Call for Tenders dated 03/09/2026 for the provision of an Integrated Human Resource Information System (HRIS)

Tender procedure: Open procedure

Tender Deadline 05/10/2026 12:00 (noon)

Please note that the terms "Request for Tender" and "Call for Tender" are used interchangeably and have the same meaning, similarly, the terms "RFT" and "CfT" are used interchangeably and have the same meaning

Contents

Part 1: Introduction

1.1 The Sustainable Energy Authority of Ireland (SEAI) (the "Contracting Authority") invites tenders ("Tenders") to this call for tenders ("CfT") from economic operators ("Tenderers") for the provision of the services as described in Appendix 1 to this CfT (the "Services").

1.2 In summary, the Services comprise: a fully Integrated Human Resources Information System Package to include Payroll Services, Pension Management, Workforce Management (organisational structure), People Management, Performance Management, Time and Attendance functionality and Reporting functionality.

1.3 ***Not Used***

This public procurement competition will be divided into [N/A] lots (each a "Lot") as described below. Each Lot will result in a separate contract.

[Insert description of Lots and any rules / instructions in relation to Lots]

1.4 This public procurement competition (the "Competition") will be conducted in accordance with the open procedure under the European Union (Award of Public Authority Contracts) Regulations 2016 (Statutory Instrument 284 of 2016) (the "Regulations"). Any contract that may result from this Competition (the "Services Contract") will be issued for a term of 2 years ("the Term").

1.5 The Contracting Authority reserves the right to extend the Term for a period or periods of up to twelve (12) months with a maximum of three (3) such extension or extensions on the same terms and conditions, subject to the Contracting Authority's obligations at law.

1.6 The Contracting Authority estimates that the expenditure on the Services to be covered by the proposed Services Contract may amount to some €1,100,000 ex VAT

over the Term and any possible extensions. Tenderers must understand that this figure is an estimate only based on current and future expected usage.

1.7 Contracting Authority policy seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises ("SME"s) in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged, subject to paragraph 2.5, to explore the possibilities of forming relationships with other SMEs or with larger enterprises. Through such relationships they can participate and contribute to the successful implementation of any Services Contract that may result from this Competition and therefore increase their social and economic benefits.

Larger enterprises are also encouraged, subject to paragraph 2.5, to consider the practical ways that SMEs can be included in their proposals to maximise the social and economic benefits of any Services Contracts that may result from this Competition.

2.1 IMPORTANT NOTICES

2.1.1 While every effort has been made to provide comprehensive and accurate information in all notices and documents prepared for the purposes of this Competition, the Contracting Authority does not accept any liability or provide any express or implied warranty in respect of any such information. Tenderers must form their own conclusions about the solution needed to meet the requirements set out in this CfT and may wish to consult their legal advisers.

2.1.2 The Contracting Authority does not bind itself to accept the lowest priced or any Tender. This CfT does not constitute an offer or commitment to enter into a Services Contract.

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

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

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

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

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

2.1.4 In this clause 2.1.4, "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 Commission or other supervisory authority for data protection in Ireland from time to time.

The Contracting Authority will be a Data Controller (where Data Controller has the meaning given under the Data Protection Laws) in respect of any Personal Data (where Personal Data has the meaning given under the Data Protection Laws) required to be provided by the Tenderer in response to this CfT.

The Tenderer, as Data Controller in respect of any Personal Data provided by it in its Tender, is required to confirm in the statement required under paragraph 2.4 below that all Data Subjects (where Data Subject has the meaning given under the Data Protection Laws) whose Personal Data is provided by the Tenderer have consented to the processing of such Personal Data by the Tenderer, the Contracting Authority, the Evaluation Team and the supplier of the etenders.gov.ie website, for the purposes of the participation of the Tenderer in this Competition or that the Tenderer otherwise has a legal basis for providing such Personal Data to the Contracting Authority for the purposes of its participation in this Competition.

If personal data as defined in the General Data Protection Regulation (EU) 2016/679 will be processed as part of services being provided by the supplier, the supplier will be required to complete a supplier data protection assessment prior to award of the contract.

2.1.5 The Contracting Authority would refer Tenderers in particular to the provisions of Regulation (EU) 2022/1031 on the access of third country economic operators, goods and services to the Union's public procurement and concession markets and procedures supporting negotiations on access of Union economic operators, goods and services to the public procurement and concession markets of third countries (International Procurement Instrument – IPI), and to their obligation to comply therewith.

In particular, tenderers and candidates should note in Article 6 of Regulation (EU) 2022/1031, the obligations for a Contracting Authority in the context of a procurement procedure where the EU Commission has adopted an IPI measure.

2.1.6 Tenderers are referred to the provisions of Regulation (EU) 2022/2560 of the European Parliament and of the Council on Foreign Subsidies distorting the Internal Market, in addition to Commission Implementing Regulation (EU) 2023/1441, and their obligation to comply therewith. In particular, tenderers and candidates should note the requirements in Articles 28 and 29 of Regulation (EU) 2022/2560 relating to the prior notification or declaration of foreign financial contributions, where the estimated value of the public procurement procedure is equal to or greater than the applicable financial thresholds set out therein. In that regard, Tenderers and Candidates are referred to Appendix 3A of the CfT.

2.2 COMPLIANT TENDERS

2.2.1 If a Tenderer fails to comply in any respect with the requirements of this paragraph 2.2.1, the Contracting Authority reserves the right to reject the Tenderer's Tender as non-compliant or, without prejudice to this right and subject to its obligations at law, to take any other action it considers appropriate including but not limited to:

- seeking written clarification from the Tenderer;
- seeking further information from the Tenderer; or
- waiving a requirement, which in the Contracting Authority's view, is non-material or procedural.

Tenderers are required:

(a) To complete and submit with their Tender the electronic version of the European Single Procurement Document ("eESPD"). Tenderers may submit an eESPD which has already been used in a previous procurement procedure PROVIDED THAT they confirm that: (i) the information contained in it continues to be correct and (ii) that they satisfy the Selection Criteria for this Competition as set out at part 3.2 below;

(b). To submit all documentation which this CfT requires to be submitted with their Tender;

(c) To follow the format of this CfT and respond to each element in the order as set out in this CfT;

(d) To conform to and comply with all instructions and requirements set out in this CfT;

(e) To submit the statement required under paragraph 2.4 below; and

(f) Not to alter or edit this CfT in any way.

2.2.2 Without prejudice to the generality of paragraphs 2.2.1, failure to comply with paragraph 2.6.1, 2.6.2 or 2.6.3 below will render the Tender non-compliant and it will be rejected.

2.3 SERVICES CONTRACT

2.3.1 Tenderers should note the terms and conditions of the Services Contract at Appendix 5 to this CfT.

2.3.2 Tenderers are required to confirm their acceptance of the terms and conditions of the Services Contract by signing the Tenderer's Statement at Appendix 3. Tenderers may not amend the Services Contract.

2.4 ACCEPTANCE OF CFT REQUIREMENTS

Each Tenderer is required to accept the provisions of this CfT. ALL TENDERERS MUST RETURN, with their Tender, a scanned signed copy of the Tenderer's Statement, as set out in Appendix 3, printed on the Tenderer's letterhead. The Contracting Authority must be able to read the scanned signature of the Tenderer. If possible, please sign documents using blue ink. If the Contracting Authority cannot read the scanned signature, Tenderers may be requested to re-submit. Tenderers may not amend the Tenderer's Statement.

2.5 CONSORTIA AND PRIME / SUBCONTRACTORS

Where a group of undertakings (in whatever form and regardless of the legal relationship between them) come together to submit a Tender in response to this CfT, the Contracting Authority will deal with all matters relating to this Competition through a single nominated entity authorised to represent all members of the group of undertakings. The Tenderer must provide details of all members of the group of undertakings and their role in the Tender and clearly set out the contact details including name, title, telephone number, postal address, facsimile number and e-mail address of the nominated entity authorised to represent the Tenderer and to whom all communications shall be directed and accepted until this Competition has been completed or terminated. Correspondence from any other person will NOT be accepted, acknowledged or responded to.

Prior to and as a condition of award of any Services Contract, the successful Tenderer shall be required to designate a single entity who will carry overall responsibility for the Services Contract (the "Prime Contractor"), irrespective of whether or not tasks are to be performed by a subcontractor or other consortium member (the "Subcontractor").

2.6 TENDER SUBMISSION REQUIREMENTS

2.6.1 Tenders must be submitted via the electronic postbox available on www.etenders.gov.ie. Only Tenders submitted to the electronic postbox will be accepted. Tenders submitted by any other means (including but not limited to by email, fax, post or hand delivery) will NOT be accepted. Tenders submitted via the messaging facility on eTenders is not permitted.

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation before the Tender Deadline (as defined in paragraph 2.6.2). Tenderers should take into account the fact that upload speeds vary. Tenderers must note that in the electronic tenderbox, there is a current file size limit of 250MB for each single file uploaded, with a maximum total limit of 2GB for all documentation (combined) in the Tender submitted.

In order to submit a document to the electronic postbox, please note that you must click "Submit Response". After submitting you can still modify and re-send your response up until response deadline. Tenderers should be aware that the 'Submit Response' button will be disabled automatically upon the expiration of the response deadline.

2.6.2 Tenders must be received not later than 12:00 (noon) on 05/10/2026 (the "Tender Deadline"). **Tenders that are received late WILL NOT be considered** in this Competition.

2.6.3 Tenders must be submitted in English.

2.6.4 Subject to paragraph 2.14 and 2.18, each Tenderer is limited to submitting one Tender in its own capacity and one Tender as part of a consortium/group of undertakings under this CfT.

2.6.5 All Tenders submitted in soft copy must be compiled such that they can be read immediately using WORD, PDF or where requested Excel. The Contracting Authority is not responsible for corruption in electronic documents. Tenderers must ensure electronic documents are not corrupt.

2.7 QUERIES AND CLARIFICATIONS

2.7.1 All queries relating to any aspect of this Competition or of this CfT must be directed to the messaging facility on www.etenders.gov.ie. Queries will be accepted no later than 12:00 (noon) on 25/09/2026 unless otherwise published by the Contracting Authority. For the avoidance of doubt, Tenderers may not contact the Contracting Authority directly regarding any aspect of this Competition.

2.7.2 All responses to queries will be issued by the Contracting Authority via the messaging facility on www.etenders.gov.ie. Where appropriate, queries may be amalgamated. Tenderers should note that the Contracting Authority will not respond to individual Tenderers privately.

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

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

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

2.8 TENDERING COSTS

2.8.1 All costs and expenses incurred by Tenderers relating to their participation in this Competition including, but not being limited to, site visits, field trials, demonstrations and/or presentations shall be borne by and are a matter for discharge by the Tenderers exclusively.

