

Coimisiún na Meán

REQUEST FOR TENDERS

Open Procedure

Request for Tender for the Provision of a Human Resource Management System for Coimisiún na Meán.

Deadline for receipt of Tenders:	30 September 2026 at 15:00
Deadline for queries:	11 September 2026 at 15:00
All queries must be submitted via the eTenders messaging function.	
Responses to clarifications will be posted on www.etenders.gov.ie .	
Tenders must be submitted via www.etenders.gov.ie only.	

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1. INTRODUCTION

1.1 Information about Coimisiún na Meán

The Online Safety and Media Regulation Act (“OSMR Act”) 2022 was commenced on 15 March 2023, on which date the Broadcasting Authority of Ireland (BAI) was dissolved and **Coimisiún na Meán** (“the Commission”), a new independent regulator, was established.

In addition to assuming the functions previously exercised by the BAI in its role as independent regulator for radio and television broadcasting services in Ireland, the OSMR Act provides for the transposition of the revised Audiovisual Media Services Directive (AVMSD), an updated regulatory framework for broadcasting services and on-demand audiovisual media services, and the establishment of a new regulatory framework for online safety.

As an independent regulator, the Commission will oversee and enforce these new and updated regulatory frameworks **and will play** a key role in the development and funding of the wider media sector. Coimisiún na Meán will devise and implement a Media Fund, in line with the recommendations of the Future of Media Commission, with a range of schemes to support public service content and digitalisation in the sector. It will advise the Minister on the creation of a European Works Levy to fund new audiovisual works in line with the provisions of the OSMR Act.

The Commission will also play a key role in stimulating greater equality, diversity and inclusion in the media and in supporting sustainability through environmental initiatives across the wider media sector. In cooperation with other bodies, the Commission will have a strong role in supporting the Irish language in media services and in promoting educational and training initiatives, in particular in relation to online safety and media literacy.

Given the significantly expanded regulatory framework for the regulation of media and online services set out in the OSMR Act, Coimisiún na Meán has been established as a multi-person Commission, led initially by three Commissioners — an Online Safety Commissioner, a Media Development Commissioner and a Broadcasting Commissioner — together with an Executive Chairperson.

2. SCOPE OF CONTRACT

The Commission is seeking the provision of a cloud-based Human Resources Management System, comprising of various module/functional requirements as described in Appendix 1 of this RFT. The services will also comprise of migration from our existing system, implementation of the system, training and ongoing support. The solution must also ensure compliance with local country employment laws and HR policies, fully secure data handling, and is configurable to support evolving HR needs.

The envisaged duration of the Contract is three (3) years from the Commencement Date, with an option exercisable by the Commission, at its sole discretion, to extend

the Contract for up to two (2) further periods of one (1) year each, on the same terms and conditions.

This procurement is being conducted using the Open Procedure in accordance with applicable public procurement law.

The Commission reserves the right to undertake related or similar activities outside the scope of this Contract, including through other contractual arrangements.

The deadline for receipt of Tenders is 30 September 2026 at 15:00.

3. BUDGET, PAYMENT AND COSTS

The Commission anticipates that the total budget available for this Contract will be up to €530,000 exclusive of VAT. This figure is indicative only and does not constitute a commitment by the Commission to award a contract at this value.

The Commission will not be responsible for any errors in the calculation of costs provided in response to this Request for Tenders. It is the responsibility of Tenderers to ensure that all costs quoted are accurate, complete and correctly calculated.

Payment will be made on the basis of valid invoices submitted in accordance with the Commission's payment terms, as set out in Appendix 2 – Coimisiún na Meán Terms and Conditions of Supply of Services.

Tenderers shall submit all costs using the “CnaM HRMS Pricing Schedule” which must be returned with Tender Response Document.

All costs shall be provided in Euro (€) and shall be exclusive of Value Added Tax (VAT).

4. INSTRUCTIONS TO TENDERERS

4.1 Tender Documents - Ambiguity, Discrepancy, Error, Omission

If a Tenderer considers that it is missing any document or information which would prevent the submission of a comprehensive Tender, the Tenderer should notify the Commission via the eTenders messaging function as soon as possible.

