of participants varies widely and includes individuals who are employed, unemployed, pursuing career transitions, or undertaking professional development. Courses are typically provided at NFQ Levels 1-6 or equivalent.

4. Are the terms and conditions negotiable around IP and auditing due to organisational requirements?

Any proposed deviations, including those related to Intellectual Property or audit rights, must be clearly outlined in the tender response document and may be considered as part of the evaluation process.

Please see responses to the below queries:

1. Scope of expertise – Is a tenderer required to demonstrate expertise across all areas within Lot 8, or can providers demonstrate specialist expertise in one or more of the identified areas?

While tenderers are encouraged to demonstrate capability across all areas covered by Lot 8, they may submit evidence of expertise in one or more of the identified areas. Such submissions will be assessed and scored relative to other tenderers applying for the same Lot. Further information regarding SME participation, consortiums, and subcontracting is provided in the Call for Tender document.

2. Course content – Will LWETB specify the individual courses, learning outcomes and content required under Lot 8, or are tenderers expected to propose their own courses/programmes?

LWETB will engage with successful tenderers and will confirm the specific course requirements in due course, based on identified learner demand.

3. Qualifications/accreditation – Are courses under Lot 8 required to lead to a specific qualification or accreditation, such as a QQI award? If so, could you please specify the requirements?

The qualification/accreditation requirement for Lot 8 will generally be QQI; however, alternative industry-recognised awards, for example City and Guilds, may be considered where appropriate. LWETB will engage with successful tenderers to agree the required qualifications/accreditations. Tenderers should outline the qualifications and accreditations available through their organisation in their tender submission.

4. Learner numbers – Is there an anticipated or minimum number of learners per course/cohort?

The minimum number of participants required may vary depending on the course; however, LWETB must ensure that all provision represents value for money.

5. Course duration – Is there an anticipated or minimum duration/hours for courses delivered under Lot 8?

Course duration and delivery hours may vary depending on the specific course, learner demand, and the profile of participants.

6. Delivery locations – Can a provider deliver of the entire course from its own specialist facilities located outside Counties Longford and Westmeath?

It is anticipated that course delivery will take place within the counties of Longford and Westmeath. However, in exceptional circumstances, a minor element of a course may be delivered from an alternative location, subject to the prior approval of LWETB.

7. Type of provision – Are providers expected to offer a broad range of courses across Lot 8, or will individual training requirements be identified by LWETB according to demand?

Individual training requirements will be identified by LWETB in response to learner demand.

In response to the query below:

This question relates to both.

On the tender response document under criterion D - Health and Safety, bullet point 4 states the following

Provide details of how you will assess the on-going competency of persons engaged in this contract - does this question relate to the competency of specific persons involved in the contract as it pertains to Health and Safety? i.e. tutors or persons involved at an organisational level?

In response to the queries re Appendix 1, please see below -

Question 1. How is this section going to be scored as there doesn't seem to be a total column within the pricing schedule?

Response to Q1. For evaluation purposes, each of the pricing elements will be afforded equal weighting. The tenderer offering the lowest price for each individual pricing element will receive maximum marks for that element. Other tenderers will receive a proportionately lower score using the formula:

The scores achieved for each pricing element will be aggregated to determine the overall price score.

Question 2. As we do not know the specific courses within each lot, it is extremely difficult to put an accurate per day figure in the pricing schedule for the Technical Sub Contract cost (if a

Technical Sub Contract cost is required at all in a Lot) - can you please advise how we are to price this cost section?

Response to Q2. The technical Subcontract Cost is the cost of the associated administration work required to organise a technical subcontractor.

Where a technical subcontractor is required, this will be paid based on receipted expenditure which is agreed in advance with LWETB.

Question 3. Will the KPIs percentage be included in the scoring of the pricing section and if so, how will it be calculated / included?

Response to Q3. The KPI percentage requested in Appendix 1 is not evaluated as part of the cost award criteria. It is intended to provide LWETB with an indication of the tenderer's proposed performance targets in relation to learner completion and achievement outcomes and will form part of the ongoing contract management and performance monitoring arrangements for successful contractors.

Tenderers should note that learner outcomes, completion rates and achievement rates are important measures of contract performance and may be reviewed by LWETB throughout the duration of the framework. While there is no minimum KPI percentage requirement and no direct financial linkage between the stated KPI percentage and tender evaluation, tenderers may wish to demonstrate their approach to achieving positive learner outcomes within their responses to the relevant qualitative criteria, particularly where this supports their methodology, learner support, quality assurance and program delivery approach.

As with all aspects of contract delivery, performance will be monitored through regular contract management processes to ensure that programs are delivered effectively and that learners are supported to achieve successful outcomes.

Question 1 - Pricing Evaluation Methodology

Can LWETB clarify how the Pricing Schedule will be evaluated for scoring purposes? Specifically, what weighting (if any) is applied to each pricing line item:

- Course Recruitment Day
- Course Delivery Admin Day
- Course Development Day
- Course Delivery Direct Contact Day
- Post Delivery Contact Day
- Technical Subcontract Cost

Will each pricing category be weighted equally, or will evaluation be based on estimated usage volumes?

Response Q1.

For evaluation purposes, each of the pricing elements will be afforded equal weighting. The tenderer offering the lowest price for each individual pricing element will receive maximum marks for that element. Other tenderers will receive a proportionately lower score using the formula:

Lowest Cost from a Bona Fide Tender	A
Cost for the tender being evaluated	B
Maximum Points available for Cost	C
Formula employed	$\frac{A \times C}{B}$

The scores achieved for each pricing element will be aggregated to determine the overall price score.

Question 2 - Historic Usage of Pricing Categories

Can LWETB provide indicative historic usage volumes, revenue and / or percentages for each of the pricing categories (as listed below) per Lot over the previous framework to enable Tenderers to prepare accurate and sustainable pricing?

- Course Recruitment Day (7 Hours)
- Course Delivery Admin Day (7 Hours)
- Course Development Day (7 Hours)
- Course Delivery Direct Contact Day (7 Hours)
- Post Delivery Contact Day (7 Hours)
- Technical Subcontract Cost (7 Hours)
- KPI Income

If possible, please also provide this information at a pillar/course level within each lot

Please note that failure to provide this information would give the incumbent provider an unfair advantage for this tender.

Response Q2.

Tenderers should note that historic information is not indicative of future requirements, activity levels, expenditure, programme volumes, or call-off arrangements under this new framework agreement.

The level and type of services required during the term of the framework will be determined by a range of factors including learner demand, programme requirements, funding availability, strategic priorities, awarding body requirements and operational needs. As such, future requirements may differ significantly from any previous activity.

LWETB is committed to ensuring a fair, transparent and competitive procurement process and all tenderers are being provided with the same information through the tender documentation and clarification process. As per the procurement documents, no guarantee can be given regarding the volume, frequency, value or distribution of contracts that may arise during the term of the framework agreement.

Question 3 - Course Delivery Administration Day

Could LWETB clarify the intended definition of a Course Delivery Administration Day and how administration effort is intended to be measured?

Example 1- where a course is delivered one day per week over five weeks, would LWETB ordinarily regard this as five administration days in total over the course, or would it be treated as 25 admin days or will another methodology be applied?