2.9 CONFIDENTIALITY

2.9.1 All documentation, data, statistics, drawings, information, patterns, samples or material disclosed or furnished by the Contracting Authority to Tenderers during the course of this Competition:

(a) are furnished for the sole purpose of replying to this CfT only;

(b) may not be used, communicated, reproduced or published for any other purpose without the prior written permission of the Contracting Authority;

(c) shall be treated as confidential by the Tenderer and by any third parties (including subcontractors) engaged or consulted by the Tenderer; and

(d) must be returned immediately to the Contracting Authority upon cancellation or completion of this Competition if so requested by the Contracting Authority.

2.10 PRICING

2.10.1 All Tenderers must complete the Pricing Schedule at Appendix 2 to this CfT.

2.10.2 All prices quoted must be all-inclusive (i.e. including but not being limited to shipping, packaging, delivery, ancillary costs and all other costs/expenses), be expressed in Euro only and exclusive of VAT. The VAT rate(s) where applicable should be indicated separately.

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

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

2.10.5 Payments for Services provided pursuant to this CfT shall be subject to and made in accordance with the Services Contract at Appendix 5 to this CfT.

2.10.6 Tenderers should note that prices may be increased or decreased only on the third anniversary of the Effective Date of the Services Contract (as defined in the Services Contract) and on subsequent anniversaries of the Effective Date thereafter over the preceding 12-month period, and then only by the percentage by which the Consumer Price Index (CPI) has increased or decreased using the most recently published index at the time of adjustment published by the Central Statistics Office (CSO).

2.11 ENVIRONMENTAL, SOCIAL AND LABOUR LAW

2.11.1 In the performance of any Services Contract awarded, the successful Tenderers and their Subcontractors (if any), shall be required to comply with all applicable obligations in the field of environmental, social and labour law that apply at the place where the services are provided, that have been established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Schedule 7 of the Regulations.

2.11.2 Tenderers shall be required to include an undertaking to comply fully with the provisions of Council Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, business or parts of undertakings or business and as implemented in Irish law by Statutory Instrument No. 131 of 2003, the European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003 and to indemnify the Contracting Authority for any claim arising or loss or costs incurred as a result of its failure or incapacity to fulfil its obligations under the said Directive and Statutory Instrument.

2.11.3 The Protection of Employees (Temporary Agency Work) Act 2012 (the "2012 Act") provides that an Agency Worker (as defined in the 2012 Act) is entitled to the same basic working and employment conditions as those which apply to employees recruited directly by the Hirer (as defined in the 2012 Act) to do the same or a similar job. Where the provision of the Services will involve the provision to the Contracting Authority of Agency Workers (within the meaning of the 2012 Act), Tenderers should ensure that they consider their obligations under the 2012 Act when pricing their Tender. The Contracting Authority shall have no liability for any increase in salaries that may be payable as a result of the application of the 2012 Act to the provision of the Services.

2.12 PUBLICITY

No publicity regarding this Competition or any Services Contract pursuant to this Competition is permitted unless and until the Contracting Authority has given its prior written consent to the relevant communication.

2.13 REGISTRABLE INTEREST

Any Registrable Interest involving any Tenderer or Subcontractor and the Contracting Authority, members of the Government, members of the Oireachtas, or employees and officers of the Contracting Authority and their relatives must be fully disclosed in the Tender or, in the event of this information only coming to the notice of the Tenderer or Subcontractor after the submission of a Tender, must be communicated to the Contracting Authority immediately upon such information becoming known to the Tenderer or Subcontractor.

The terms "Registrable Interest" and "Relative" shall be interpreted as per Section 2 of the Ethics in Public Office Acts 1995 and 2001, copies of which are available at www.irishstatutebook.ie. The Contracting Authority will, at its absolute discretion, decide on the appropriate course of action, which may in appropriate circumstances include eliminating a Tenderer from this Competition or terminating any Services Contract entered into by a Tenderer.

2.14 ANTI-COMPETITIVE CONDUCT

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

2.15 INDUSTRY TERMS USED IN THIS CFT

Where reference is made to a particular item, source, process, trademark, or type in this CfT then all such references are to be given the meaning generally understood in the relevant industry and operational environment.

2.16 FREEDOM OF INFORMATION

2.16.1 Tenderers should be aware that, under the Freedom of Information Act 2014 and the European Communities (Access to Information on the Environment) Regulations 2007 to 2018, information provided by them during this Competition may be liable to be disclosed.

2.16.2 Tenderers are asked to consider if any of the information supplied by them in their Tender should not be disclosed because of its confidentiality or commercial sensitivity. If Tenderers consider that certain information is not to be disclosed because of its confidentiality or commercial sensitivity, Tenderers must, when providing such information, clearly identify the specific sections of their Tender containing such information and specify the reasons for its confidentiality or commercial sensitivity. For the avoidance of doubt Tenderers may not assert confidentiality or commercial sensitivity over the entire Tender but must clearly identify the specific section containing such information. If Tenderers do not identify information as confidential or commercially sensitive, it is liable to be released in response to a request under the above legislation without further notice to or consultation with the Tenderer. The Contracting Authority will, where possible, consult with Tenderers about confidential or commercially sensitive information so identified before making its decision on a request received. The Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released (irrespective of notification) or in respect of any consequential damage suffered as a result of such obligations.

2.17 TAX CLEARANCE

It will be a condition of any Services Contract pursuant to this Competition that the successful Tenderer(s) shall, for the term of such contract(s), comply with all applicable EU and domestic tax laws. Tenderers are referred to www.revenue.ie for further information. Prior to the award of any Services Contract arising out of this Competition the successful Tenderer shall be required to supply its Tax Clearance Access Number and Tax Reference Number to facilitate online verification of their tax status by the Contracting Authority. By supplying these numbers the successful Tenderer acknowledges and agrees that the Contracting Authority has the permission of the successful Tenderer to verify its tax cleared position online.

2.18 CONFLICTS OF INTEREST

Any conflict of interest or potential conflict of interest on the part of a Tenderer, Subcontractor or individual employee(s) or agent(s) of a Tenderer or Subcontractor(s) must be fully disclosed to the Contracting Authority as soon as the conflict or potential conflict is or becomes apparent. Tenderers are required to declare that the preparation of their Tender was carried out independently. In the event of any actual or potential conflict of interest, the Contracting Authority may invite Tenderers to propose means by which the conflict of interest might be removed and in circumstances where there are links between Tenderers, the Contracting Authority may seek further information to confirm the Tenders have been prepared independently. The Contracting Authority will, at its absolute discretion, decide on the appropriate course of action, which may in appropriate circumstances include eliminating a Tenderer from this Competition or any Mini-Competition or terminating any Framework Agreement or Services Contract entered into by a Tenderer.

2.19 WITHDRAWAL FROM THIS COMPETITION

Tenderers are required to notify the Contracting Authority immediately via the e-tenders website, if at any stage they decide to withdraw from this Competition.

2.20 SITE VISIT

2.20.1 *Not Used*

The Contracting Authority will facilitate Tenderers by permitting an inspection of the Contracting Authority's premises. A site visit to view the Contracting Authority's premises or facilities at [insert relevant addresses] shall be organised on [N/A] between the hours of [x and y]. Tenderers wishing to make an appointment to avail of this opportunity must confirm their attendance by contacting [name of person] at [insert email address] by [insert date and time]. Attendance at the Contracting Authority's premises will be subject to compliance with local security and health and safety arrangements.

2.20.2 ***Not Used***

[Insert here details of any site visit required by the Contracting Authority to the Tenderer's premises].

2.21 INSURANCE

2.21.1 The successful Tenderer shall be required to hold for the term of the Services Contract the following insurances*:

Type of Insurance	Indemnity Limit
Employer's Liability	€13,000,000 limit for any one claim or series of claims arising out of a single occurrence, per insurance year
Public Liability	€6,500,000 limit for any one claim or series of claims arising out of a single occurrence, per insurance year
Professional Indemnity	€1,500,000 in the aggregate
Cyber Liability	€2,500,000 limit for any one claim or series of claims arising out of a single occurrence, per insurance year

*other national insurance market standards may be accepted at SEAI's discretion

2.21.2 By signing the Tenderer's Statement at Appendix 3, Tenderers confirm that, if awarded a Services Contract under this Competition, (i) they will, from the Effective Date of the Services Contract (as defined in the Services Contract), obtain and hold the types and levels of insurance as specified at paragraph 2.21.1, (ii) the territorial limits and jurisdiction of its insurance policies include Ireland and (iii) they are not aware of any exclusions, restrictions, conditions or warranties or, in the case of policies with an aggregate limit of indemnity, any outstanding claims, which could have a material adverse impact on the level of coverage specified above. A formal confirmation from the Tenderer's insurance company or broker to this effect will be requested from the successful Tenderer(s) prior to the award of (and shall be a condition of) any Services Contract.

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

(a) immediately advise the Contracting Authority of any material change to its insured status;

(b) produce proof of current premiums paid upon request;

(c) produce valid certificates of insurance upon request.

3.1 COMPLIANT TENDERS

3.1 Only those Tenderers who have:-

(a) Submitted compliant Tenders pursuant to paragraph 2.2 above, and

(b) Declared by way of eESPD that either:

(i) no mandatory grounds for exclusion of the Tenderer pursuant to Regulation 57 of the Regulations apply to them, or

(ii) in circumstances where any mandatory exclusion grounds apply to the Tenderer (and where the Tenderer is not precluded from doing so under Regulation 57(17) of the Regulations), that it can provide evidence to the effect that measures taken by it are sufficient to demonstrate its reliability despite the existence of any such relevant exclusion ground, and

(c) Declared by way of eESPD that they satisfy the selection criteria for this Competition as set out in part 3.2 below (the "Selection Criteria"), will be evaluated in accordance with the Award Criteria at part 3.3 below.

However, please note that the Contracting Authority also reserves the right to exclude from evaluation a Tenderer to whom a discretionary ground for exclusion pursuant to Regulation 57 of the Regulations applies.

Tenderers should note that where a Tenderer is relying on the capacity of other entities (for example, Subcontractors) for the purposes of fulfilling any of the Selection Criteria in part 3.2 below it must ensure that each such entity:

(i) completes and submits a separate eESPD in respect of each such entity, and

(ii) when requested by the Contracting Authority, submit proof, to the satisfaction of the Contracting Authority, that each such entity will place the necessary resources at the disposal of the Tenderer.

Where a Tenderer (Prime Contractor) intends to subcontract any share of any Contract to a Subcontractor but is not relying on the capacity of such Subcontractor for the purposes of fulfilling any of the Selection Criteria in part 3.2 below, it must ensure that each such Subcontractor submits a separate eESPD in respect of such Subcontractor completing those sections of the eESPD which are specified in section 2.D of the eESPD for this Competition.