Tenderers shall immediately notify the Commission if they become aware of any ambiguity, discrepancy, error or omission in the Request for Tenders. Upon receipt of such notification, the Commission shall issue a written clarification or ruling, which shall be communicated to all Tenderers via eTenders and shall form part of the Request for Tenders.

4.2 Deadline for receipt of tenders

The deadline for receipt of Tenders is **30th September 2026 at 15:00.**

4.3 Queries

All queries relating to this competition must be submitted via the **eTenders messaging function**.

Clarifications and responses will be issued through eTenders and will be made available to all Tenderers to ensure equal treatment.

Deadline for queries: 11 September 2026 at 15:00

4.4 Submission of tenders

Tenders must be submitted electronically via www.etenders.gov.ie.

Tenders submitted by any other means, including hard copy, email or fax, will not be considered. Late Tenders will not be accepted.

4.4.1 Format for submission of tenders

Tender submissions must be completed using the **Tender Response Document**.

Tenderers should note that page limits apply to certain qualitative award criteria, as specified in the Tender Response Document.

The format of the Tender Response Document must be complied with, and each requirement must be responded to in the order set out in the document.

The Tender Response Document is provided in Word format to allow additional pages or text boxes to be inserted where necessary. Tenderers must **not** submit responses to award criteria in separate appendices or standalone documents.

4.4.2 European Single Procurement Document (eESPD)

As this procurement exceeds the applicable EU threshold, Tenderers are required to complete and submit the European Single Procurement Document ("eESPD") as part of their Tender submission.

The eESPD constitutes a self-declaration by the Tenderer that:

- the Tenderer is not subject to any of the exclusion grounds;
- the Tenderer satisfies the Selection Criteria set out in this Request for Tenders; and
- the Tenderer will, upon request and without delay, provide the supporting documentary evidence required by the Commission.

Where a Tender is submitted by a consortium, joint venture or group of economic operators, a separate eESPD must be completed and submitted by each participating entity.

Where a Tenderer relies on the capacity of another entity,

including a subcontractor, to satisfy Selection Criteria, a separate eESPD must also be submitted for each such entity.

Failure to provide a completed eESPD where required may result in the Tender being deemed non-compliant and excluded from further consideration.

4.5 Qualification of tenders

Qualifications, conditions or caveats attached to a Tender may be regarded as a counteroffer and may result in the Tender being deemed non-compliant and rejected.

4.6 Modifications to tenders prior to the closing date for receipt of tenders

Tenderers may modify or withdraw their Tender at any time prior to the deadline for receipt of Tenders by submitting a revised Tender via eTenders.

The most recent valid submission received via eTenders by the deadline will be deemed to be the Tenderer's final Tender. No modifications will be accepted after the deadline.

4.7 Extension of tender period

The Commission reserves the right, at its sole discretion, to extend the deadline for receipt of Tenders by issuing a notice to Tenderers via eTenders prior to the original closing date.

4.8 Cost of preparation of tender

The Commission will not be liable for any costs incurred by Tenderers in the preparation or submission of Tenders or in relation to any associated activities. Tenderers are responsible for ensuring that they fully understand the requirements of this Request for Tenders and for any costs incurred in attending clarification or other meetings, where required.

4.9 Tender Validity Period

Tenders shall remain valid for a period of **six (6) months** from the deadline for receipt of Tenders.

4.10 Currency

Tender prices may be submitted in Euro only. All invoices and payments will be in Euro only.

4.11 Confidentiality

This Request for Tenders is issued solely for the purpose of obtaining Tenders for the services described herein and does not confer any right to use the documentation for any other purpose.

Tenderers shall treat all information supplied in connection with this competition as confidential. The Commission will use reasonable endeavours to treat confidential information received from Tenderers as confidential, subject to its obligations under applicable law, including the Freedom of Information Acts.