Example 2: Where a course is 2.5 hours per evening and held 2 evenings per week over 4 weeks, is this considered

- 5 full administration days for each week (i.e. 20 days in total) or
- Is it just 2 full admin days per week (i.e. 8 days in total over the course)
- or is it pro rata to the delivery hours only i.e. 5/7 of an admin day per week or 2.86 equivalent days (i.e. 2.5hrs / 7hr day x 2 days per week x 4 weeks)

Also, are administration days linked to recruitment and development days.

Response Q3.

A Course Delivery Administration Day refers to the administrative work required to support the delivery of a training programme.

For the purposes of this competition, the number of Course Delivery Administration Days required for any individual course will be agreed in advance with the successful tenderer prior to course commencement. Accordingly, the examples provided will not necessarily determine the number of administration days allocated to a course.

Tenderers should note that Course Delivery Administration Days are a separate cost element and are not linked to either Course Recruitment Days or Course Development Days. Each element represents a distinct activity and may be required independently depending on the specific course requirements.

The purpose of the pricing schedule is to establish daily rates for the various activities that may be required during contract delivery. Actual requirements, including the number of administration days, will be determined and agreed with the successful provider in advance of each course delivery.

Question 4 - Post Delivery Contact Day

Could LWETB clarify the intended definition of a Post Delivery Contact Day (i.e. what activities intended to be included within a Post Delivery Contact Day (e.g. learner follow-up, repeat or alternative date assessments, corrections, work placement visits etc)?

Response Q4.

A Post Delivery Contact Day refers to activities undertaken following the completion of course delivery that are necessary to support learner progression, course completion and/or reports where a need may arise.

Question 5 - Course Recruitment Days

1. What activities are expected within a Recruitment Day?
2. Is learner recruitment centrally performed by LWETB or jointly with contractors?
3. If jointly with contractors, on the previous framework would this recruitment have typically fallen under the remit of administration days or tutor days.

Response Q5.

A Course Recruitment Day refers to activities undertaken to support the recruitment, screening and selection of learners for a course. This may include learner briefings, information sessions, applicant interviews, English language assessments, practical skills assessments, aptitude tests, eligibility screening, application review or other related activities necessary to determine learner suitability for participation in a course.

Recruitment days are undertaken in collaboration between LWETB and the contractor.

Recruitment day costs are requested separately as part of this tender process and are determined by tenderers.

Question 6 – KPI %

"Appendix 1 Pricing Schedule requires tenderers to provide a target KPI percentage for learners successfully completing and passing courses. Please clarify:

1. Whether the KPI percentage forms part of the evaluated cost score under Criterion A;
2. Whether the KPI percentage is evaluated under any qualitative criterion;
3. Whether higher KPI percentages receive a higher score?
4. Whether a minimum KPI percentage is required;
5. How the various pricing elements are combined to calculate the tender price used for Criterion A evaluation."
6. What contractual implications arise if the KPI is not achieved?
7. What % of total Revenue under the previous framework was KPI based (Overall and per lot)

Response Q6.

The KPI percentage requested in Appendix 1 is not evaluated as part of the cost award criteria. It is intended to provide LWETB with an indication of the tenderer's proposed performance targets in relation to learner completion and achievement outcomes and will form part of the ongoing contract management and performance monitoring arrangements for successful contractors.

Tenderers should note that learner outcomes, completion rates and achievement rates are important measures of contract performance and will be reviewed by LWETB throughout the duration of the framework. While there is no minimum KPI percentage requirement and no direct financial linkage between the stated KPI percentage and tender evaluation, tenderers may wish to demonstrate their approach to achieving positive learner outcomes within their responses to the relevant qualitative criteria, particularly where this supports their methodology, learner support, quality assurance and programme delivery approach.

As with all aspects of contract delivery, performance will be monitored through contract management processes to ensure that programmes are delivered effectively and that learners are supported to achieve successful outcomes.

Question 7

Work Volume

1. Can LWETB provide historic spend by Lot over the previous framework?
2. Can LWETB provide the approximate number of programmes delivered annually within each Lot?

Please note that failure to provide this information would give the incumbent provider an unfair advantage for this tender.

Response Q7.

For information on courses please refer to www.fetchcourses.ie which provides examples of courses currently on offer by LWETB.

Tenderers should note that the establishment of this framework does not constitute a guarantee of any level of expenditure, volume of work, number of programmes, or value of contracts during its term. Requirements will be determined by operational needs, funding availability, learner demand and organisational priorities as they arise.

All tenderers are being provided with the same information and documentation as part of this competition. The framework is being established in accordance with public procurement principles of transparency, equal treatment and non-discrimination, and all submissions will be evaluated on the basis of the criteria set out in the procurement documents.

Tenderers are therefore requested to formulate their proposals and pricing based on the requirements, specifications and indicative information provided within the tender documentation.

Question 8

Delivery Model

1. What percentage of delivery is expected to be:

- Classroom
- Online
- Hybrid

per Lot?

2. Are evening and weekend deliveries anticipated and to what extent?

Response Q8.

Historically training programmes were generally delivered during normal business working hours. However, to enable LWETB to provide more flexible learning opportunities and to accommodate a wide range of learner profiles, learner needs and programme requirements evening and weekend delivery may be required.

Any such requirements will be discussed, planned and agreed in advance with the successful tenderer prior to programme delivery.

Question 9 - Receipted Expenses

Can LWETB clarify whether receipted expenses can be recovered in addition to the tendered day rates?

Examples include:

- Venue hire
- Examination fees
- Certification fees
- Equipment / Equipment hire
- Learner materials
- Consumables

Or whether all such costs must be incorporated into the pricing schedule rates?

Is M/A recoverable on these Receipted Expenses and if so what % applies.

Response Q9.

Receipted expenses are treated separately from the tendered day rates and, where required for a programme, may be recovered in addition to the applicable day rates, subject to prior approval by LWETB and the submission of appropriate supporting documentation.

Management and Administration (M&A) costs are not recoverable on receipted expenses, as the administrative activities associated with sourcing, procuring, managing and claiming these items are deemed to be covered within the Course Delivery Administration Day Rate.

Question 10 Technical Subcontract Costs

1. When claiming for technical subcontractor delivery days, does the contractor have to produce an invoice and proof of the payment to the subcontractor or is the daily rate stated in the pricing schedule at tender stage automatically charged.
2. Can LWETB clarify if the day rate price for Technical subcontract cost is to include all of the following:
 - specialist subcontract tutor costs
 - equipment hire
 - venue hire
 - certification/examination fees
 - assessor/external verifier costs
 - specialist software licensing
 - consumables and training materialsor is it limited solely to subcontractor delivery days cost only?
3. If the day rate for Technical subcontract cost is meant to only include the delivery day element, will all other Technical subcontract costs (as listed above in part 4) be recoverable as a receipted expense

4. If a Technical Subcontractor is not identified at tender stage due to LWETB requiring a course that the contractor was previously unaware of at tender stage, how will this be approved and or claimed?

Response Q10.

The technical Subcontract Cost is the cost of the associated administration work required to organise a technical subcontractor.

Where a Technical Subcontractor is required, this will be paid based on receipted expenditure which is agreed in advance with LWETB.

The Technical Subcontract Cost requested as part of the tender does not include:

- specialist subcontract tutor costs
- equipment hire
- venue hire
- certification/examination fees
- External assessor/external verifier costs
- specialist software licensing
- consumables and training materials

Question 11 - Technical Subcontract Usage

Can LWETB provide an indication of historic usage and expenditure by lot associated with Technical Subcontract Costs?