The Contracting Authority may decide to examine Tenders before verifying the absence of exclusion grounds in Regulation 57 of the Regulations (the "Exclusion Grounds") and the fulfilment of the Selection Criteria.

However, notwithstanding anything to the contrary in this part 3.1, the Contracting Authority reserves the right to ask Tenderers at any moment during the Competition to submit any or all of the following for the purposes of verification of the status of the Tenderer (including the Prime Contractor and any Subcontractor):

(i) a Declaration in the form attached at Appendix 4;

(ii) evidence to the effect that measures taken by the entity concerned are sufficient to demonstrate its reliability despite the existence of a relevant Exclusion Ground;

(iii) in the case of the Prime Contractor and any Subcontractor on whose capacity the Prime Contractor relies, all or any of the supporting documents specified at paragraph 3.2 below;

(iv) information concerning the Tenderer, and any proposed subcontractors, for the purposes of Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same) including, but not limited to, in respect of natural persons, copies of identity documents and, in respect of legal persons, a certificate or extract from the commercial register or other competent authority of the country in which the legal person is established; and

(v) information concerning the origin of goods, if any, for the purposes of assessing compliance with Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same).

If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate (i) its fulfilment of the Selection Criteria (or any one of them) in accordance with this CfT and
(ii) the absence of Exclusion Grounds, or its reliability despite the existence of a relevant Exclusion Ground and (iii) that it does not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576) and (iv) that the origin of goods, if any, are not subject to the prohibitions set out in Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same) then it shall be excluded from further participation in this Competition.

If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate (i) the fulfilment by any Subcontractor on whose capacity the Prime Contractor relies of the Selection Criteria (or any one of them) in accordance with this CfT and (ii) the absence of Exclusion Grounds in respect of any Subcontractor, or the reliability of any Subcontractor despite the existence of a relevant Exclusion Ground and (iii) that any proposed Subcontractor on whose capacity the Tenderer relies (where the value of that subcontract exceeds 10% of the value of the Services Contract) does not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576) then, it shall be excluded from further participation in this Competition *unless* it replaces the Subcontractor with one which meets all relevant requirements of this CfT.

3.2 SELECTION CRITERIA

3.2 Tenderers will either pass OR fail each of the Selection Criteria in this part 3.2. A Tenderer who fails a selection criterion will be excluded from participating in this Competition.

3.2.A Economic and Financial Standing

Tenderers must declare by way of eESPD that they satisfy the financial and economic standing requirement(s) set out below and that they are able, upon request and without delay, to provide the supporting documentation specified below to the Contracting Authority in each case.

Tenderers must have sufficient Financial and Economic Standing to complete a project of the size, nature and complexity of the project and to perform the Contract.

Tenderers must also demonstrate that they have generated a minimum turnover of **€440,000** for the last three (3) immediately preceding financial years.

Certified Turnover of €440,000 per annum

Year	**2023**	**2024**	**2025**
Turnover €	**€440,000**	**€440,000**	**€440,000**

Tenderers must provide the following documentation within their tender submission to demonstrate they meet this requirement and facilitate the evaluation of tenders:

- Copy of signed accounts or financial statements for each year or a signed certification of their turnover by their independent accountant. If the final accounts are not available for 2025 yet, please provide 2022.
- Tenderers should note that economic operators relying on the capacity of other entities must submit with their Tender an undertaking, duly evidenced, from those entities that they will place the necessary resources at the disposal of the Tenderer. This undertaking must be submitted with the Tender.

However, where the Tenderer is unable, for a valid reason, to provide the specified documentation, the Tenderer must inform the Contracting Authority of that valid reason (in the view of the Contracting Authority) as to why the documentation cannot be supplied and provide such other suitable alternative documentation to prove, to the satisfaction of the Contracting Authority, their economic and financial capacity. The documentation required under this section are requested by the Contracting Authority as part of the tender submission.

The documentation required under this paragraph may be provided as part of the submission but will be requested by the Contracting Authority prior to (and shall be a condition of) the award of any contract.

Tenderers must provide the supporting documentation specified above without delay when requested by the Contracting Authority. However, where the Tenderer is unable, for a valid reason, to provide the specified documentation, the Tenderer must inform the Contracting Authority of the valid reason as to why the documentation cannot be supplied and, if the Contracting Authority considers the reason given to be valid, provide such other suitable alternative documentation to prove, to the satisfaction of the Contracting Authority, their economic and financial capacity.

3.2.B Technical and Professional Ability

Tenderers must declare by way of eESPD that they satisfy the technical and professional requirement(s) set out below and that they are able, upon request and without delay, to provide the supporting documentation specified below to the Contracting Authority in each case.

Selection Criteria	Rule	Qualifying Threshold
Previous Experience	Tenderers must provide 3 examples of work demonstrating how their organisation has provided services of a similar scale, nature and complexity within the past 3 years relevant to this competition Evidence for this Selection Criterion must be completed in the template provided in Section 2 of the Tender Response Document (TRD).	**Pass/Fail**
Certification 1	Tenderers must be certified to international independent security standards, and be able to produce evidence of this valid, current certification, to an independently assessed and certified Information Security Management System **ISO27001** (or equivalent)	**Pass/Fail**
Tenderer Location in EU/EEA	Tenderers must provide the appropriate confirmation and documentation to demonstrate that all processing by them and any sub-processors remains within the EU/EEA or within a third country approved as 'Adequate' under Article 45, GDPR (Adequacy Agreement).	**Pass/Fail**
System integration	Tenderers must confirm that all functionality is available in a fully integrated system and offering. As evidence of this Selection Criterion, the System Integration Declaration in Section 2 of the Tender Response Document (TRD) must be completed.	**Pass/Fail**

Tenderers must provide the supporting documentation specified above as part of their submission or without delay when requested by SEAI.

3.3 AWARD CRITERIA

3.3.1 The Services Contract will be awarded on the basis of the most economically advantageous tender(s) as identified in accordance with the following criteria:

Tenders will be evaluated by an Evaluation Team composed of employees of SEAI together possibly with advisors, consultants and such other persons engaged or nominated by SEAI for the purposes of this Call for Tender and process. The Services Contract will be awarded from the qualifying tenders on the basis of the most economically advantageous tender using the following award criteria.

Award Criteria	Minimum Marks	Maximum Marks
Qualitative		
1. Demonstrated availability of system functional requirements for the delivery of the proposed solution.	**168 marks (60%)**	**280 marks**
2. Proposed contract management approach, including outline of proposed team, and relationship management approach, Service Level Agreements and different tiers / options available.	**147 marks (60%)**	**245 marks**
3. Mobilisation, implementation and transition plan, including migration of existing data with timelines.	**Pass / Fail**	**Pass / Fail** *(Acceptable / Not Acceptable — no marks)*
4. Green Public Procurement.	**N/A**	**75 marks**
Quantitative		
5. Cost of Service.	**N/A**	**400 marks**
TOTAL	**N/A**	**1,000 marks**

NOTE 1: To avoid elimination from the Competition, a Tenderer must both (i) score equal to or higher than the minimum marks specified for Award Criteria 1 and 2; and (ii) be assessed as **"Acceptable"** in respect of the pass/fail Award Criterion 3. A Tenderer that fails to meet the minimum marks for Criteria 1 or 2, or that is assessed as **"Not Acceptable"** under Award Criterion 3, will be eliminated from the Competition and its Cost score will not be assessed.

NOTE 2: The lowest cost tender that also meets all of the minimum requirements of the qualitative award criteria (including an "Acceptable" assessment under Award Criterion 3) will receive the maximum score achievable under the Cost criterion. The scores of the other valid tenders will be calculated using the following formula:

Methodology for calculating the cost score:

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

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

Award Criteria Explained:

Award Criterion 1: Demonstrated availability of system functional requirements for the delivery of the proposed solution.

In their response to this criterion, Tenderers should:

- Demonstrate an understanding of the required Services, as outlined in Appendix 1 (Requirements and Specifications) and to be completed in Annex 2 TRD (Tender Response Document).
- Provide product documentation including but not limited to: Data Sheet, Functional & Non-Functional Specifications, Security Specifications, Disaster Recovery, etc.
- Set out any accessibility features to ensure the system can be accessed and utilised by anyone with specific accessibility requirements, including visual or hearing needs. This must be completed in Annex 2 TRD (Tender Response Document).

The page count for the response to the above three bullet points is required in the Tender Response Document and should be a maximum of 6 pages.

- Complete the **Criterion 1 Requirements** document (this is a separate Word Document). The purpose of the Criterion 1 Requirements document is to provide a list of all functional requirements available in the system indicating, in the form of a checklist based on the functional requirements set out in Appendix 1, which functions are available, which are not, and any additional features which are available but not outlined in the requirements. The checklist may include a short comment if required or useful to contextualise the availability of functional requirements.

Award Criterion 2: Demonstrate the suitability of the proposed contract management approach, including outline of proposed team, and relationship management approach, Service Level Agreements and different tiers / options available.

In response to this criterion, Tenderers should provide the following details in order to demonstrate the suitability of the proposed approach to ongoing management of services (max 10 pages excluding CVs).

<u>Proposed Contract Management Approach</u>

Approach to management and delivery of operational services detailing availability, incident management, preventative maintenance and BCP:

1. Outline an approach to meet the requirements as set out in Appendix 1, indicating any specific processes to be utilised;
2. Approach to Operational Service Delivery including Availability;
3. Approach to Incident Management;
4. Approach to Preventative Maintenance;
5. Approach to Business Continuity Plan (BCP);

- Demonstrate compliance with GDPR including technical support during normal working hours and out of hours, Data Breach Management Procedures, including how SEAI would be informed of any security related breaches in a timely manner and evidence of GDPR training for staff accessing and processing SEAI data.

- Identify any AI component in the solution and demonstrate good governance in the implementation of AI and compliance with AI legislation, guidelines and Customer policies.

Proposed Team

In response to this criterion, Tenderers should provide the following details in order to demonstrate the suitability of the proposed team(s):

- The structure of the proposed team (which may be described in the form of a chart) showing the proposed roles and responsibilities including reporting arrangements for each team member;
- The CV of the Account Manager, who will act as the primary point of contact in respect of all services required and will have a close ongoing working relationship with SEAI for the duration of the contract. The duties of the Account Manager will include:
  - Responsible for all services delivered under the contract;
  - Point of escalation for service-related issues, disputes, concerns or complaints;
  - Have a full understanding of SEAI's service requirements;
  - Responsible for all resources assigned to SEAI under the contract;
  - Monitor and manage the Service Level Agreement;
  - Participate in bi-monthly service meetings;
  - Any other reasonable duties, as they arise;
  - Tenderers should outline how they propose to assign a replacement Account Manager in the event of a prolonged absence or exit of the existing Account Manager.
- The CV of the Payroll Specialist point of contact and confirmation of their competence to operate and manage the SEAI payroll and pensions requirements as set out.
  - Tenderers should outline how they propose to assign a replacement Payroll Specialist in the event of a prolonged absence or exit of the existing Payroll Specialist.