4.12 Conflict of interest

Any conflict of interest involving a tenderer must be fully disclosed to The Commission. Any registerable interest involving the tenderer and The Commission or employees of The Commission or their relatives must be fully disclosed in the Tender or should be communicated to The Commission immediately upon such information becoming known to the tenderer, in the event of this information only coming to their notice after the submission of a bid and prior to the award of contract. The terms 'registerable interest' and 'relative' shall be interpreted as per Section 2 of the Ethics in Public Office Act, 1995. Failure to disclose a conflict of interest may disqualify a tenderer or invalidate the award of contract, depending on when the conflict of interest comes to light.

4.13 Freedom of Information Act

Each of the parties will undertake to use their reasonable endeavours to hold confidential any confidential information received from the other party, subject to The Commission's obligations under law, including (if applicable) the provisions of the Freedom of Information Act 2014. The tenderer will agree that, should it wish any confidential information supplied by it to The Commission not to be disclosed, because of its commercial sensitivity, it will, when supplying such information, identify same and specify the reasons for its sensitivity. The Commission will consult with the tenderer about such sensitive information before making a decision regarding release of such information under the Freedom of Information Act 2014. However, The Commission will give no undertaking or assurance that such information will not be released under the provisions of the Freedom of Information Act 2014 and the final decision on whether or not to release such information rests with The Commission or as set out in the Freedom of Information Act 2014.

4.14 Data protection

In this clause, "Data Protection Laws" means all applicable national and EU data protection laws, regulations and guidelines including, but not limited to, Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the "General Data Protection Regulation") and any guidelines and codes of practice issued by the Office of the Data Protection Commissioner or other supervisory authority for data protection in Ireland from time to time.

The Commission will be a data controller (where Data Controller has the meaning given to it under the Data Protection Laws) in respect of any Personal Data (where Personal Data has the meaning given to it under the Data Protection Laws) required to be provided by the Tenderer in response to this RFT.

The Tenderer, as Data Controller in respect of any data provided by it in its Tender, is required to confirm in the statement required in the Form of Tender in Tender Response Document that all Data Subjects (where Data Subject has the meaning given to it under the Data Protection Laws) whose Personal Data is provided by the Tenderer have consented to the processing of such Personal Data by the Tenderer, The Commission and the assessment panel for the purposes of the participation of the Tenderer in this Competition or that the Tenderer has a legal basis for providing such Personal Data to The Commission for the purposes of its participation in this Competition.

Note to tenderers: If providing personal data, please provide ALL personal data in a separate appendix to the main body of your tender submission.

4.15 Tax Clearance Certificate

It will be a condition for the award of contract that the tenderer can demonstrate tax clearance throughout the lifetime of the contract. See Irish Revenue web site www.revenue.ie.

4.16 Irish Legislation

Tenderers should be aware that Irish national legislation applies in matters such as employment, working hours, official secrets, data protection, and health and safety. All relevant aspects of such legislation must be observed at all times by the successful service providers.

Tenderers must also have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in preparing tenders and delivering services under a contract.

4.17 Determination of responsiveness

After the official opening of tenders, The Commission or its staff or agents will determine whether each tender is substantially responsive to the requirements of the request for tenders.

If a material deviation exists that limits in any substantial way The Commission's rights or the tenderer's obligations under the contract, the tender shall be rejected.

4.18 Clarification of tenders

Without prejudice to the conduct of the open procedure, to assist in the examination and comparison of tenders, The Commission may ask tenderers for clarification of aspects of their tenders, including a demonstration of the proposed system, a breakdown of the financial proposal or other information.

4.19 Consortia and Prime/Subcontractors

Where a group of undertakings submit a tender in response to this RFT, The Commission will deal with all matters relating to this public procurement competition through the entity who will carry overall responsibility for the performance of the

contract only ("Prime Contractor"), irrespective of whether or not tasks are to be performed by a subcontractor and/or consortium members.

4.20 Correction of errors

The Commission may examine Tenders for arithmetical errors. Where there is a discrepancy between figures and words, the amount in words shall prevail. Where there is a discrepancy between a unit rate and an extended total, the unit rate shall prevail unless the Commission determines that a manifest error has been made. Any correction will be notified to the Tenderer for confirmation. Where a Tenderer does not accept the correction, the Commission may reject the Tender.

4.21 Abnormally Low Tenders

Where a Tender appears to the Commission to be abnormally low in relation to the Services, the Commission reserves the right to request written clarification from the Tenderer regarding the price or costs proposed.