Please note that failure to provide the historical information would give the incumbent provider an unfair advantage for this tender.

Response Q11.

Tenderers should note that the establishment of this framework does not constitute a guarantee of any level of expenditure, volume of work, number of programmes, or value of contracts during its term. Requirements will be determined by operational needs, funding availability, learner demand and organisational priorities as they arise.

See response to question 10.

All tenderers are being provided with the same information and documentation as part of this competition. The framework is being established in accordance with public procurement principles of transparency, equal treatment and non-discrimination, and all submissions will be evaluated on the basis of the criteria set out in the procurement documents.

Tenderers are therefore requested to formulate their proposals and pricing based on the requirements, specifications and indicative information provided within the tender documentation.

Question 12

Premises

1. What percentage of courses historically required supplier premises?
2. Where LWETB requires the provider to source suitable training facilities, should room hire and associated facility costs be:
 - included within the tendered day rates,
 - claimed as receipted expenses,

Response Q12.

Tenderers should note that historic usage volumes, expenditure data or activity levels relating to previous contracts or framework arrangements is not indicative of future requirements. All future requirements will be determined by operational needs, learner demand, funding availability, programme priorities and specific course requirements throughout the term of the framework.

In relation to course delivery costs, room hire and other agreed programme-specific expenses may be claimed separately as receipted expenses, subject to prior approval by LWETB where required and the submission of appropriate supporting documentation. Such expenses are not required to be incorporated into the tendered day rates where they are directly attributable to the delivery of a specific programme and have been agreed in advance with LWETB.

Question 13 – Annual Spend

Can LWETB provide actual spend on contracted training services for each of the previous three years by lot.

Please note that failure to provide this historical information would give the incumbent provider an unfair advantage for this tender.

Response Q13.

Tenderers should note that historical expenditure under previous arrangements is not necessarily indicative of future requirements, demand, funding availability, programme mix, or contract values during the term of this framework. Consequently, such information is not relied upon for the purposes of this procurement competition.

LWETB is committed to conducting this procurement in accordance with the principles of transparency, equal treatment and non-discrimination. All tenderers are provided with the same procurement documentation and information, and all submissions will be evaluated on the basis of the published award criteria.

Tenderers are therefore requested to formulate their proposals and pricing based on the requirements, specifications and indicative information provided within the tender documentation.

Question 14 – Price Increases

Section 4.16 states that pricing is fixed for Year 1 and that Tenderers will be required to complete a pricing list annually prior to each extension option. It also states that approved increases will be calculated in line with CPI. Can LWETB please clarify:

1. Whether annual pricing submissions are for information purposes only or may include revised rates;
2. Whether pricing increases are restricted solely to CPI adjustments;
3. Which CPI index will apply;
4. Whether CPI increases are automatic or subject to approval by LWETB;

Response Q14.

As set out in Section 4.16 of the tender documentation, tendered rates will remain fixed for the first year of the contract. Prior to any contract extension, successful contractors may be requested to submit an updated pricing schedule for consideration by LWETB.

Annual pricing submissions may include proposed revised rates for the forthcoming contract period. Any proposed revisions will be subject to review and approval by LWETB and will not take effect automatically.

Any request for a price increase must be supported by appropriate justification. As stated in the tender documentation, approved increases will generally be considered with reference to changes in the Consumer Price Index (CPI). However, the acceptance of any increase remains at the sole discretion of LWETB.

The applicable index will be the Irish Consumer Price Index (CPI) as published by the Central Statistics Office (CSO), or any successor index that may replace it.

CPI-linked increases are not automatic. Any proposed increase will be subject to review and approval by LWETB, taking account of the relevant CPI movement, funding, and any other factors considered relevant by LWETB at the time of review.

Tenderers should note that the inclusion of a contract extension option does not create an entitlement to a price increase. Any extension and any associated adjustment to rates will be considered by LWETB in accordance with the terms of the contract and operational requirements.

Question 15 – Pricing Spreadsheet per Section 4.16 of CFT

Section 4.16 of the CFT states that the Pricing Schedule (Appendix 1 TRD Document) must be submitted in the "spreadsheet provided". However, the documentation available appears to comprise only the CFT and the TRD, with the pricing schedule embedded within the TRD. Can LWETB confirm whether a separate Excel pricing workbook is intended to form part of the tender documentation and, if so, can it please be issued to all interested Tenderers?

If so, can LWETB also clarify whether pricing should be submitted solely within the TRD or whether a separate spreadsheet pricing schedule is also required?

Response Q15.

No separate spreadsheet is provided as part of this competition. Tenderers are required to complete the Pricing Template contained within Appendix 1 of the Tender Response Document (TRD) and submit it as part of their tender response in accordance with the instructions set out in the procurement documentation.

Question 16 – Part days

The Pricing Schedule is based solely on day rates and states that a day consists of 7 hours. Can LWETB clarify how requirements of less than 7 hours will be treated for charging and evaluation purposes? Specifically, will part-day delivery be paid at the full daily rate, on a pro-rata basis, or by another mechanism?

Response Q16.

For the purposes of this competition, the Pricing Schedule is based on a daily rate, with one day defined as 7 working hours. Tenderers should submit their pricing on this basis only.

Where the delivery requirement is for less than 7 hours, payment will be calculated on a pro-rata basis using the applicable daily rate divided by 7 hours, unless otherwise specified.

Question 17 – IV, EA, Corrections and Peer Review costs

Can you please confirm if the below costs can be claimed as additional receipted expenses:

Internal verification (IV / IQA)

- External authentication (EA/EQA)
- Assessment correction.
- Peer review

Response Q17.

The following activities are regarded as part of the overall programme delivery and quality assurance processes and are incorporated into the daily tendered rates and cannot be claimed as additional receipted expenses:

1. Internal Verification (IV)
2. Assessment correction and marking activities
3. Peer review activities

These costs are not normally considered as additional receipted expenses and should be included within the relevant daily rates and associated pricing submitted as part of the tender response.

The following activities may be claimed as additional receipted expenses where they are agreed in advance with LWETB.

1. Internal Quality Assurance (IQA)
2. External Authentication (EA)
3. External Quality Assurance (EQA)

Question 18 – Framework expenditure

1. Regarding the €15 million framework expenditure, can you please provide a further breakdown of how this €15m expenditure by lot is expected to be split between tutor cost, receipted expenses, tech sub, premises, recruitment, development, KPI's M&A and other costs?
2. Can you please provide a further indicative breakdown of the €15m expenditure by each of the Pillars/courses under the various lots.

Response Q18.

The estimated framework value is based on overall anticipated requirements across the duration of the framework. Historical expenditure and activity levels are not considered a reliable indicator of future demand, service requirements, or expenditure patterns and,

therefore, cannot be used to provide meaningful or accurate forecasts of spend by individual cost elements, pillars, courses, or lots.

Tenderers should note that the estimated framework value is indicative only and does not constitute a guarantee of any minimum level of business, expenditure, demand, or work allocation under the framework.

Question 19 – Historical Training Delivery

What percentage of training delivery under the previous framework was:

- Classroom based
- Online
- Hybrid

Also

- Daytime
- Evenings
- Weekends

Can you please confirm this both at a Lot level and also for each pillar/course under each lot?