Relationship Management Approach

- Provide detail on the contract management methodology including how the relationship would be managed on a regular basis including communication, meetings, administration and invoicing.

Service Level Agreements and different tiers / options available

- Proposed Key Performance Indicators that will be measured and reported on to include the content, nature and frequency of reporting, and proposed compensation mechanism for non-performance of agreed service levels.

Award Criterion 3: Mobilisation, Implementation and Transition Plan — PASS / FAIL

Award Criterion 3 is assessed on a pass/fail basis (Acceptable or Not Acceptable). It does not attract marks and does not contribute to the qualitative score or to the overall award score. Its purpose is to confirm that each Tenderer offers a credible and deliverable approach to mobilising and implementing the Services and migrating existing data, without conferring a scoring advantage on any Tenderer by reason of its existing familiarity with SEAI's environment. A Tenderer whose response to this criterion is assessed as **"Not Acceptable"** will be eliminated from the Competition in accordance with NOTE 1 above, and its Cost score will not be assessed.

In response to this criterion, Tenderers must provide a Mobilisation, Implementation and Transition Plan (max 10 pages) addressing each of the following:

Draft implementation and transition plan, to include:

1. Migration of existing data — timelines, approaches and risk management, including

security and data protection processes;

2. Draft project plan outlining the overall period and time required both from the vendor side and the HR (SEAI) side;
3. An outline plan for the migration of data out of the platform in the future.

Quality of project management and Business Analysis approach and SDLC methodology (including change management, deployment and quality control), aligned to SEAI BA/PM/EA standards:

1. Project Governance / Management model;
2. Approach to BA, QA and EA (SEAI-provided and Vendor-provided);
3. Approach to Technical Solution Design;
4. Approach to project management;
5. Approach to vendor interactions / collaboration during a SDLC using SEAI's Azure DevOps;
6. Service development / innovation / value add.

Approach to on-boarding, exit, business change, opportunity development, and other relevant services and offerings:

1. Approach to Transition management, with a detailed response to the listed Services;
2. On-boarding of the current managed service;
3. How the Tenderer manages knowledge retention and transfer in the team;
4. How the Tenderer upskills current team members to ensure highest service quality;
5. How the Tenderer plans to engage with the incumbent SEAI suppliers and vendors (some of which may be transitioning out);
6. How the Tenderer will address and manage the on-boarding of new / alternative service providers' system functions and/or features deployed during the life of the contract, and at the end of the contract; and
7. Outline Exit Management Plan (e.g. separation details, asset & access revocation, data security, etc.).

Basis of assessment

The Evaluation Team will assess the Plan as **Acceptable** or **Not Acceptable** by consensus, supported by a written rationale. The assessment is binary: there is no partial credit and no scoring. To be assessed as **Acceptable**, the Plan must credibly demonstrate all of the following:

(a) a realistic and achievable implementation and transition timeline (project plan) that delivers full service commencement within the required period, distinguishing vendor-side and SEAI/HR effort and identifying the critical path;

(b) a sound data-migration approach covering timelines, methodology and risk management, including security and data-protection processes;

(c) adequate resourcing and project governance, with a clear project management, BA, QA and EA approach aligned to SEAI's BA/PM/EA standards and use of SEAI's Azure DevOps;

(d) a coherent on-boarding, transition and knowledge-transfer approach, including engagement with incumbent SEAI suppliers/vendors transitioning out, without material gaps; and

(e) a credible exit / off-boarding approach, including future migration of data out of the platform, separation, asset and access revocation, and data security.

A Plan will be assessed as **Not Acceptable** where it fails to meet one or more of the requirements at (a) to (e) above; for example where the timeline is unrealistic or would not achieve service commencement within the required period; where the data-migration approach lacks credible security and data protection handling; where resourcing or governance is absent or clearly inadequate; where there are material gaps in the transition or knowledge-transfer approach; or where the exit approach is absent or not credible.

The Plan passes only where every element below is satisfied (marked “Y”).

Element	What the Evaluation Team must be satisfied of	Met? (Y/N)
Timeline & project plan	A realistic, achievable implementation and transition timeline that delivers full service commencement within the required period, distinguishing vendor-side and SEAI/HR effort and identifying the critical path.	
Data migration	A sound approach to migration of existing data — timelines, methodology and risk management — including security and data-protection processes.	
Governance & resourcing	Adequate resourcing and project governance, with a clear PM, BA, QA and EA approach aligned to SEAI's BA/PM/EA standards and use of SEAI's Azure DevOps.	
Transition & knowledge transfer	A coherent onboarding, transition and knowledge-transfer approach, including engagement with incumbent SEAI suppliers/vendors transitioning out, with no material gaps.	
Exit / off-boarding	A credible exit approach, including future migration of data out of the platform, separation, asset and access revocation, and data security.	

Award Criterion 4: Green Public Procurement

In response to this criterion, Tenderers should provide the following details in order to demonstrate the suitability under this criterion (max 4 pages):

- Demonstrate your approach to green public procurement, detailing how environmental considerations are systematically incorporated into your service management and operational methodologies;
- Provide details of how they will minimise adverse environmental impacts in the delivery of these services, which may include an outline waste management plan or evidence of commitment to staff training in waste minimisation as these relate to this competition;
- Provide details of sustainable practices employed by the Tenderer as they relate to this competition.

Award Criterion 5: Cost of Service

Tenderers must complete the table in Annex 3 Pricing Schedule HRIS. This is a separate Excel document uploaded as part of the tender competition packet.

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

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

Marking Methodology for Award Criteria 1, 2 and 4

Award Criterion 3 is assessed on a pass/fail basis and is not marked (see above). Based on the scores achieved by the tender in each of the marked qualitative award criteria (1, 2 and 4), the weighting rating will be applied as follows:

Weighting	Meaning
91% – 100%	Excellent response with very few or no weaknesses, exceeds requirements, and provides comprehensive, detailed, and convincing assurance that the Tenderer will deliver to an excellent standard.
80% – 90%	A very good response that demonstrates real understanding and fully meets the requirements and assurance that the Tenderer will deliver to a high standard.
70% – 79%	A good response which demonstrates a satisfactory understanding of requirements and gives acceptable assurance of delivery to an adequate standard.
60% – 69%	A reasonable response which demonstrates some understanding of requirements and gives reasonable assurance of delivery to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.
30% – 59%	A response where reservations exist. Lacks full credibility / convincing detail, and there is a significant risk that the response will not be successful.
1% – 29%	A response where serious reservations exist. This may be because, for example, insufficient detail is provided, and the response has fundamental flaws, or is seriously inadequate or seriously lacks credibility with a high risk of non-delivery.

Tenderers may be required to make a presentation of the proposal contained in their Tender. The Contracting Authority will not be responsible for the cost of such presentations (in accordance with paragraph 2.8). Performance at presentations will NOT be evaluated.

3.3.2 Subject to paragraphs 2.1 (Important Notices) and 3.5 (Standstill Period) of this CfT, award of the Services Contract to the highest ranked Tenderer (as determined by paragraph 3.3.1) will be conditional upon:

(a) the Tenderer submitting the following evidence in respect of the Tenderer (including the Prime Contractor and any Subcontractors, as applicable in accordance with paragraph 3.1 above) to the extent not already provided, within seven (7) days of request by the Contracting Authority: (i) a Declaration in the form attached at Appendix 4; (ii) if applicable, evidence to the effect that measures taken by the entity concerned are sufficient to demonstrate its reliability despite the existence of a relevant Exclusion Ground; and (iii) all or any of the supporting documents specified at paragraph 3.2; and

(b) the evidence specified at paragraph 3.3.2(a) above demonstrating that each entity concerned meets the Selection Criteria and the compliance requirements specified at paragraph 3.1(b) and (c) above.

3.4 PRESENTATION OF PROPOSALS

Tenderers may be required to make a presentation of the proposal contained in their Tender. The Contracting Authority will not be responsible for the cost of such presentations (in accordance with paragraph 2.8). Performance at presentations will NOT be evaluated.

3.5 STANDSTILL PERIOD

3.5.1 In circumstances where the European Communities (Public Authorities' Contracts) (Review Procedures) Regulations 2010 (Statutory Instrument 130 of 2010), as amended by the European Communities (Public Authorities' Contracts) (Review Procedures) (Amendment) Regulations 2015 (Statutory Instrument 192 of 2015) and the European Communities (Public Authorities' Contracts (Review Procedures) (Amendment) Regulation 2017 (Statutory Instrument 327 of 2017) apply, no contract can or will be executed or take effect until at least fourteen (14) calendar days after the day on which the Tenderers have been sent a notice informing them of the result of this Competition ("Standstill Period") if such notice is sent by electronic means. The Standstill Period shall be sixteen (16) calendar days if such notice is sent by other means. The preferred bidder will be notified of the decision of the Contracting Authority and of the expiry date of the Standstill Period.

3.5.2 Tenderers should note that the Contracting Authority may, when notifying Tenderers of the results of this Competition, include the scores obtained by the Tenderer concerned and the scores obtained by the preferred bidder in respect of each award criterion assessed by the Contracting Authority.

3.6 RETURN OF SIGNED CONTRACTS

3.6.1 The successful Tenderer must sign and return the Services Contract and the Confidentiality Agreement, both in duplicate (unless e-signed), to the Contracting Authority no later than 14 calendar days from the date of expiry of the Standstill Period unless notified otherwise in writing by the Contracting Authority. A signed Services Contract returned by the successful Tenderer is not binding on the Contracting Authority until the Contracting Authority has signed the Services Contract in accordance with paragraph 2.1.2 above.

3.6.2 Where the signed Services Contract and the Confidentiality Agreement have not been received by the Contracting Authority within the period as specified at paragraph 3.6.1 then the Contracting Authority may proceed to award the Services Contract to the next highest- ranked Tenderer in accordance with paragraph 3.6.1 above.

Tenderers must address each of the issues and requirements in this part of the CfT and submit a detailed description in each case which demonstrates how these issues and requirements will be dealt with / met and their approach to the proposed delivery of the Services. A mere affirmative statement by the Tenderer that it can/will do so or a reiteration of the tender requirements is NOT sufficient in this regard.

