



## REQUEST FOR TENDER

### SINGLE-PARTY FRAMEWORK AGREEMENT

|                                            |                                                                                                                                                                                 |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Establishment of Framework Agreement       | <i>Establishment of a Single Party Framework for a Digital Platform for Startup Ireland National Accelerator, New Frontiers and Irish Business Innovation Centre Programmes</i> |
| Enterprise Ireland Ref.                    | 2026/208                                                                                                                                                                        |
| Procedure                                  | Open EU                                                                                                                                                                         |
| eTenders Resource ID                       | 8927804                                                                                                                                                                         |
| Issue Date                                 | 08/09/2026                                                                                                                                                                      |
| Closing Date for Queries                   | 30/09/2026 @ 12 noon (Irish Time)                                                                                                                                               |
| Submission of Queries                      | Via the messaging portal on eTenders on <a href="http://www.etenders.gov.ie">www.etenders.gov.ie</a>                                                                            |
| Closing Date / Time For receipt of Tenders | 12/10/2026 @ 12 noon (Irish Time)                                                                                                                                               |

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charge for documents. Please note that Enterprise Ireland cannot accept responsibility for information relayed (or not relayed) via third parties.

**Please note that, in responding to this Tender, you must use the Tender Response Document(s) (TRD) and upload these as a ZIP FILE to protect the integrity of the file names**

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## **1 General Information**

### **1.1 Disclaimer**

This document issued herewith (“the Document”) is for information only and does not constitute, and shall not be interpreted as, an offer for sale, prospectus, or the basis of a contract.

Tenderers are recommended to read the documents thoroughly. While all reasonable steps have been taken to ensure that the information set out in the Document is accurate and up to date, no representation or warranty, express or implied, is or will be made or given in relation to the accuracy or the completeness of any information contained in the Document or otherwise provided by or on behalf of Enterprise Ireland (in writing or otherwise) to any interested party or its advisers. No responsibility or liability for any loss or damage arising as a result of reliance on these documents, or for the information contained in these documents or for any omission is or will be accepted by Enterprise Ireland or by any of its officers, employees, agents or professional advisers. No officer, employee, agent, or professional adviser of the company has any authority to give or make any representation or warranty, express or implied, in relation to such information. Enterprise Ireland’s officers, employees, agents and professional advisers expressly disclaim any and all liability arising out of such documentation or information and any errors or omissions in or from the documents and information.

Enterprise Ireland reserves the right to discontinue the procurement process at any time.

### **1.2 Small and Medium Enterprise participation**

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

All firms are encouraged to explore the possibilities of forming relationships with SMEs or other enterprises to meet the financial, economic or technical capacity requirements of the competition and/or deliverables under the framework agreement/contracts, if required.

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

Tenderers may include individuals, partnerships, limited companies, groupings or any combination of the foregoing with or without legal personality.

If the tender is from a grouping / consortium / joint venture, tenderers must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party. Relevant information relates to where a tenderer is relying on the resources to qualify (e.g. turnover, personnel, previous experience) and / or to deliver contracts. The grouping / consortium / joint venture must appoint a single point of contact who will assume overall responsibility for delivery, and who is authorised to sign the framework agreement / contract on behalf of all consortia members. Enterprise Ireland will not act as an arbitrator between members of a grouping / consortium / joint venture.

### **1.3 Use of Tender Response Document**

Please note that information relating to this Request for Tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal [www.etenders.gov.ie](http://www.etenders.gov.ie). Registration is free of charge and there is no charge for documents. Please note that Enterprise Ireland accepts no responsibility for information relayed (or not relayed) via third parties.

Enterprise Ireland has provided a Tender Response Document uploaded separately on eTenders for tenderers to use in preparing their response to this tender to the Qualitative Award Criteria (B-E). Tenderers must complete the TRD Pricing Schedule to input their pricing submission as part of their response to Award Criterion A. These documents and formats must be used, failure to use the Tender Response Document and the Pricing Schedule issued may result in your elimination from the competition.

### **1.4 SME Participation**

Enterprise Ireland seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises (SMEs) in all competitions. Small and Medium Enterprises that believe the scope of any competition is beyond their technical or business capacity are encouraged

to explore the possibilities of forming relationships with other SMEs or larger enterprises. Through such relationships they can participate and contribute to the successful implementation of any contracts, agreements or arrangements that result from these competitions and therefore increase their social and economic benefits.