Please note that failure to provide this historical information would give the incumbent provider an unfair advantage for this tender.

Response Q19.

Historical delivery volumes, delivery methods, scheduling patterns, or activity levels under any previous framework are not a reliable indicator of future requirements under this Framework Agreement.

Requirements arising under the new Framework will be driven by operational needs, funding availability, programme demand, and other factors which may vary significantly over the lifetime of the Framework.

LWETB is committed to conducting this procurement in accordance with the principles of transparency, equal treatment and non-discrimination. All tenderers are provided with the same procurement documentation and information, and all submissions will be evaluated on the basis of the published award criteria.

Tenderers are therefore requested to formulate their proposals and pricing based on the requirements, specifications and indicative information provided within the tender documentation.

Question 20 – Irish Language Delivery

The documentation states that delivery through Irish may occasionally be required.

Can LWETB clarify:

- The approximate frequency of such requirements?
- Whether all framework members must be capable of delivering through Irish?
- Whether requirements will only be offered to suitably qualified providers?

Response Q20.

While LWETB cannot guarantee the volume of any particular requirement during the term of the Framework, tenderers should note that the demand for delivery, materials, communications, or other services through the medium of Irish is expected to be relatively low when compared with overall Framework activity.

LWETB will monitor Irish language demand through its normal programme planning, learner engagement, stakeholder requests, and operational service delivery processes throughout the term of the Framework.

Notwithstanding the anticipated low level of demand, the requirement remains a mandatory element of the Framework to ensure that LWETB can meet its legal obligations where Irish language provision is required.

Tenderers are encouraged to demonstrate Irish language capability. Submissions will be assessed and scored relative to other tenderers applying for the same Lot(s). Further

information regarding SME participation, consortiums, and subcontracting is provided in the Call for Tender document.

Question 21 - Garda Vetting References

The Garda Vetting section refers on several occasions to maintenance works and maintenance panels.

Can LWETB confirm that these references are legacy text and that the requirements apply to training delivery personnel under this framework?

Response Q21.

The references to "maintenance works", "maintenance panels" and associated Garda Vetting requirements are general provisions used across LWETB procurement documentation and should be interpreted as applying, where relevant, to the services being procured under this Framework.

LWETB acknowledges that the requirement for Garda Vetting will depend on the nature of the services being delivered, the location of delivery, the level of interaction with children and/or vulnerable persons, and the applicable legal and policy requirements in force at the time of the engagement.

Where Garda Vetting is required for a particular assignment, LWETB will advise the successful Framework member of the relevant requirements prior to commencement of the engagement. In such circumstances, the Framework member will be required to cooperate fully with any vetting or safeguarding requirements specified by LWETB.

The inclusion of these provisions should not be interpreted as an indication that Garda Vetting will be required for all assignments under the Framework. Rather, they are intended to ensure that LWETB can meet its statutory safeguarding obligations where such requirements arise. Any references to maintenance works or maintenance panels are generalised references and should be read in the context of the specific services covered by this competition.

Question 22 – Cascade method

Can LWETB please confirm how and when the cascade of a provider will be activated? For example, if the 1st rank provider is unable to deliver a requested course on 2 occasions, 3 occasions etc?

Can you also clarify the above in relation to when the 1st provider fails to perform the services to the satisfaction of Longford and Westmeath Education and Training Board. Again, is the 1st ranked provider cascaded after 1 occasion.

Response Q22.

Call-offs under the Framework will be offered in accordance with the ranked order established following completion of the tender evaluation process.

LWETB will, in the first instance, approach the highest-ranked Framework member for the relevant Lot and/or service requirement. Where the highest-ranked provider confirms that it has the capacity and capability to deliver the requirement and agrees to the terms of the call-off, the assignment will be awarded to that provider.

Where the first-ranked provider is unable or unwilling to accept the assignment, does not respond within the required timeframe, LWETB may proceed to the next-ranked provider, and so on, in accordance with the Framework procedures.

While call-offs will always commence with the first-ranked provider, continued participation and receipt of work under the Framework will be subject to satisfactory performance and compliance with the contractual requirements.

Question 23 Staffing – CV's

On page 17 of the TRD it notes that A CV of must be submitted for at least four (4) staff at Appendix 3. Can you clarify if this is office staff that will be managing the contract as it is noted in the CFT that trainer CV's will be submitted prior to the course.

If this is indeed staff CV's, can you clarify what roles would be preferred?

Can you also clarify if these CVs will be included in the word count for this section?

Response Q23.

The requirement set out on page 17 of the TRD for the submission of at least four (4) CVs is intended to demonstrate the overall capability, capacity and experience of the proposed service delivery team which includes tutors/trainers/instructors.

Tenderers should therefore submit a combination of CVs for all relevant personnel who will be involved in the management, coordination and delivery of the contract, as appropriate to their proposed approach.

Please note that prior to commencement of a course detailed CVs will be required for each nominated tutor/trainer/instructor delivering the course.

Question 24

Response Q24.

Please note there was no question 24 listed

Question 25 Pillars within Lots

Can LWETB please provide a list of pillars/courses that will be run or have been run under the last framework for each Lot as this will allow the tenders to identify any subcontractors that would be required.

Response Q25.

Historical delivery volumes, delivery methods, scheduling patterns, or activity levels under any previous framework are not a reliable indicator of future requirements under this Framework Agreement.

Requirements arising under the new Framework will be driven by operational needs, funding availability, programme demand, and other factors which may vary significantly over the lifetime of the Framework.

The range of courses offered may vary from year to year, depending on learner demand. Please visit www.fetchcourses.ie to view courses currently available from LWETB.

In response to your query, please note -

The requirement set out on page 17 of the TRD for the submission of at least four (4) CVs is intended to demonstrate the overall capability, capacity and experience of the proposed service delivery team which includes tutors/trainers/instructors.

Tenderers should therefore submit a combination of CVs for all relevant personnel who will be involved in the management, coordination and delivery of the contract, as appropriate to their proposed approach.

Please note that prior to commencement of a course detailed CVs will be required for each nominated tutor/trainer/instructor delivering the course.

To whom it may concern

1. In section 4 Criterion C of the TRD it states *A CV must be submitted (at Appendix 3 TRD) for at least four (4) staff*. Can you confirm if all 4 CVs should be tutor CVs or should they include other members of the team as well e.g Area Manager.

Extension of Query Closing Date – Communicated by LWETB 24/08/2026

Good Afternoon,

The LWETB Procurement Team would like to inform all tenderers that the closing date for the submission of queries has been extended until Wednesday, 26 August 2026 at 14:00 (Irish Standard Time).

Tenderers are also strongly encouraged to read all clarifications and query responses that have been circulated throughout the procurement process, as these may assist in the completion of your tender response document.

-
1. Is an ESPD mandatory and if so is it for all consortium and sub-contracting members? If so, can we have a word version.

Response Q1.

The ESPD is a mandatory requirement for this procurement process and must be completed by the tenderer. Where a tender is submitted by a consortium, a separate ESPD must also be completed by each consortium member. Similarly, where a tenderer is relying on the capacities

of a subcontractor or other third party to satisfy the selection criteria, a separate ESPD must be completed by each such entity.

The ESPD forms part of the tender submission and must be completed electronically through the eTenders platform under the Eligibility Criteria (ESPD) section.