Rialtas na hÉireann
Government of Ireland

seai SUSTAINABLE ENERGY AUTHORITY OF IRELAND

1. Introduction

SEAI's mission is to be at the heart of delivering Ireland's energy revolution. We drive the reduction and replacement of fossil fuel usage. We are a knowledge led organisation. We partner with citizens, communities, businesses, and Government. We are trusted collaborators, innovators, funders, and educators.

To fulfil this mission SEAI aims to provide well-timed and informed advice to Government, and deliver a range of programmes efficiently and effectively, while engaging and motivating a wide range of stakeholders and showing continuing flexibility and innovation in all activities. SEAI's actions will help advance Ireland to the vanguard of the global green technology movement, so that Ireland is recognised as a pioneer in the move to decarbonised energy systems.

SEAI's Statement of Strategy 2022-2025 is available here Statement-of-Strategy-2026-2030.pdf (seai.ie)

SEAI is funded by the Government of Ireland through the Department of Climate, Energy and the Environment and the Department of Transport. Additionally, SEAI is partly financed by Ireland's EU Structural Funds Programme which is co-funded by the Irish Government and the European Union. Reporting to the Department of the Climate, Energy and the Environment. SEAI is responsible for an annual budget of almost €900 million in 2026.

Each year, SEAI invests a significant proportion of its government allocated budget into a range of grant and other programmes, to deliver increased energy efficiency and to decarbonise our economy. These actions stimulate vital economic growth and employment in our economy. SEAI grant programmes include support for building energy upgrades, the adoption of electric cars and to businesses and public bodies to support energy efficiency and renewable energy investments. SEAI also supports Irish communities taking charge of their own low carbon transition.

Along with our capital programmes, SEAI has a mandate to provide policy analysis, forecasting and modelling support. SEAI is central to research and innovation in the energy sector in Ireland. Internationally SEAI participates in the International Energy Agency, UN and EU fora and as the national delegate to the Horizon Europe programme.

SEAI performs its functions in a flexible and efficient manner by applying the highest standards of corporate governance, risk management, information technology and human and financial resource management. This is delivered by a results-orientated and metric management-based approach, embodying strong commitment to best international practices and by being open to adopting new approaches and their flexible incorporation into the business process.

1.1 Background

SEAI has grown rapidly over the last few years, with our first people strategy running from 2023 – 2025. We are committed to having systems in place to support all employees across the organisation and to enable the HR&OD team work effectively, with the focus of time being on employees rather than administration tasks.

2. Objective of this Call for Tender (CfT)

The objective of this CfT is to invite suitability qualified service providers to provide a fully integrated managed and hosted Human Resources Information System (HRIS) package to manage and automate core HR processes, such as outsourced payroll services, pension management, workforce management, employee management & engagement, time and attendance recording, reporting and performance management, etc.

SEAI is seeking the provision of a hosted HRIS system and a fully managed payroll and pension service to produce monthly payroll, for up to 450 employees as set out in the non-binding estimated figures in the table below also showing potential growth over the contract lifecycle. The system will need to facilitate different categories of employees as well as Board members and pensioners. The system will need to be able to facilitate future growth in employee numbers.

Colleague cohorts	Employee personnel record on HRIS	Payroll processing	PMDS	Leave and time recording	Number colleagues 2026	Number colleagues 2027	Number colleagues 2028	Number colleagues 2029	Number colleagues 2030
Direct SEAI employees	y	y	y	y	265	292	321	353	388
Agency employees	y	No	y	No	50	55	60	65	70
Researchers	y	No	y	No	5	7	10	12	12
IT contractors	y	No	No	No	20	24	28	32	36
Co-sourced	y	No	No	No	20	23	26	29	32
Board members	y	y	No	No	10	10	10	10	10
Retired colleagues	y	y	No	No	18	21	24	27	30
Estimated projected headcounts over lifespan of contract					388	432	479	528	578

In relation to payroll services, all staff are paid on a monthly payroll with no variable pay, other than statutory and non-statutory unpaid leave. The payroll service needs to be timely and accurate and in accordance with all current and future Republic of Ireland (ROI) Revenue and ROI Public Sector Pay and Pension regulations and circulars.

The hosted HRIS is required to be configured so as the payroll and pension functions, workforce management, people management, performance management and reporting requirements are fully integrated and reflect SEAI's relevant policies and working hours.

3. Technical Requirements & Specification

The system and service will be required to facilitate the following functions:

Essential Requirements

- ➢ Managed Payroll Services
- ➢ Pension Management
- ➢ Organisation structure/Standard Personnel/People Management features
- ➢ Workforce Management/Time & Attendance Recording
- ➢ Performance Management Development System (new functionality that does not exist as a current module for SEAI)
- ➢ Probation Management
- ➢ Integrations
- ➢ Implementation
- ➢ Hosting and Information Security

Managed Payroll Services

The successful tenderer will be responsible for the provision of a payroll processing service for a once monthly payroll run to be run on the 28th of each month. To include employees, board members and pensioners. Estimated numbers are set out in the pricing schedule over the lifetime of the contract, and numbers are subject to change in line with the evolution of the organisation.

The successful tenderer will provide calculations based on information supplied by SEAI via a secured electronic manner for each payroll and will include, but not limited to:

- Ensure clear and seamless link from software to payroll for error free processing.
- Secure electronic transmission of payslips, ASC60 certs available to each employee with self-service access.
- Payroll employee number is the 1 unique identifier of the individual.
- Costing and budgeting function under various headings (eg) grade, salary bands, etc.
- Salary changes (eg) increments, application of allowances, off scale salaries, pro-rata reduced working patterns, maternity leave, parents leave, illness benefit, etc.
- Upload multiple pay scales with multiple scale points.
- Tax calculations and updates to reflect changes to Irish payroll and taxation legislation.
- Support PAYE Modernisation and retrieval and upload of employee RPNs (revenue Payroll Notification).
- Pension deductions (eg) pension contributions, ASC, and calculations for all pension schemes, including additional voluntary deductions AVCs.
- Ability to create CSO (central Statistics Office) returns and Headcount periodic reports.

Managed Payroll Reports & Reconciliation

The solution should support payroll reporting as per list below; ability for the user to create new reports in excel and PDF, including but not limited to:

- Gross to Net
- Control Summary
- Copy Payslips
- Bank Payment File (SEPA payment)
- Payments Report
- Deduction Reports
- 3rd party summary and listing reports (eg) AVC, Health Insurance, ICP, etc
- Exceptions report – difference with explanations from pervious to current gross and nett salary (within a margin of 0.02c)
- PAYE, Pension Contributions, USC and ASC Exempt reports
- Headcount reconciliation report comparing last pay run to current pay run, detailing starter and leavers
- Payroll journal ready for import into SEAI’s financial system – Centros
- Prepare Year-End files and other Year-End forms (eg) ASC 60

- Report per period run in relation to deductions and payments being made from payroll

Tenderers will be required to agree a service level agreement which covers all the payroll processing items listed above with adherence to strict timelines and will be subject to performance reviews on a 6-monthly basis.

Pension Management

SEAI requires a system that can maintain, recording and calculating the information relating to their employees on both the Public Sector Superannuation (Model) Scheme and the Single Public Service Pension Scheme. The system must be able to record and maintain multiple pension schemes and accommodate different rules for each scheme. The pension management solution must have the ability to meet the following specific requirements:

- The pension module must be fully integrated with the payroll system.
- Data Integration: All data inputted into a payroll system should be available to the pension module (eg) unpaid leave on payroll system will affect pension entitlements and must be calculated and reflected as non-reckonable for pension purposes.
- The capability to maintain live data and capture all information relating to the Irish Public Sector Superannuation, Spouses and Children's (S&C) schemes in individual cases as required and the Single Pension Scheme and adhere to all legal requirements of the schemes.
- Capture and calculate employee contributions, track pension history from start date until death, for current pensioners, current employees and deferred members.
- The ability to capture transfer values and additional purchase of service.
- Ability to calculate various benefits such as pension, lump sum, purchase of service, cost neutral early retirement, ill-health early retirement, death in service benefits, pensionable service for period of sick leave and changes to the Contributory State Pension (CSP).
- Functionality to create annual and ad-hoc reports, annual and exit benefit statements and individual benefit statements, to include lump sum entitlement.
- A number of employees are purchasing notional service and transferring service from previous pension schemes. This information needs to be captured, and the solution must have the ability to include same to calculate retirement benefits at any point in time.
- The system should be capable of supporting the creation of document templates (eg) benefit statements documents for each pension scheme to generate statements.

Organisation Structure

The solution should have the ability to:

- Maintain and update as required an organisational hierarchy where every individual in the organisation, except one (the CEO), is subordinate to a single other individual. The hierarchy will have multiple layers including directorates, departments, teams, etc. The system should allow for up to 7 layers.
- Create and maintain a role-based structure and should be capable of creating and maintaining roles independent of individuals (eg) when an employee moves from a role, the role remains on the solution as open.
- Role allocation links to permissions and changes automatically update ability to view information about direct reports on team and run processes for them.
- Organisation chart available live for all users and updated with joiners/leavers/moves.

Standard Personnel/People Management Features

- Full employee data capture with employee self-service for data updates (eg) address, emergency contact, bank account details (view only), etc
- Available on laptops and potentially in future portal/mobile/tablet devices

- Self-service record management via an Employee self-service portal
- Single sign on
- E-files for document storage for individuals in sub-folders (eg) contract of employment, medical, disciplinary, performance management documents, etc, selected viewing available to the employee.
- Autogenerating and sending of letters to employees following specific transactions (eg) end of probation
- Secure storage of time bound individual requirements, for instances visas and expiry dates. Reminders to be sent to employee, manager and HR/payroll approaching expiry dates
- Each employee record should have a unique identifier (eg) employee ID number, that acts as the key to access to totality of information about the employee across the whole system
- Reporting to include comprehensive standard reports and system to have the ability to build customised reports easily and quickly within the HR&OD Department.
- Supports configurable data retention rules and facilitate the secure automated deletion of records in line with SEAI's data retention policy which includes different retention periods for different types of records. Full GDPR compliance with all elements as set out under those regulations.

Workforce Management /Time & Attendance Recording

- Ability to record and generate reports on all types of statutory and non-statutory leave (eg) annual leave, sick leave, family leave – paid and unpaid.
- Function to record, and report on, the number of self-certified and medically certified days over a rolling lookback of 24-month period and four-year period per employee from the most recent absence. This is to adhere to Public Service Sick Pay rules.
- Ability for employees to submit requests for leave, and for line managers to approve/reject, via a 1 click process.
- Calendar feature for managers to view teams leave (approved and requested).
- Allocate a daily work pattern for each employee, incorporating start, finish and rest times and flexibility of changes as required.
- Function to allow employees to record additional or less hours worked on, and breaks untaken on any specific day to ensure full compliance with the Organisation of Working Time Act (OWTA).
- Functionality for reports on exceptions to the OWTA.
- Reporting to include comprehensive standard reports and system to have the ability to build customised reports easily and quickly within the HR&OD Department.
- Functionality to import historical leave and attendance data currently held on SEAI's current platform (ie) Corehr.