Such clarification may include, but is not limited to, information relating to the economics of the method of delivery, the technical solution proposed, the Tenderer's assumptions, compliance with applicable environmental, social and labour law obligations, and any other matter relevant to the price or costs proposed.

The Commission reserves the right to reject a Tender where the Tenderer fails to provide a satisfactory explanation for the price or costs proposed.

4.22 Interference

Any effort by the tenderer to unduly influence The Commission, relevant The Commission personnel or any other relevant persons or bodies in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning the award of contract shall have their tender rejected. In accordance with Section 38 of the Ethics in Public Office Act 1995 any money, gift or other consideration from a person holding or seeking to obtain a contract will be deemed to have been paid or given corruptly unless the contrary is proved.

4.23 Inducements to purchase

The Commission shall be entitled to disqualify a tenderer in the following circumstances:

- If the tenderer has offered or given or agreed to give to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do, or for having done or forborne to do, any action in relation to the obtaining or execution of this contract award procedure or showing or forbearing to show favour or disfavour to any person in relation to this contract award procedure or any other contract award procedure with The Commission, or
- If like acts have been done by any other person employed by the tenderer or acting on its behalf (whether with or without the knowledge of the tenderer).

The Competition Act, 2014 makes it a criminal offence for tenderers to collude on prices or terms in a public tender procedure. Where The Commission has reasonable grounds to believe that a tenderer may have been involved in collusion, it shall be entitled to exclude such tenderer from the competition at its sole discretion.

4.24 “Or Equivalent”

Please note in relation to this tender document; where reference is made to a particular make, source, process, trademark, type or patent that this is not to be regarded as a de facto requirement. In all such cases it should be understood that the reference in question is accompanied by the words "or equivalent".

4.25 Notification of tender evaluations

All tenderers will be informed of the outcome of their tender following tender evaluation and subsequent clarifications (if any), as well as of any decisions reached regarding the award of this contract.

4.25.1 Standstill Period

Following notification of the award decision, the Commission will observe the applicable standstill period in accordance with the European Communities (Public Authorities' Contracts) (Review Procedures) Regulations 2010 (as amended).

No contract will be concluded until the expiry of the standstill period.

4.26 Award to runner-up

If for any reason it is not possible to conclude the contract with the designated successful tenderer emerging from this competitive process; or if having concluded the contract The Commission considers that the successful tenderer has not met, or cannot meet its obligations; The Commission reserves the right to award the next highest scoring tenderer the contract on the basis of the same terms at any time during the tender validity period. This shall be without prejudice to the right of the Coimisiún to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion.

4.27 Payment

The Coimisiún operates in accordance with the European Communities (Late Payment in Commercial Transactions) Regulations 2012 as amended.

4.28 Terms and Conditions

A copy of The Commission's Terms and Conditions is available in Appendix 2. Tenderers must submit their Tenders on the basis of the Terms and Conditions applicable at the date of Tender submission. The Commission intends to enter into contracts for services based on these Terms and Conditions (the "Contract").

4.29 Law

Both The Commission and the successful tenderer shall comply with Irish law and the jurisdiction of the Irish courts, which will govern the contract.

5. EVALUATION OF TENDERS

5.1 Exclusion Grounds

Tenderers must confirm through the eESPD that none of the mandatory or discretionary exclusion grounds set out under Regulation 57 of the European Union (Award of Public Authority Contracts) Regulations 2016 apply.

The Commission reserves the right to exclude any Tenderer at any stage of the procurement process where:

- a mandatory exclusion ground applies;
- a discretionary exclusion ground applies;
- the Tenderer has provided false or misleading information;
- the Tenderer cannot provide supporting evidence upon request; or
- a conflict of interest or distortion of competition cannot be effectively remedied.

Tenderers will either pass OR fail each of the Selection Criteria in this part 5.1. A tenderer who fails a selection criterion will be excluded from participating in this Competition.

Tenders should use the Tender Response Document in to provide the information required under the Selection Criteria.