Where a subcontractor is not identified at tender stage and is subsequently engaged during the contract period, there is no requirement for that subcontractor to have completed an ESPD as part of the original tender submission. However, the successful tenderer remains responsible for ensuring that any subcontractor engaged during contract performance complies with the relevant contractual and statutory requirements. LWETB reserves the right, where appropriate, to seek information and evidence in respect of proposed subcontractors and to assess whether any applicable exclusion grounds arise before approving their engagement.

Accordingly, only those consortium members and subcontractors whose capacities are being relied upon at tender stage are required to submit an ESPD with the tender response.

A separate word version of the ESPD has been uploaded to eTenders, if required at any time.

2. Appendix 5 – do sub-contractors have to complete this?

Response Q2.

The Statutory Declaration Form is required from the Tenderer in accordance with the requirements set out in the procurement documents.

Subcontractors are not generally required to complete a Statutory Declaration Form solely by virtue of being proposed as subcontractors. However, where a subcontractor's capacity is being relied upon to satisfy the selection criteria, the Tenderer should ensure that all documentation required under the procurement documents in respect of that entity is submitted.

LWETB reserves the right to seek additional information or declarations in respect of subcontractors, where considered necessary, either during the evaluation process or during contract performance.

3. For Criterion B bullet point #5 an SLA is required. Can you confirm that this is a separate document outside the word count of 2000. Can you also confirm that the following two bullet points starting with “In your response....” Relate to Criterion B in general and not to the SLA.

Response Q3.

The SLA requested under Criterion B, Bullet Point 5 is not included within the 2,000-word limit applicable to the Criterion B response.

The two subsequent bullet points commencing with "In your response..." relate to Criterion B as a whole and should be addressed within the main Criterion B response. These requirements do not apply to the SLA document itself, however, tenderers may wish to include within the SLA any relevant information relating to service levels, performance standards, response times, resolution times, escalation procedures, and other service delivery commitments where appropriate.

4. Criterion C: Can you confirm that the CVs are outside of the word count of 1500. Would you expect the number of tutors to cover all courses within each lot?

Response Q4.

The CVs requested under Criterion C may be submitted as supporting documentation (at Appendix 3 TRD) and are not included within the 1,500-word limit applicable to the Criterion C response.

The requirement for the submission of at least four (4) CVs is intended to demonstrate the overall capability, capacity and experience of the proposed service delivery team which includes tutors/trainers/instructors.

Tenderers should therefore submit a combination of CVs for all relevant personnel who will be involved in the management, coordination and delivery of the contract, as appropriate to their proposed approach.

Please note that prior to commencement of a course detailed CVs will be required for each nominated tutor/trainer/instructor delivering the course.

5. Is there just one response document required or is it a response document per lot. If it is just one and we are applying for multiple lots, can you confirm that we replicate items listed in Part 4 only and not Parts 1, 2 and 3 or any of the appendixes.

Response Q5.

Yes, that is correct. Where a tenderer is applying for multiple Lots, Part 4 should only be replicated where applicable to the Lot being tendered for. All other elements of the tender submission should be completed in accordance with the requirements set out in the procurement documents.

6. Previous responses indicate that we must go to fetchcourses.ie to ascertain the types of courses under each lot. We note that eCollege courses are included as being offered with the Athlone Training Centre as the assigned location. Can you confirm that these will not be offered under this LWETB framework as they form part of a separate contract with SOLAS.

Response Q6.

The purpose of the reference to Fetchcourses.ie is to provide tenderers with an indication of the types of courses that may be required under each Lot based on current provision.

Tenderers should note that not all courses listed on Fetchcourses.ie under a particular location will necessarily form part of this Framework Agreement. In particular, courses delivered through separate contractual arrangements or programmes managed outside the scope of this procurement are not included within the Framework.

Accordingly, the eCollege courses referenced on Fetchcourses.ie and associated with the Garrycastle Campus do not form part of this LWETB Framework Agreement, as they are delivered under separate arrangements. Tenderers should base their submissions on the requirements set out in the procurement documents and the scope of the Lots being tendered for.

7. Can you confirm that all courses currently offered on fetchcourses are certified by LWETB or if they require provider certification?

Response Q7.

There may be instances where LWETB is not approved to provide certain types of certification in its own right. In these circumstances, the contractor may be required to provide the necessary certification.

8. For references, can we include previous frameworks won (with other non-LWETBs) as a reference and within the reference document clearly map them to each lot, in order to avoid replication within the document for all lots.

Response Q8.

Yes, tenderers may include references relating to previous framework agreements awarded by organisations other than LWETB, provided that the references are relevant to the services being tendered for and demonstrate experience of delivering comparable requirements.

Tenderers must provide details of at least two contracts, excluding contracts with LWETB, completed within the last three years, where they have successfully delivered services of a similar nature, scale and scope to those required under this CFT. The information provided should clearly demonstrate relevant experience and capability, outlining the client organisation, contract duration, services delivered, scale of delivery, and key outcomes achieved. Tenderers should ensure that the examples submitted illustrate their ability to successfully manage and deliver comparable services and meet similar contractual requirements.

In response to the query below please, note that following consideration of the request, LWETB is unable to extend the closing date.

In the absence of a national competition for the sector, the current timeline is necessary to ensure the timely completion of the competition and the subsequent delivery of contracted training programs for LWETB.

Good Morning,

Would it be possible to get an extension on submitting the tender? We were hoping we could get an extension to the 10th of September 2026 please?

In relation to the queries below, please note the following:

Question 1. Is there a specific CV template to be used for submission of these CVs? If so, would you upload this template for us to use, please?

Response Q1. There is no prescribed CV template for this competition. Tenderers may submit CVs in their own preferred format, provided that the information supplied clearly demonstrates the qualifications, experience, and competencies of the proposed personnel relevant to the requirements of the CFT.

Question 2. Is there a maximum word count allowable per CV submitted?

Response Q2. There is no maximum word count applicable to CV submissions. However, tenderers are encouraged to ensure that CVs are clear, concise, and focused on the experience and expertise relevant to the services being procured.

In response to the queries below, please note the following:

Question 1. If we are applying for multiple lots, is it still just one response document required (i.e. Part 4 should only be replicated where applicable to the Lot being tendered for, within the one response document)?

Response Q1. Where a tenderer is applying for multiple Lots, there is only one response document required, however, Part 4 should be completed separately for each Lot being

tendered for. All other elements of the tender submission should be completed in accordance with the requirements set out in the procurement documents.

Question 2. If we are applying for multiple lots, is the maximum word count allowable per Criterion adjusted/increased pro-rata to allow for each lot being applied for?

Response Q2. Where a tenderer is submitting a response for multiple lots, responses must be provided against each criterion for each lot and must be addressed on a lot-by-lot basis, therefore the maximum word count applies and cannot be increased.

In response to the query below, please note the following:

Question 1. Can you confirm that LWETB is ITEC and ILM accredited for the current programs they are delivering and proposed programs they will offer?

Response Q1. LWETB is accredited for some but not all ITEC and ILM qualifications they are offering. These accreditations are only associated with specific LWETB FET provisions and locations; therefore, contractors will be required to provide ITEC and ILM certification within their own right as an accredited provider.