Performance Management Development System (PMDS)

Online performance review process, forms and reporting i.e. allowing line managers and employees to set and update goals, competencies, evidence of performance, personal development plans, etc.

- Customised design that allows inclusion of behavioural dimensions (e.g.) SEAI values and other criteria.
- Date prompts and reminders, notifications & deadlines to complete.
- Personal development planning/link to LMS for ongoing development.
- Functionality to evaluate performance by tailored rating scale with rating descriptors.
- Provide sign off by line manager and employee (option for HR&OD overview and second line manager sign off).
- Ability to customise and update form as required to meet evolving processes.

Provide secure storage of employees PMDS forms with ability for staff to download a copy for their own records.

- Progress reporting of sign off 3 times per year, i.e. how many PMDS have been signed off at each stage.
- Overall reporting by objectives, ratings, completions, team/department/directorate performance.
- Facility to collate information on learning & development/Development areas and completed Personal Development Plans (PDPs) into a report.
- Facility to store and record data against individual staff members (e.g.) job description.
- Provide a library of PMDS support material (user guides, training videos, policies, competency framework, etc) or links to assist with PMDS process.
- Option to talent review from performance, development and career development goals.

Probation

- Online forms and reporting (currently the PMDS form is used for probation with indicators of progress including mid probation 3 month and end of probation 6 months).
- Prompts and reminders to complete to line manager and report for goal setting, mid probation review and end of probation review.
- Reporting/dashboard opportunity to include progress reporting of goal setting and sign off at mid probation and end of probation review, as well as overall reporting by completion, expectations.
- Facility to add probation policy, forms and training.

Integrations / report auto generation

Ability for data to be sent to other systems either via integration with other systems, auto generation of reports and auto export and import to other systems (e.g.). This would be used for joiners / leavers / changes with the active directory and a Learning Management System to link with performance management development planning in the future.

Implementation Onboarding of Current and Data Migration

The successful tenderer must be capable of efficiently transitioning the existing solutions and deploying it to their recommended Solution and Managed service. Tenderers must demonstrate their ability to complete this phase efficiently, effectively and with minimal disruption to SEAI. SEAI have a broad expectation that this should be achieved in 8-10 weeks.

SEAI's current HRIS solution and data sets for outsourced payroll services, pension management, workforce management, time and attendance and people management is People XD (Corehr) – The Access Group. The performance management data is currently held on SEAI files i.e. not on an IT system.

Tenderers must specify in their proposal the process they recommend for migrating historic data, current transaction records and balances, outlining roles & responsibilities of SEAI, your organisation and any outsourcing partners that are required to carry out the migration task. Please also outline any key assumptions and risks and how you propose these would be managed, including details of security measure for the transfer of migration data.

Implementation

- Implementation support with support on project management and IT with knowledgeable professionals who have previous experience implementing end to end HRIS which may involve multiple systems and interfaces.
- Admin support needed with meeting co-ordination, milestone tracking, action tracking and follow up, action capture and overall support for the project
- Assessment on scoping, vendor/vendors selection, project establishment including delivery

timelines, expert input and potential co-ordination of multiple vendors and build of interfaces.

User Training
Tenderers are required to provide details of the training and support mechanisms in place to support the administration and end users of the system. Tenderers should provide details of how this training would be conducted, and the deliverables that would be expected. This is expected to include guidance and support materials for employees and admin users, and training sessions for key users of the system regarding regular system management, reporting, updating, and low-level reconfiguration changes.

Hosting and Information Security
The HRIS and all modules must be hosted by the successful tenderer. All data hosting must be provided within the European Union (EU) or a country with an adequacy agreement under GDPR with no data transfer or access beyond these jurisdictions.
The application must be hosted in a SOC 2 compliant datacentre. Operation, maintenance, security and all related activities of the datacentre must be covered by ISO 27001 certification. SEAI will deliver independent security reviews including penetration testing prior to go-live and subsequently to ensure compliance with security standards and policies.

Where required, rectify security concerns and maintain the system to a high-level security posture in line with Centre for Internet Security (CIS) Benchmarks.

In the provision of the hosting and maintenance of the system, SEAI expects that all software provided will be secure and developed in line with OWASP guidance, to cover at a minimum, recommended controls to mitigate the OWASP top 10 threats. Furthermore, SEAI expect that system configurations will be secured in line with industry best practice such as those noted by CIS and appropriate vendor guidance.

The successful Tenderer will be responsible for:

- Agreed levels of service available (in accordance with defined service levels as set out in a service level agreement)
- Software licence management
- Installing software patches, upgrades and fixes
- Database administration
- Backups
- Hardware maintenance
- Preventative maintenance
- Security and data protection.

Information Security Management Systems (ISMS)
The successful Tenderer and any subcontractors (including PaaS suppliers) involved in the security, maintenance and development of the application/service must demonstrate commitment and compliance to best practice information security governance. This must include an independently assessed and certified Information Security Management System that meets the Cybersecurity Requirements (as defined in the Managed Service Agreement attached as an Appendix), ISO27001 and ISO 20000 standard (or equivalent) and NIS2 Directive as it transposes and updates over time.

SEAI retain the right to audit the above and further expect that independent assurance of the security posture of the application can be provided on request during the lifetime of the contract.

Cybersecurity Requirements and ISO 27001 and ISO 20000 and NIS2 Compliance
The successful Tenderer shall ensure that they continue to maintain compliance with the Cybersecurity Requirements (as defined in the Managed Service Agreement attached as an Appendix) ISO 27001 and ISO 20000 (or equivalent) and any other Irish & EU Cybersecurity regulations (e.g. NIS2) during the

duration of the contract. This shall include any update to the ISO 27001 and ISO 20000 standard (or equivalent) and NIS2 directive.

The successful Tenderer shall ensure that they comply with relevant SEAI IT, Data Protection and Security policies which can be provided on request.)

SEAI retain the right to audit the above and further expect that independent assurance of the security posture of the application can be provided on request during the lifetime of the contract.

Secure System Configuration Management
The successful Tenderer shall accept full responsibility for the secure system configuration and maintenance of all platforms.

Where the delivery of system configuration and management services, or lack thereof, introduces security issues, the successful tenderer will be fully responsible for the resolution of such issues and shall cover the full cost of resolution.

The successful Tenderer shall provide details of how systems are configured in line with best practice. The following are considered adequate: Centre for Internet Security (CIS) benchmarks and/or adequate vendor secure configuration guidance.

The successful Tenderer shall confirm that systems are configured in line with best practice and SEAI in line with SEAI Cloud Governance Discipline Policy. They must, on request, provide assurance that the posture of the estate is being securely maintained.

IT / System Service Levels

Operational Services Requirements

Provision of Helpdesk Support

- The successful Tenderer must provide and staff a support help desk to act as a primary point of contact for management and resolution of all Tier 2/3 calls logged during the covered hours. The successful Tenderer's help desk will receive and uniquely record and number all authorised calls and will manage all calls to satisfactory resolution and closure by SEAI.

- SEAI will provide a help desk which will act as first point of contact and Tier 1 technical support for application users in SEAI and SEAI's first line call centre for members of the public apply or access the system online services. This is staffed by appropriately trained and technically competent personnel to conduct operations under instruction from service providers where required.

- The successful Tenderer's help desk must provide telephone support to SEAI and its agents in respect of the covered systems and applications during the covered hours.

- Calls will be submitted to the successful Tenderer's help desk by SEAI helpdesk and application super users. The successful Tenderer's help desk will not be expected to respond to any requests for service, other than those submitted in this way.

- All authorised calls must be processed through the successful Tenderer's help desk facility. The successful Tenderer's help desk must consult with the SEAI help desk to agree when calls can be closed. No calls can be closed without SEAI's agreement.

- The successful Tenderer's help desk is required to maintain a support runbook and knowledge base, which SEAI will own, with appropriate elements provided to SEAI Tier 1 helpdesk to allow for efficient user support.

- For the purposes of reviewing or assessing the performance of the successful Tenderer against the Service Level Objectives, the start time for any problem resolution will be from the time that the call is first logged with the successful Tenderer's help desk.

- The successful Tenderer will be required to provide a standby help desk facility (or business continuity approach) and support service from time to time outside normal working hours. This might typically arise where SEAI is implementing changes not directly related to the Application Software (e.g. Network upgrade) and where support cover is deemed prudent. Where provision of this standby service incurs additional charges, these must be agreed in advance between the parties.

Call Resolution Targets
When a call is logged with the successful Tenderer's help desk the 'clock starts'; i.e. measuring of response times commences.

Definitions

A. The 'target time to resolve a call' is the elapsed time from the time a call is logged for the successful Tenderer to complete fault resolution or to provide an agreed workaround in place until the fault is fully resolved.

B. The 'time to respond to a call' is the elapsed time from the time a call is logged for the successful Tenderer to review and contact SEAI and to begin work on fault resolution.

The successful Tenderer will be expected to make all reasonable endeavours to resolve calls within the times set out below. Failure to resolve calls within these times time may be considered a breach of the successful Tenderer's obligations as regards the Service Level Objectives under the Managed Service Agreement (see below). The successful Tenderer will be expected to report fully to SEAI on its performance in resolving all calls in the form of detailed monthly and quarterly Service Reports.

Call Priority	**Definition**	**Time to respond to report**	**Target time to resolve issue**
Priority 1	A critical service delivered by IT is unavailable, or the effect of the incident is the equivalent to the service being unavailable.	15 minutes	2 working hours
Priority 2	While the IT service is available, it is not performing sufficiently or as required. There is significant impact to the business / end-user community	60 minutes	4 working hours
Priority 3	Impact is limited to small groups of end-users with little overall business impact.	4 hours	Within 24 hours
Priority 4 / Service Request	Impact is very limited to specific parts of a programme (e.g. could be specific grant applications). Or a Service Request is submitted to the service desk.	6 hours	Within 1 Week

Table 1- Existing Call Resolution Targets

Call Resolution Approach

Priority	**Resolution Approach**
Priority 1	The successful Tenderer must resolve the call or put in place an agreed workaround to restore an agreed level of failed services within two working hours from the time the call was logged with the successful Tenderer's help desk. If this is not possible, due to the nature of the fault, then the successful Tenderer must make all reasonable efforts to escalate the issue and provide any additional technical resources as may be required to achieve a full, restoration of the failed service. When a workaround is in place, an agreed schedule for repair and full restoration will be agreed with SEAI.
Priority 2	The successful Tenderer must resolve the call or put in place an agreed workaround to restore an agreed level of failed services within four working hours from the time the call was logged with the successful Tenderer's help desk. If this is not possible, due to the nature of the fault, then the successful Tenderer must make all reasonable efforts to escalate the issue and provide any additional technical resources as may be required to achieve a full, restoration of the failed service. When a workaround is in place, an agreed schedule for repair and full restoration will be agreed with SEAI.
Priority 3	SEAI and the successful Tenderer will endeavour to achieve a common understanding of the issue and to agree a prioritization and target delivery date of a solution in the context of the application software release schedule.
Priority 4	SEAI and the successful Tenderer will endeavour to achieve a common understanding of the issue and to agree a prioritization and target delivery date of a solution in the context of the application software release schedule.