All self-declared information will be verified prior to the award of the contract. In the event that this verification process reveals that misleading or inaccurate information has been provided, your tender will be rejected from further consideration. Moreover, you may be precluded, at the discretion of The Commission, from participating in future competitions.

Following a request from The Commission, you will have five (5) working days to provide the required evidence. If you are not in a position to provide the required evidence within this timeframe your tender will be eliminated from further consideration.

5.1.1 Confirmation of Eligibility

Tenderers are required to provide the following information in the Tender Response Document:

- Contact information for the Tenderer;
- Details of any proposed partnership, consortium or subcontracting arrangements, including the names of all subcontractors and/or consortium members involved in the delivery of the services;

- A description of the role to be fulfilled by each subcontractor and/or consortium member; and
- The name, title, telephone number and email address of the nominated contact authorised to represent the Prime Contractor.

5.1.2 *Economic and Financial Standing*

Tenderers must declare in the Tender Response Document that they satisfy the economic and financial standing requirements set out below and that they are capable of providing the supporting evidence upon request and without delay.

Insurance	
Requirement	• Employers Liability Insurance (€13M) • Public Liability Insurance (€6.5M) • Professional Indemnity Insurance (€1M) • Cyber Insurance, including loss of data (€1M)
Evidence	Tenderers must confirm all required insurances will be in place on the Effective Date of the Contract, by signing the Tenderer's Statement, enclosed in the Tender Response Document.
Minimum standard	Evidence from insurer in relation to minimum levels of cover required.

Turnover	
Requirement	Tenderers must have a minimum average annual turnover of €1 million over the previous three financial years. The Commission reserves the right to accept other appropriate evidence of economic and financial standing where, for a valid reason, the Tenderer is unable to provide the evidence requested.
Evidence	Tenderers must provide appropriate evidence (e.g., auditor's statement or financial accounts) detailing your turnover for each of the three previous financial years in the relevant table in the Tender Response Document OR if you do not have in your possession the evidence required under this eligibility criterion when submitting your tender proposals, you may, in the interim, complete the Form of Self-Declaration provided in the Tender Response Document.

Tax clearance	
Requirement	Tenderers will be required to provide a tax clearance access number and tax reference number so that The Commission can verify their tax clearance before the contract is awarded and at any time thereafter.

Evidence	Tenderers must confirm, in the Tender Response Document, that the tenderer / all parties associated with the tenderer are fully tax compliant and the Contracting Authority can verify your tax clearance status online or you can provide a certificate of tax compliance.
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5.1.3 *Technical and Professional Ability*

Previous experience	
Requirement	Previous experience of three (3) contracts of a similar nature completed in the last 5 years. Ongoing incomplete projects will not be accepted.
Evidence	Tenderers must provide details of three (3) relevant contracts of comparable scope, scale and complexity, completed within the last five (5) years. The Commission may, at its discretion, accept a reference for an ongoing contract where the Tenderer can demonstrate delivery of comparable completed phases or milestones.

5.1.4 *Declarations*

Tenderers must complete and sign the following declarations in the Tender Response Document:

- a. Declaration of Bona Fides
- b. Declaration re. Statutory Obligations

5.1.5 *Form of Tenderers' Statement*

Tenderers must complete and sign the Form of Tenderers' Statement in the Tender Response Document in addition to completing the "CnaM HRMS Pricing Schedule" for the purposes of pricing clarity.

5.1.6 *Information Security and Data Protection*

Tenderers must comply with legislative and regulatory requirements.

Information Security and Data Protection	
Requirement	Hosting must be in the EU/EEA. No storage, transfer of data, processing or support access is permitted from outside the EU/EEA.
Evidence	Details of data centre locations to be provided in the Tender Response Document (TRD). Confirmation in the TRD from tenderer that no storage, transfer of data, processing or support access will be from outside the EU/EEA.

Requirement	Data centres must be certified to ISO27001:2022 level (or equivalent).
Evidence	Details of data centres must be provided in the TRD. ISO27001 or equivalent certificates available for inspection upon request.
Requirement	Coimisiún na Meán owns all data.
Evidence	Confirmation in the Tender Response Document from tenderer that Coimisiún na Meán will own all data.