In response to your queries, please note the following:

Question. Given that Administration Days are a scored pricing element, and LWETB has confirmed that no direct relationship exists between Administration Days and course duration or delivery hours, can you please confirm what criteria LWETB will use when determining the number of Course Delivery Administration Days required for a course?

Response. This element will be discussed and agreed with the successful contractor prior to each course commencement.

Question. Follow on Question to Clarification Response for Q4

Do you envisage that the activities of a post-delivery day will be primarily carried out by a Tutor or will be it by administrative staff?

Response. A Post Delivery Contact Day refers to activities undertaken following the completion of course delivery that are necessary to support learner progression, course completion and/or reports where a need may arise. Tenderers should submit an appropriate daily rate to provide these activities.

Question. Follow on Question to Clarification Response for Q5

Do you envisage that the activities of a recruitment day will be primarily carried out by a Tutor or will be it by administrative staff?

Response. A Course Recruitment Day refers to activities undertaken to support the recruitment, screening and selection of learners for a course. This may include learner briefings, information sessions, applicant interviews, English language assessments, practical skills assessments, aptitude tests, eligibility screening, application review or other related activities necessary to determine learner suitability for participation in a course.

Recruitment days are undertaken in collaboration between LWETB and the contractor.

Recruitment day costs are requested separately as part of this tender process and are determined by tenderers. Tenderers should submit an appropriate daily rate to provide these activities.

Question. Follow on Question to Clarification Response for Q6

As the KPI percentages are requested at tender stage, does this indicate that LWETB will be implementing KPI payments based on learner completion and achievement outcomes?

Response. The KPI percentage requested in Appendix 1 is not evaluated as part of the cost award criteria. It is intended to provide LWETB with an indication of the tenderer's proposed performance targets in relation to learner completion and achievement outcomes and will form part of the ongoing contract management and performance monitoring arrangements for successful contractors.

Tenderers should note that learner outcomes, completion rates and achievement rates are important measures of contract performance and will be reviewed by LWETB throughout the duration of the framework. While there is no minimum KPI percentage requirement and no direct financial linkage between the stated KPI percentage and tender evaluation, tenderers may wish to demonstrate their approach to achieving positive learner outcomes within their responses to the relevant qualitative criteria, particularly where this supports their methodology, learner support, quality assurance and program delivery approach.

While payments based on learner completion and achievement outcomes are not linked, as with all aspects of contract delivery, performance will be monitored through contract management processes to ensure that programs are delivered effectively and that learners are supported to achieve successful outcomes.

Follow on Question to Clarification Response for Q10

Thank you for the response to Question 10 whereby we note that LWETB has clarified that the "Technical Subcontract Cost (7 Hours)" pricing line relates to the administration associated with engaging a technical subcontractor and that the subcontractor's actual costs will be paid separately on the basis of agreed receipted expenditure.

However can LWETB, please clarify:

Question . • Is this intended to be a once-off administration charge per subcontractor engagement , a recurring charge during delivery, or another methodology?

Response. Due to the broad range of potential courses that may be offered this will be discussed and agreed with the successful contractor in advance.

Question. • Will it be based on the number of Tech Sub Tutor facing days?

Response. Due to the broad range of potential courses that may be offered this will be discussed and agreed with the successful contractor in advance.

Question. • Will it be based on the number of working days of the course?

Response. Due to the broad range of potential courses that may be offered this will be discussed and agreed with the successful contractor in advance.

Question • Alternatively, please confirm what basis will be used to determine the number of Technical Subcontract Cost days?

Response. Due to the broad range of potential courses that may be offered this will be discussed and agreed with the successful contractor in advance.

Question. • Will LWETB apply a standard approach across all courses and framework suppliers when determining the number of Technical Subcontract Cost days applicable?

Response. Due to the broad range of potential courses that may be offered this will be discussed and agreed with the successful contractor in advance.

In response to your query, please note the following:

Question. For the avoidance of doubt, can you please clarify the word count limits in Criteria B-E i.e. If we wish to tender for 5 Lots, and the word count limit in let's say Criterion B, is 2000 words, does this mean we can submit 2000 words per Lot in Criterion B (10,000 words) or does it mean that overall total for the 5 Lots in Criterion B is 2000 words (approx. 400 words per Lot)?

Response. The requirement is 2,000 for each individual lot. Therefore, the 2,000 threshold applies separately to each lot and is not cumulative across multiple lots.

In response to your queries, please note the following:

Q1. Section 4.1 of the Call for Tender states that a maximum of five parties will be admitted to each Lot. Section 5.1.15 of the published Contract Notice states a maximum number of participants of twenty per Lot. Which figure applies?

R1. The applicable figure is five (5) participants per Lot, as set out in Section 4.1 of the Call for Tender, which states that a maximum of five parties will be admitted to each Lot.

Q2. Section 5.1.15 of the published Contract Notice describes the framework as operating partly with reopening of competition. Section 4.4 of the Call for Tender describes a cascade under which the first ranked party is the sole provider. Will any Lot be subject to reopening of competition?

R2. While the Contract Notice indicates that the framework may operate partly through the reopening of competition, for this procurement the arrangements set out in Section 4.4 of the Call for Tender apply. Under each Lot, a ranked cascade will be established, with the first-ranked Tenderer acting as the primary service provider for call-offs under that Lot.

Accordingly, no Lot is currently intended to be subject to the reopening of competition during the term of the framework. Call-off contracts will be awarded in accordance with the cascade mechanism described in the Call for Tender documentation.

Should LWETB determine that a different call-off procedure is required in the future, this would be carried out in accordance with the framework terms and applicable procurement rules.

Q3. Note 4 to Section 5.2 of the Call for Tender states a minimum rating of 50 per cent for each qualitative award criterion. The criterion tables at Section 5.2 state minimum marks equivalent to 60 per cent. Which threshold applies?

R3. Note 4 to Section 5.2 states that Tenderers must achieve a minimum rating of 50 per cent for each individual qualitative criterion, unless stated otherwise in the Tender Requirements Document (TRD).

In this instance, the minimum scores set out within the qualitative criterion tables in the TRD are the applicable thresholds. The minimum marks shown in the tables equate to 60 per cent of the available marks, and these represent the thresholds that Tenderers must achieve for the relevant criteria to avoid elimination from the competition.

Accordingly, where there is a difference between the general note in Section 5.2 and the specific minimum scores stated in the criterion tables, the specific thresholds set out in the TRD apply. Tenderers should therefore work on the basis that the minimum required score for the relevant qualitative criteria is 60 per cent.

This clarification should be read as forming part of the procurement documentation.

Q4. Section 4.16 of the Call for Tender states that the Pricing Schedule must be submitted in the spreadsheet provided. Will a separate pricing spreadsheet be published?

R4. No separate spreadsheet is provided as part of this competition. Tenderers are required to complete the Pricing Template contained within Appendix 1 of the Tender Response Document (TRD) and submit it as part of their tender response in accordance with the instructions set out in the procurement documentation.

Q5. Is Appendix 1 of the Tender Response Document the operative pricing instrument for this competition?

R5. Yes, Appendix 1 of the Tender Response Document is the operative pricing instrument for this competition and should be completed and submitted as part of the tender response.

Q6. Section 3.1 of the Call for Tender directs tenderers to confirm subcontractor ESPD submissions through the eTenders messaging facility under RFT 166650 Security Services Framework. Please confirm that this reference does not apply to CFT 8782720.