Table 2- Prioritised Resolution Approach

System Monitoring / Preventative Maintenance
The successful Tenderer will put in place the necessary automated system monitoring and response solutions to ensure that issues are identified, and the relevant personnel notified as and when they occur. System monitoring will be on 24 hours 7 days a week basis.

Application Technical Support and Maintenance
The following is a list of technical support service deliverables:

- A high-quality management system to support, control and report on service delivery, certified to a recognized standard.
- The successful Tenderer must provide appropriately qualified and experienced application support personnel to deliver the technical support service, with sufficient continuity and reliance across the full team at all times.

- For each support request/issues the successful Tenderer must:
  - Record and assign a unique reference and agree a priority to be assigned to the request/issue;
  - Conduct initial diagnostics at the first point of call and provide telephone support as appropriate;
  - Use all reasonable endeavours to rectify the call to the satisfaction of SEAI in accordance with the metrics set out in in this RFT and /or as set out by the Client;
  - Monitor each call and report progress of resolution to SEAI per the metrics set out in in this RFT and /or as set out by the Client
  - Obtain call closure authorization from SEAI prior to closing a call; and
  - Provide reporting to SEAI regarding call volumes, nature of call, severity, time to resolve and status.

- The successful Tenderer will be responsible for:
  - Delivering agreed levels of service availability (in accordance with defined service levels as set out in a service level agreement);
  - Software licence management including timely notification of any relevant software deprecation;
  - Database administration;
  - Cloud subscription or SaaS administration;
  - Preventative maintenance;
  - Implementing compliant security and data protection measures; and
  - Preparing quarterly performance reports against service levels.

Update Management and Patching

It is expected that the successful Tenderer will continuously enhance the cloud-based products with new capabilities. As they add product enhancements and performance improvements, they also require that these are applied in a fixed dated method. These updates will be backward compatible so SEAI application and its modules and customizations should continue to work post update.

To manage the potential impact of these releases SEAI provide control via a release cycle policy and procedure. This outlines the successful Tenderer responsibilities as:

- Review and document any potential area affected and opportunities for current release
- Apply the release to User Acceptance Testing (UAT) and Live to the agreed plan and timeframe.
- Identify corrective action and support the generation of Change request
- Support the UAT Process

Business Continuity Planning and Disaster Recovery (DR)

All system DR and failover within the service should appear seamless to SEAI. The successful Tenderer will work with SEAI and its cloud providers to provide continuity plan based on agreed business requirements.

Key Performance Requirements

The successful Tenderer will be required to have appropriately skilled and experienced staff resources in a timely and professional manner.

The successful Tenderer will be required to satisfactorily resolve components of operational service requirements against service metrics set out in an agreed Service Level Agreement (SLA) below. These will be incorporated into the Contract in Schedule D - Service Level Agreement (SLA).

Failure to meet key performance indicators after two successive reporting periods without rectification may result in early termination of the Managed Services Contract.

Component	Description	Requirement	Interval
Availability	System uptime	99%	Monthly
	Response time to load default page	95% of transactions completed in less than 5 seconds	Monthly
	RTO	< 24 hours	Quarterly
	RPO	< 12 hours	Quarterly
Operations	DB Backup Success	99%	Weekly
	Scheduled Tasks	99%	Weekly
	Response Time	99%	Monthly
	Resolution Time	95%	Monthly
	% of Reopened Tickets	<5%	Quarterly

Component	Description	Requirement	Interval
Satisfaction	Stakeholder satisfaction level	Average level of 2 (Satisfied) or above	Annually
	SLA reports	100%	Monthly
Project Delivery	Project schedule target (Actual Time vs. Estimated Time)	Not More than +/-10% of Estimate	Quarterly
	Project cost estimates (Actual Cost vs. Estimated Cost)	Not More than +/-10% of Estimate	Quarterly
	Demand request Target time	5 to 10 business Days	Quarterly
	Time to form a project team on delivery of PO	Less than 4 weeks	Quarterly
	Critical path Milestones Completion date	100%	Quarterly

Component	**Description**	**Requirement**	**Interval**
	Staff continuity (Key project personnel replaced divided by total key project Personnel)	Less than 10%	Quarterly
	Provide Documentation after sign-off	Not more than 1 week	Quarterly

Component	Description	Requirement	Interval
Commissioning	Project schedule target (Actual Time vs. Estimated Time)	not more than +/-10% of estimate	Quarterly
	Demand request Target time	10 to 20 business Days	Quarterly
	Staff continuity (Key project personnel replaced divided by total key project personnel)	Less than 10%	Quarterly
	Number of Incidents Caused by a Release	Less than 10%	Quarterly
	Percentage of Releases delivered on time for UAT	Greater than 90%	Annual
	Emergency Patch/Release	Less than 10%	Quarterly
	Number of non-critical Software Defects that Made it into Production	Less than 1% per release	Quarterly

DEVELOPMENT LIFE CYCLE REQUIREMENTS

CHANGE MANAGEMENT

The successful Tenderer must strictly adhere to SEAI change management process and document all scheduled modifications and enhancements to the covered IT solution and system configurations, and to record all ad-hoc changes that may be required from time to time. The successful Tenderer is required to grant SEAI access to these records.

The successful Tenderer must provide detailed and comprehensive technical documentation, in an agreed format, in respect of all software releases delivered of the covered system(s) and maintain such documentation up to date for the duration of the contract.

DEPLOYMENT AND TRANSITION MANAGEMENT

The successful Tenderer must strictly adhere to SEAI Deployment and Transition Management Processes.

Where the successful Tenderer is delivering a deployment to SEAI this must be accompanied by a written system test report. The report must describe the system test methodology and approach, the individual test cases conducted (unit and regression), and the results of the test cases to prove that the application software was free of defects and functioning as required.
The successful Tenderer is responsible for putting application software releases (including updates) into the production environment. All releases must be accompanied by detailed release documentation in a format agreed by both parties and including as a minimum:

- A description of the contents of the release;
- A description of and Bug Track reference to all software defects fixed and modifications made;
- A description of and Bug Track reference to all known unresolved software defects;
- The detailed steps required to deploy the Application Software to the live environment; and
- All other information necessary for SEAI to put the software into live use.

New development and changes should be tested thoroughly in a separate environment that is identical in configuration to the live environment before being deployed to the live operating environment. During deployment the vendor must ensure that the developer deploying the code is peer reviewed by a second developer. Duties and areas of responsibilities must be segregated to ensure that there is a review of each step in the process.

SOFTWARE DEVELOPMENT SERVICES

During the lifetime of the Contract, in addition to new system releases and major new functions SEAI also intends that some non-emergency rolled-up bug fixes and a limited amount of additional functionality will be implemented. In this case, additional functionality means extending or altering the functionality of the existing System, but may, where a sound business case can be demonstrated, involve the full or partial replacement of existing elements of the System.

Effort: Please refer to the services specified in Line F of the cost table. The figures available in the cost table are for information only, and do not indicate a commitment by SEAI. A plan will be agreed each year of what is to be developed, dependent on annual budget allocations, start of year submission, business plans and specific user requirements. SEAI will prepare detailed build specifications for which the successful Tenderer will issue detailed costings.

Tenderers are encouraged to propose possible additional enhancements to managed system, which will result in increased efficiency of the service and value add to the users. SEAI retains the right to test the market for blocks of development.

Bespoke Configuration to meet evolving legislative requirements over the lifespan of the contract

The objective of this requirement is to ensure adequate services in place to meet any new or evolving legislative requirements that may arise over the lifespan of the contract that would require updates or additional functionality in the system.

SOFTWARE QUALITY

The successful Tenderer shall accept full responsibility for the quality, functionality and performance of all the online services application software delivered whether they comprise emergency releases or non-emergency rolled up bug fixes or additional new non-major application releases.

The successful Tenderer will be required to deliver and maintain Test Automation as an integral part of SEAI's Development and Delivery Process.

Where it is required to rectify software defects or errors the successful Tenderer must design, develop, test and release application software in accordance with best practice.

Payroll, Pension & HR Service Levels

This covers the Schedule of Key Performance Indicators (KPIs), Service Levels & Service Credits as outlined below.

1. Purpose & Structure

The Payroll, Pension & HR Services Level sets out the Key Performance Indicators (KPIs) against which the Service Provider's performance will be measured, reported and, where targets are not met, subject to Service Credits. The KPIs are grouped into seven service areas covering the full scope of the tender: managed payroll processing and statutory compliance; pension administration; query management; hosted system availability; helpdesk and incident resolution; implementation, change and release; and governance, reporting and stakeholder satisfaction.

Each KPI is defined with: (a) the **activity being measured**, (b) a precise **definition and measurement method**, (c) the **required target**, and (d) the **Service Credit** applied where the target is not met. KPIs marked **CRITICAL** carry the highest weighting because a failure has a direct financial, statutory or reputational impact on SEAI (for example a late or inaccurate payroll, or a Priority 1 system outage).

2. Service Credit Mechanism

Service Credits are the agreed compensation mechanism for non-performance. They are expressed as a percentage of the **Monthly Service Charge (MSC)** (the recurring monthly managed-service fee payable under the Contract) and are credited against the following month's invoice. Credits are a genuine pre-estimate of the administrative and business cost to SEAI of a service failure and are without prejudice to SEAI's other rights and remedies under the Contract.

Principle	Detail
Weighting bands	Each KPI is weighted CRITICAL, HIGH or STANDARD. A single missed target in a reporting period incurs: CRITICAL = 5% of MSC; HIGH = 3% of MSC; STANDARD = 1% of MSC, unless a specific credit is stated against the KPI (the specific figure prevails).
Per-event credits	Where a KPI is measured per transaction or per incident (e.g. a missed payroll run, a breached Priority 1 resolution), the credit is applied per event, subject to the monthly cap below.
Escalation for repeat failure	If the same KPI is missed in two consecutive reporting periods, the applicable credit for that KPI doubles in the second and each subsequent consecutive period until the target is met for a full period.