5.2 Award / assessment criteria

This Contract will be awarded to the Tenderer submitting the most economically advantageous tender (MEAT), identified following application of the award criteria and weightings set out below.

In assessing Tenders, the Commission will evaluate the extent to which each Tender demonstrates a clear understanding of the requirements set out in Appendix 1 – Specification of Services, together with the Tenderer's proposed methodology, resources, cost and approach to environmental, social and sustainability considerations.

The Commission is not bound to accept the most economically advantageous Tender or any Tender received and reserves the right to accept or reject, in whole or in part, any or all Tenders received.

Award Criteria		Description	Marks available	Minimum score required
A	Degree of Conformance with Functional Requirements	The extent to which the proposed solution demonstrably satisfies the Authority's functional requirements. Assessment will be based on detailed tender responses, requirements traceability matrices, supporting documentation, use cases, and system demonstrations. Tenderers must provide clear evidence of how each requirement is met, partially met, or requires configuration/customisation. Higher scores will be awarded where functionality is delivered as standard, is fully proven through demonstration, and minimises implementation risk, workarounds, or future development requirements.	350	210
	Degree of conformance with functional system requirements as evidenced in the response document and system demonstration.			
B	Degree of Conformance with Non-Functional Requirements	The extent to which the proposed solution meets the Authority's non-functional requirements, including but not limited to security, performance, availability, resilience, scalability, accessibility, interoperability, compliance, reporting, and data protection. Evaluation will consider documented evidence, certifications, technical architecture, service level commitments, and system demonstrations. Higher scores will be awarded where compliance is fully evidenced, independently validated where appropriate, and supported by proven operational performance.	100	60
	Degree of conformance with non-functional requirements as evidenced in the tender response documentation and system demonstration.			
C	Quality and Balance of Resources Provided	The suitability, experience, and capacity of the proposed project team to successfully deliver and support the Contract. Assessment will consider team structure, governance arrangements, role definitions, relevant qualifications, certifications, sector experience, availability, and continuity of key personnel. Tenderers should provide CVs, organisational charts, and evidence of successful delivery of comparable projects. Higher scores will be awarded where resources demonstrate significant relevant expertise, clear accountability, and an appropriate balance of technical, functional, project management, and support capabilities.	100	60
	Technical merit of the proposed team and appropriateness of team structure.			

Award Criteria		Description	Marks available	Minimum score required
D	Methodology and Approach for Service Delivery	Tenderers must provide details on their approach to the implementation project, on-going support and related services and how they propose to manage the contract for the duration of the term. Assessment will consider the suitability of the approach to the implementation project, including but not limited to, the project management methodology, timeline, project phases and approach to data migration, adequacy of support services provided and account governance proposals. Higher scores will be awarded where structured approaches are clearly documented, and services are delivered in line with recognised industry standards.	150	90
	Including project management, data migration, contract management and support.			
E	Environmental, Social and Sustainability Considerations	The extent to which the Tenderer demonstrates a credible and proportionate approach to environmental, social, and sustainability objectives throughout the Contract lifecycle. Tenderers should provide measurable commitments, policies, targets, and reporting mechanisms relating to areas such as carbon reduction, resource efficiency, responsible supply chains, social value creation, equality and inclusion, local economic impact, and sustainable business practices. Higher scores will be awarded where commitments are specific, measurable, achievable, and directly linked to contract delivery outcomes	50	30
	Tenderers should outline, at a proportionate level, how environmental, social and sustainability considerations will be addressed in the delivery of the Contract			
F	Ultimate Cost	Tenderers must complete the “CnaM HRMS Pricing Schedule” and provide a comprehensive pricing submission covering all costs associated with the delivery and ongoing provision of the Contract. Prices must be fully inclusive of all expenses and remain fixed for the duration of the Contract unless otherwise specified. Evaluation will be undertaken using the prescribed pricing methodology. The lowest valid tender will receive the maximum available score, with all other tenders scored on a proportional basis. Tenderers may be required to provide clarification and supporting evidence to demonstrate the realism, completeness, and sustainability of proposed pricing.	250	N/A
	Tenderers are required to complete the “CnaM HRMS Pricing Schedule”. All costs must be inclusive of all expenses and shall be fixed for the duration of the Contract. The lowest valid Tender will receive the highest score under this criterion, with other Tenders scored on a pro-rata basis.			
Total			1000	N/A

Tenderers must achieve a minimum rating of 60% of the total marks available for each of the individual qualitative criteria A to E in order to avoid elimination from the competition.