R6. The reference in Section 3.1 to confirming subcontractor ESPD submissions through the eTenders messaging facility under RFT 166650 Security Services Framework does not apply to CFT 8782720 and should be disregarded.

A separate ESPD form has been uploaded as part of the tender documentation. Tenderers, and where applicable their subcontractors, should complete and submit the uploaded ESPD form with their tender response.

Q7. The Tender Response Document requires demonstration of two previous comparable projects delivered in the past three years. The clarification response published on 25 August

states that the two contracts must have been completed within the last three years. Please confirm whether a contract that commenced within the last three years and remains in delivery satisfies this requirement.

R7. For the purposes of this requirement, "delivered" means completed. Therefore, the two comparable projects and or contracts provided as evidence must have been completed within the last three years.

A contract that commenced within the last three years but remains in delivery mode is therefore not yet been completed would not satisfy this requirement.

Q8. The Tender Response Document states that LWETB will only request the successful tenderer to complete an ESPD in respect of subcontractors. The clarification response published on 25 August states that the ESPD is a mandatory requirement to be completed by the tenderer as part of the tender submission. Please confirm that the clarification response supersedes the Tender Response Document on this point.

R8. The clarification response published on 25 August does not amend or supersede the Tender Response Document. Rather, it clarifies the requirements set out therein.

The position remains that the ESPD is a mandatory requirement for the tenderer and must be completed as part of the tender submission through the eTenders platform. Where a tender is submitted by a consortium, a separate ESPD must be completed by each consortium member. Likewise, where a tenderer is relying on the capacities of a subcontractor or other third party to satisfy the selection criteria, a separate ESPD must be completed by each such entity.

The reference in the Tender Response Document to requesting ESPDs in respect of subcontractors should be read in this context. Only those subcontractors whose capacities are being relied upon at tender stage are required to submit an ESPD with the tender response. Subcontractors not identified at tender stage, and whose capacities are not being relied upon, are not required to submit an ESPD as part of the original tender submission.

A separate Word version of the ESPD has also been uploaded to eTenders for reference and use if required.

Q9. Section 4 of the Call for Tender states that tenderers may apply for one, some or all Lots. Appendix 2 states that tenderers may apply for 1 or all Lots. Please confirm that a tenderer may apply for some but not all Lots.

R9. Tenderers may submit a tender for one Lot, multiple Lots, or all Lots, at their discretion. There is no restriction on the number of Lots for which a Tenderer may apply for.

Q10. Section 4.3 of the Call for Tender describes the combined value of the framework as an estimate that does not represent a guarantee of spend. Section 2.1.3 of the published Contract

Notice records the same figure as the maximum value of the framework agreement. Please confirm which characterisation governs.

The figure stated in Section 2.1.3 of the Contract Notice represents the maximum potential value of the Framework Agreement over its entire duration and has been included in accordance with procurement reporting requirements.

R10. As set out in Section 4.3 of the Call for Tender, this figure is an estimate of the potential value of services that may be procured under the framework and does not constitute a guarantee of any level of expenditure, volume of work, or call-off contracts.

Accordingly, Tenderers should note that:

The value stated in the Contract Notice is the maximum framework value.

LWETB as the Contracting Authority is not committed to spending this amount.

Actual expenditure under the framework will depend on operational requirements and the availability of funding during the term of the framework.

Q11. The General Information table at Section 1 of the Tender Response Document requests a Company Registration Number issued by the Companies Registration Office. Please confirm which company registration identifier is to be entered by a tenderer that is not registered with the Companies Registration Office.

R11. The request for a Company Registration Number issued by the Companies Registration Office (CRO) applies only to Tenderers that are registered with the CRO.

Where a Tenderer is not registered with the CRO, the Tenderer should provide the relevant registration, incorporation, tax, charity, or other official identifier applicable to its legal status and jurisdiction. If no such identifier exists, the Tenderer should state "Not Applicable" and provide a brief explanation of its legal form.

For the avoidance of doubt, a Tenderer will not be deemed non-compliant solely because it does not hold a CRO registration number, provided that sufficient information is supplied to enable LWETB to verify the Tenderer's legal identity and status.

Q12 No Question

Q13 No Question

Q14. Where a tenderer applies for more than one Lot, is a single set of four curricula vitae at Appendix 3 of the Tender Response Document sufficient for all Lots applied for?

R14. As each Lot will be evaluated separately and on its own merits, the qualitative criteria applicable to each Lot are standalone. Accordingly, Tenderers should clearly indicate within their submission which CV(s) are being put forward in support of each Lot and how those individuals meet the requirements of the relevant Lot.

Q15. Please publish the method by which the six daily rates required at Appendix 1 of the Tender Response Document are combined into the single figure used as the cost of the tender being evaluated in the formula at Note 5 to Section 5.2.

R15.

For evaluation purposes, each of the pricing elements will be afforded equal weighting. The tenderer offering the lowest price for each individual pricing element will receive maximum marks for that element. Other tenderers will receive a proportionately lower score using the formula:

Lowest Cost from a Bona Fide Tender	A
Cost for the tender being evaluated	B
Maximum Points available for Cost	C
Formula employed	$\frac{A \times C}{B}$

The scores achieved for each pricing element will be aggregated to determine the overall price score.

Q16. Is the Key Performance Indicators percentage entered at Appendix 1 of the Tender Response Document scored under Criterion A?

R16. The KPI percentage requested in Appendix 1 is not evaluated as part of the cost award criteria. It is intended to provide LWETB with an indication of the tenderer's proposed performance targets in relation to learner completion and achievement outcomes and will form part of the ongoing contract management and performance monitoring arrangements for successful contractors.

Tenderers should note that learner outcomes, completion rates and achievement rates are important measures of contract performance and will be reviewed by LWETB throughout the duration of the framework. While there is no minimum KPI percentage requirement and no direct financial linkage between the stated KPI percentage and tender evaluation, tenderers

may wish to demonstrate their approach to achieving positive learner outcomes within their responses to the relevant qualitative criteria, particularly where this supports their methodology, learner support, quality assurance and program delivery approach.

As with all aspects of contract delivery, performance will be monitored through contract management processes to ensure that programs are delivered effectively and that learners are supported to achieve successful outcomes.

Q17. Section 5.2 of the Call for Tender sets out the award criteria and weightings but does not address equal scores. Please publish the rule to be applied where two tenderers achieve the same total mark in a Lot.

R17. Tie Break: If the evaluation results in a tie between two or more Tenders, then the Tender with the highest score for the 'Qualitative' Criterion set out below shall be deemed the Most Economically Advantageous Tender:

1. Criterion B: Proposed methodology for ensuring the successful delivery of the services required
2. Criterion C: Proposed Service Team - Quality, quantity and balance of the human resources proposed to deliver the services required.
3. Criterion D: Health and Safety
4. Criterion E: Green Public Procurement Initiatives – Sustainability, Environmental and Innovation and Added Value

In the event of a tie and there being no difference in the 'Qualitative' Criterion scores, then the Tender with the highest score for the criterion 'Cost' shall be deemed the Most Economically Advantageous Tender.

In the event of a tie and there being no difference in the "Qualitative" and "Costs" Criterion scores, the tied Tenderers will be invited to submit their "Best and Final Cost Offer". The Tender with the highest scoring Tender shall be deemed the Most Economically Advantageous Tender.