Principle	Detail
Monthly cap	Total Service Credits in any single month are capped at 15% of the MSC for that month. The cap does not limit SEAI's right to recover losses arising from fraud, data breach, or wilful default.
Persistent failure / termination	In line with the tender, failure to meet any CRITICAL KPI (or any two KPIs) across two successive reporting periods without an agreed rectification will trigger a formal Service Improvement Plan; continued failure entitles SEAI to terminate the Managed Services Contract.
Exclusions (relief events)	A KPI is not invoked, and no credit applies, where the failure is caused solely by: SEAI's late, incomplete, illegible or inaccurate data or sign-off; SEAI-directed changes to the agreed payroll calendar; a documented Force Majeure event; or a third party outside the Service Provider's reasonable control. The Service Provider must evidence any relief claimed in the monthly report.

3. Managed Payroll Processing & Statutory Compliance

Covers the once-monthly payroll run (28th of each month, or nearest previous working day) for employees, board members and pensioners, and all associated ROI Revenue and Public-Service statutory obligations

Ref	KPI / Activity	Definition & Measurement Method	Required Target	Service Credit for Non-Performance
KPI 1 **CRITICAL**	**Payroll produced on schedule and Delivery of Payroll outputs and reports** *Monthly payroll run completed to the agreed payroll calendar.*	Payroll is produced and made available for SEAI sign-off by the date/time set in the agreed payroll calendar for the monthly run (28th). **Pass/fail per run: 100% if delivered on time; 0% if late due to a Service Provider cause.**	100% (on time, every run)	5% of MSC per late run, plus €250 for each additional working day of delay. Not invoked if SEAI does not meet agreed calendar deadlines.

Ref	KPI / Activity	Definition & Measurement Method	Required Target	Service Credit for Non-Performance
KPI 2 CRITICAL	**Payroll (net pay) accuracy** *Accuracy of processing based on post-payroll errors.*	Net Pay Accuracy = 100% − (number of net-pay errors attributable to the Service Provider ÷ total employees processed × 100). A net-pay error is any incorrect net payment caused by a Service Provider processing error (excludes SEAI data errors). *Example: 2 errors / 500 processed = 0.4% error → 99.6% accuracy.*	≥ 99.5% of net payments correct	Correction of any underpayment by same-day/next-banking-day off-cycle payment at no charge.
KPI 3 CRITICAL	**Bank payment (SEPA) file to schedule**	The SEPA bank payment file is produced, validated and submitted so that employees are paid on the contractual pay date, in line with the payroll calendar and bank cut-offs. **Pass/fail per run.**	100% to pay date	5% of MSC per run where a Service Provider failure causes any individual not to be paid on the correct pay date, Not invoked where SEAI does not meet agreed timescales in provision of data.
KPI 4	**Exceptions & reconciliation reporting**	A payroll exceptions report (variances vs prior run, within a €0.02 margin, with explanations) and headcount reconciliation (starters/leavers, last run vs current) are delivered with every payroll for SEAI review before sign-off. **Pass/fail per run.**	100% every run	1% of MSC per run not accompanied by the required reconciliation/exceptions reporting if not received within five working days of reminder.
KPI 5 CRITICAL	**Revenue / statutory compliance (PAYE Modernisation)** *RPN retrieval & upload, payroll submissions, USC/PRSI/PAYE, , year-end (ASC60).*	All statutory submissions to ROI Revenue and other bodies (RPN retrieval and application, payroll submission requests, monthly statutory returns, and year end files are made accurately and by the statutory deadline. **Pass/fail per obligation.**	100% by statutory deadline	5% of MSC per missed or late statutory submission, plus the Service Provider bears any Revenue interest, penalty or surcharge arising from its default. Not invoked if SEAI meet not meet agreed timescales/calendar dates

4. Pension Administration

Covers the Public Service (Model) Superannuation Scheme and the Single Public Service Pension Scheme, including ASC and AVCs, maintained within the integrated system.

Ref	KPI / Activity	Definition & Measurement Method	Required Target	Service Credit for Non-Performance
KPI 6 CRITICAL	**Accuracy of pension calculations & deductions**	Pension contributions and benefits for SEAI pension schemes, ASC and AVC deductions are calculated and applied correctly under the rules of each scheme. Accuracy = 100% − (pension calculation errors ÷ members processed × 100). *Errors attributable to the Service Provider only.*	≥ 99.5% of deductions correct	3% of MSC where below target; correction of any error and refund/adjustment processed in the next run at no charge.

5. Query & Case Management

Query turnaround measured in SEAI working days from the point a query is logged with the Service Provider.

Ref	KPI / Activity	Definition & Measurement Method	Required Target	Service Credit for Non-Performance
KPI 7	**Payroll / pension queries — current year**	Resolution of current tax-year payroll and pension queries, measured in working days from receipt. • 80% resolved within 3 working days • 95% within 5 working days • 100% within 10 working days	Tiered (see definition) measured monthly	1% of MSC per reporting period where any tier target is missed; +1% for each additional tier missed in the same period.
KPI 8	**Payroll / pension queries — prior years**	Resolution of prior tax-year queries, measured in working days from receipt. • 80% resolved within 10 working days • 100% within 15 working days	Tiered (see definition) measured monthly	1% of MSC per reporting period where a tier target is missed.

Ref	KPI / Activity	Definition & Measurement Method	Required Target	Service Credit for Non-Performance
KPI 9 **CRITICAL**	**Implementation & data migration to plan**	Go-live achieved within the agreed implementation window (8–10 weeks) with complete, validated data migration from existing system and minimal disruption. Milestone completion measured against the agreed plan. • Critical-path milestones on time: 100% • Schedule variance: within ±10% of estimate	100% milestones · ±10% schedule	3% of the implementation fee per critical-path milestone missed by more than 10%; Service Improvement Plan if go-live slips beyond the agreed window.

4 Exit Strategy

The objective of the Exit Strategy is to ensure a smooth, efficient, timely and comprehensive Exit Management Plan at the conclusion of the contract pursuant to this CfT. Following the conclusion of this service contract, SEAI's future system development, support and maintenance activities cannot be impeded by lack of access to the successful tenderers know-how, software licenses nor source code.

Within their tender responses, Tenderers must draft their proposed Exit Management Plan, at a minimum to include an outline Table of Contents (TOC). The TOC should identify the most important issues to consider and address for successful exit. In essence this means that after the Exit Management Plan is implemented, SEAI can continue to provide the full functionality of the different systems and continue to develop the different systems. Additionally, the Exit Management Plan must ensure SEAI can take in a structured manner all of its developed material, data, and information in such a way that will allow SEAI to easily on board to another platform and supplier or by taking in house. The Exit Management Plan should include a complete library of System documentation and prepare comprehensive handover documentation for any incoming successful service provider. The Exit Management Plan should be updated annually ahead of the renewal/termination date and sent to Contracting Authority for review and approval.

In addition to that, the successful Tenderer shall update the Exit Management Plan within 3 weeks of notification of termination by SEAI or on contract expiry to reflect changes in the Services and shall keep the Exit Management Plan under continuous review. Following each update, the successful Tenderer shall submit the revised Exit Management Plan to the SEAI for review and approval.

SEAI may require the provision of Exit Services for a period of up to 6 months following contract expiry or termination.

5 Environmental & Green Public Procurement Aspects

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

Tenderers should demonstrate either current or planned green public procurement practices that provide increased sustainable awareness and work practices. Examples of environmental considerations that can be factored into delivery operations may include an outline environmental management plan, an outline waste management plan or evidence of commitment to staff training in waste minimisation.

SEAI encourages tenderers to develop green initiatives and provide relevant information in their tenders as to their carbon footprint, ISO14000 or other certification/proof of working towards a greener environment.

6 Format of the Response

Tenderers must complete the Tender Response Document (TRD). This is a separate document uploaded on eTenders.

The tenderer's submission must contain specific responses to each of the items listed below:

a) Details of the company as outlined in Section 1 of the TRD;
b) Complete the Tenderer's Statement in Appendix 3 (refer to Section 1 of the TRD);
c) Declaration as to Personal Circumstances of Tenderer as outlined in Appendix 4 (refer to Section 1 of the TRD);
d) Provide all information and documentation specified in the Selection Criteria (refer to Section 2 of the TRD);
e) Provide all information and documentation required to answer the Qualitative Award Criteria (refer to Section 3 of the TRD);
f) A detailed pricing schedule and signed declaration for the delivery of the services as outlined in Award Criteria – Pricing Schedule (refer to Section 4 of the TRD);
g) Confirmation of availability to deliver the service;
h) Valid insurance certificates for the types and levels specified or confirmation that these can be made available once the tenderer becomes the preferred tenderer;
i) eTax clearance details and must provide SEAI with the relevant tax reference number and tax clearance access number (TCAN) to allow this to be verified or confirmation that these can be made available once the tenderer becomes the preferred bidder.

Tenderers are free to furnish any additional information which they so wish in support of their tender.

SEAI Procurement Process – Privacy Notice

SEAI's Privacy Notice can be viewed at the following link SEAI-Procurement-Process-Privacy-Notice.pdf

The Following documents, templates and associated Appendices are provided in Annex 2 – The Tender Response Document (TRD). The Tender Response Document is a separate document – Annex 2: Tender Response Document.

NOTE: The Tender Response Document must be completed and included as part of the submission.

- **Appendix 2: Pricing Schedule**
  Tenderer to complete the Excel spreadsheet Annex 3 Pricing Schedule HRIS. This is a separate document uploaded to eTenders as part of the tender packet.

  All Tenderers are required to complete the Pricing Schedule as set out in Section 4 of the Tender Response Document.

  Where a pricing schedule is incomplete the tender response may be eliminated from the tender competition at the discretion of SEAI. Where a pricing schedule is missing or blank, the entire submission will be deemed to be non-compliant.

  Submitted tenders should confirm that quoted prices hold good for 12 months after the closing date for receipt of tenders.

- **Appendix 3: Tenderers' Statement**
  (Tenderer to complete in Section 1 of TRD)

- **Appendix 4: Declaration as to Personal Circumstances of Tenderer**
  (Tenderer to complete in Section 1 of TRD)

The Following documents and associated Appendices are provided in Annex 1 – Managed Services Contract. Annex 1 is a separate document.

- **Appendix 5: Services Contract**
  (Tenderer to Reference Annex 1 – Managed Services Contract)

- **Appendix 6: Confidentiality Agreement**
  (Tenderer to Reference Annex 1 – Managed Services Contract)

End of Document