Tenders that have not achieved the required Minimum Marks for each of the qualitative award A to E will be eliminated and will not be invited to participate in the system demonstration process.

A Tenderer that fails to achieve the minimum score in any qualitative criterion will be eliminated and will not proceed to price evaluation.

5.3 Calculation of 'Ultimate Cost'

In order to arrive at an ultimate cost for comparative purposes, The Commission will use the costs provided in the "CnaM HRMS Pricing Schedule".

The lowest ultimate cost tender which also meets all of the minimum requirements specified in these tender documents will receive the maximum score achievable under this criterion. The scores of the other valid tenders will be calculated by using the following formula:

Number of marks = the cost of the lowest valid tender divided by the ultimate cost of the tender in question and multiplied by the maximum score achievable.

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

5.4 Verification / clarification meetings / system demonstrations

Tenderers will be required to make a presentation of the proposal/carry out a system demonstration as proposed in the Tender. The Contracting Authority will not be responsible for the cost of such presentations/demonstrations.

Performance at presentations will NOT be evaluated but the content will be evaluated. Presentations/demonstrations may take place at 1 Shelbourne Buildings, Shelbourne Road, Dublin 4, Ireland or online at the discretion of the Contracting Authority.

APPENDIX 1 - Specification of Services

1. Introduction

The People & Organisational Development (POD) team within Coimisiún na Meán is responsible for employee lifecycle management, employee relations, performance management and development (PMD), workforce reporting, payroll salary instruction, policy oversight and HR governance.

In 2024, the organisation introduced its first HR Management System (HRMS) Personio. The system is currently used to support:

- Maintenance of personnel files
- Contract management
- Leave management
- Performance Management and Development (PMD)
- Onboarding and offboarding processes
- HR reporting
- Generating fortnightly payroll salary instruction

The system is managed internally by the POD team.

2. Overview

The Commission is now seeking a hosted, cloud-based solution that will support the following functions:

- Onboarding & offboarding;
- Employee data management;
- Time & attendance;
- Performance management;
- Benefits;
- Self-service;
- Case management;
- Reporting;
- Task automation and AI-powered assistance;
- Systems integration capability

The solution must also ensure compliance with local country employment laws and HR policies, fully secure data handling, and must be configurable to support evolving HR needs e.g. workforce planning, recruitment administration.

All related services are also in scope, including:

- Implementation consulting service
- Migration of existing data to the new HRMS
- Integration with other software systems (as per the TRD)
- Supporting User Acceptance Testing
- Training
- Ongoing licensing, hosting and system support.

The HRMS will support approximately 330 employees and line managers across the organisation, including the POD team who administer and manage the system.

3. Current ICT and systems environment

The Commission operates a modern IT environment, primarily built on Microsoft technologies, currently holding Microsoft 365 E5 licences, providing users with the full Microsoft 365 productivity suite, advanced security features, and compliance tools. The infrastructure is delivered through a hybrid administrative model, with a traditional on-premises domain controllers integrated with Microsoft Entra ID for identity and access management. The majority of the systems and services are already hosted in the cloud, with the strategic direction to transition to a cloud-only environment in the near future. This approach supports scalability, resilience, and security while reducing reliance on on-premises infrastructure.

4. Detailed Requirements

See separate documents

Appendix 1.1 - CnaM HRMS System Requirements.xlsx", available to download from eTenders.

Appendix 1.2 - CnaM HRMS Pricing Schedule

Additional functional and non-functional requirements are specified within the Tender Response Document.

A Demo

5. Out of scope

Payroll services are not included in the current scope as the Commission plans to continue using the services of the existing outsource payroll provider to process payroll for staff.

APPENDIX 2 –THE COMMISSION CONTRACT OF SERVICES

Provided Separately.