In the event of a tie following the "Best and Final Cost Offer" process, then the successful Tenderer will be drawn by lottery.

Q18. Appendix 1 of the Tender Response Document requires a separate set of daily rates for each Lot. Where a tenderer applies for more than one Lot, is Criterion A scored separately for each Lot?

R18. Yes. Where a tenderer submits a tender for more than one Lot, Criterion A will be evaluated separately for each Lot based on the daily rates submitted for that particular Lot in Appendix 1 of the Tender Response Document.

Q19. Please publish the Framework Terms and Conditions referred to at Section 4.11 of the Call for Tender, acceptance of which is stated to be a condition of admission to the framework.

R19. The Framework Terms and Conditions referred to in Section 4.11 refers to the information contained within the Call for Tender (CFT) documentation. Tenderers are required to review the CFT in full and indicate their acceptance as part of their tender submission. The Form of Tender contained within the Tender Response Document (TRD) must be completed and signed as part of the tender submission. Submission of a signed Form of Tender constitutes confirmation of the tenderer's acceptance of the requirements and conditions of the competition.

Q20. No Question

Q21. Where a course requires vehicles, plant or other specialist equipment, are these to be provided by LWETB or by the framework member within the daily rates tendered at Appendix 1?

R21. Where a course requires vehicles, plant or other specialist equipment (not provided by LWETB) which are provided by the contractor, these are separate costs to the daily rates tendered. These must be agreed in advance with LWETB and will be reimbursed as receipted expenditure as appropriate.

Q22. Section 4.6 of the Call for Tender provides that reporting requirements will be agreed with the successful tenderer. Is participant attendance and completion data to be recorded and submitted through a digital learning platform maintained by the framework member?

R22. There is a requirement under the Framework for participant attendance, assessment, certification and completion data to be recorded and or submitted through a digital learning platform or by any other means as requested by LWETB.

Framework members will be required to maintain appropriate records relating to course delivery, attendance, participation, progress, work experience, assessments, certification and completion rates as appropriate, and to provide such information to LWETB in the format and frequency specified by LWETB.

Where specific reporting systems, templates, digital platforms, or data submission requirements apply to a particular call-off contract, these will be communicated by LWETB at the relevant stage.

Q23. Section 4 of the Call for Tender provides that delivery may be in person, online or hybrid, and Section 4.14 addresses the provision of physical facilities only. Where a course is delivered

online or in hybrid mode, is the online training environment to be provided by the framework member?

R23. Where training is delivered online or in a hybrid format, the framework member will be responsible for providing and managing the online training environment, unless LWETB specifies otherwise.

Tenderers should ensure that they have access to suitable online delivery platforms and the necessary technical resources to support the delivery of training and associated activities where online or hybrid delivery is required.

Where LWETB intends to provide a specific online platform, learning environment, or other digital infrastructure for a particular call-off contract, this will be clearly communicated at the call-off stage.

In response to your queries, please note the following:

Q1. Scope within each Lot

If we apply for a Lot that contains a number of different skills areas, do we need to be able to deliver training across all of those areas? For example, Lot 2 includes Information Technology Skills, Engineering (IT) Skills and Core ICT Skills. If a training provider has strong experience in Core ICT Skills, can they apply for Lot 2 without also being able to deliver Engineering (IT) Skills? Also, if a course comes up within the Lot that is outside the provider's area of expertise, can they decline that particular course and allow it to move to the next ranked provider?

R1. While tenderers are encouraged to demonstrate capability across all areas covered by a Lot, they may submit evidence of expertise in one or more of the identified areas. Such submissions will be assessed and scored relative to other tenderers applying for the same Lot. Further information regarding SME participation, consortiums, and subcontracting is provided in the Call for Tender document.

When submitting your application, you should clearly demonstrate your expertise and delivery capability in the specific subject areas you intend to provide training for.

In relation to call-off opportunities, if a requirement falls outside your area of expertise or delivery capability, you would be able to decline that opportunity. In such circumstances, the requirement may then be offered to the next ranked provider in accordance with the framework's call-off process.

We would, however, encourage providers to ensure that the scope of their application accurately reflects the areas in which they can confidently deliver high-quality training.

Q2. Four CV requirement

Can you confirm if the requirement to submit at least four CVs is an absolute requirement for every Tenderer, including small specialist training providers and micro-enterprises? If a provider has fewer than four relevant people involved in the business but can demonstrate substantial experience and capacity to deliver the training, would submitting fewer than four CVs make the tender non-compliant?

R2. The requirement to submit at least four CVs is a mandatory requirement of the tender. This requirement applies to all Tenderers, including small specialist training providers and micro-enterprises.

The purpose of the CV submission is to allow the evaluation team to assess the breadth of expertise and resources available to support delivery under the framework. As such, Tenderers are required to provide the minimum number of CVs specified in the tender documentation.

If a Tenderer submits fewer than four CVs, this will not meet the stated tender requirement and will result in the submission being deemed non-compliant. Tenderers must provide the required number of CVs and ensure that the individuals included have relevant qualifications, experience, or a role in supporting the delivery of the services being tendered.

We encourage all Tenderers to review the tender documents carefully and ensure that their submission addresses all mandatory requirements.

Further information regarding SME participation, consortiums, and subcontracting is provided in the Call for Tender document.

Q3. Non-accredited short courses

Can you confirm if Lots 1 and 2 can include non-accredited short courses and workshops? For example, could courses such as Digital Marketing, Social Media Marketing, SEO, Canva, Generative AI, ChatGPT and AI for Business be delivered under these Lots where no QQI or other formal certification is required?

R3. LWETB is focused on providing accredited courses for learners. In exceptional circumstances where there is no appropriate accreditation available, some non-accredited courses may be approved by LWETB for delivery.

Q4. Insurance requirements

Can you confirm if all of the insurance levels listed in the tender need to be in place at the time the tender is submitted or, if a Tenderer is successful, can they increase their insurance cover to the required levels before entering into the Framework Agreement or before delivering any training?

R4. Tenderers are not required to have all insurance cover at the specified levels in place at the time of tender submission. However, if successful, Tenderers should confirm that they can obtain and maintain the required levels of insurance.

The successful Tenderer will be required to have the insurance cover specified in the tender documentation in place prior to entering into the Framework Agreement and/or before commencing the delivery of any services under the framework, as applicable.

If successful, tenderers should ensure that they meet the insurance requirements and can provide evidence of the relevant policies.

Q5. Meaning of “as applicable” for insurance

The tender refers to the insurance requirements as being required “as applicable”. Can you clarify what this means in practice? In particular, is the €1m Cyber insurance requirement mandatory for all training providers, regardless of the type of training they will be delivering?

R5. Successful Tenderers should confirm that they can obtain and maintain the required levels of insurance.

The insurance requirements are stated as being required “as applicable”, meaning that tenderers should hold the insurance cover relevant to the nature of the services they propose to deliver and the associated risks.

In relation to Cyber Liability Insurance (€1m), this will be required where a provider's activities involve cyber-related risks, for example but not limited to:

- The delivery of training through online or digital platforms;
- The collection, processing, storage, or management of learner/student data;
- The use of cloud-based systems, learning management systems, or other digital technologies in the provision of services.

Successful Tenderers must ensure that they have appropriate insurance cover in place for the services being provided and will be requested to provide evidence.