## 1.5 Summary

|                              |                                                                                                                                                                                                                                        |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Enterprise Ireland:</b>   | Enterprise Ireland                                                                                                                                                                                                                     |
| <b>Title</b>                 | <b><i>Establishment of a Single Party Framework for a Digital Platform for Startup Ireland Accelerator and New Frontiers Programmes</i></b>                                                                                            |
| <b>Nature of Requirement</b> | Software as a Service (SAAS)                                                                                                                                                                                                           |
| <b>Procedure:</b>            | Open Procedure                                                                                                                                                                                                                         |
| <b>Stage in procedure:</b>   | This is a single stage tender procedure whereby all interested parties may tender, but only those meeting the selection criteria (financial and technical capacity) will be deemed eligible for evaluation against the award criteria. |

## 2 About Enterprise Ireland

Enterprise Ireland is the authority responsible for this Competition.

Enterprise Ireland is the government organisation responsible for the development and growth of Irish enterprises in world markets. We work in partnership with Irish enterprises to help them start, grow, innovate and win export sales in global markets. In this way, we support sustainable economic growth, regional development and secure employment.

Enterprise Ireland's new strategy "[Delivering for Ireland, Leading Globally](#)", for the period 2025-2029, focuses on supporting Irish business to accelerate sustainably and increasingly contribute to economic growth. The environment in which Irish businesses operate is constantly changing and business needs to be innovative and ambitious to succeed. EI's 5-year strategy sets out how it will support Irish business to START, COMPETE, SCALE and CONNECT to deliver jobs across Ireland and impact globally. We will work with our fastest growing Client Companies to:

- Develop leadership teams with ambition;
- Strengthen management and financial capability;
- Provide pathways to new sources of funding;
- Assist enterprises to connect with and realise opportunities overseas.

EI provides a wide range of financial and non-financial support to Irish companies through all stages of their growth and connects them to international customers across multiple sectors and global locations. With 40 offices worldwide, EI's teams of industry experts consult with international business to understand and solve their business needs. One of Enterprise Ireland's strategic ambitions is to provide a world class digital experience to its client Company portfolio, as well as providing a scalable, flexible and secure digital platform to enable its staff to effectively carry out our business processes.

### 2.1 A New Strategic Direction to Support Ireland's Start-up Ecosystem

Global shifts driven by geopolitics and rapid advances in artificial intelligence are creating both significant risks and new opportunities for the global economy. Ireland's response to the challenges requires a renewed and coordinated focus on innovation-led, Irish-owned enterprises with the ambition and capability to compete and scale globally. Startup has been established as a strategic response to this changing landscape.

Led by Enterprise Ireland, Startup Ireland is a national government initiative, which strengthens collaboration across the start-up ecosystem. Through Startup, Enterprise Ireland

will deliver a Startup's Strategy and Delivery Approach redesigned support system which strengthens collaboration across government, industry, academia, and investors, with the goal of building a high-performance, founder-first ecosystem and positioning scaling start-ups as a key driver of Ireland's innovation-led economic growth.

Further information is available at our corporate website [www.enterprise-ireland.com](http://www.enterprise-ireland.com)

## 3 About Startup Ireland

### 3.1 Startup Ireland's Strategy & Delivery Approach

Startup Ireland's strategy is built on engagement with leading start-up ecosystem experts to ensure continued alignment with best-in-class international approaches, particularly in rapidly evolving areas such as AI, deep tech, and emerging growth sectors. A strong emphasis is also placed on global connectivity, leveraging Enterprise Ireland's international network to enhance founders' access to customers, partners, investors, and knowledge networks. The initiative is structured around three interconnected pillars:

- **Building a High-Performance Ecosystem**
- **Accelerating Start-up and Scale-up Creation**
- **Connecting Irish and International Ecosystems**

The National Accelerator Programme, under the pillar Accelerating Start-up and Scale-up Creation, is a core delivery mechanism of Startup Ireland and represents a redesigned national approach to start-up acceleration.

### 3.2 Startup Ireland

Startup Ireland is a central initiative, established to enhance alignment and collaboration across the national start-up ecosystem. It is a national government initiative led by Enterprise Ireland under the Action Plan for Competitiveness and Productivity, to strengthen Ireland's capacity to create, grow, and scale indigenous businesses. Startup Ireland leads on the design, implementation, coordination and delivery of the new National Accelerator Programme with a core objective to support the creation of 1,000 new start-up businesses by 2029, alongside a wider ambition to support entrepreneurial activity nationally and regionally.

Ireland has a wide range of existing supports for entrepreneurs and early-stage businesses delivered by government departments, state agencies, regional bodies, higher education institutions, and private sector partners. The 2024 OECD report commissioned by the Department of Enterprise, Tourism & Employment, "Supporting start-up globalisation in Ireland through incubation and acceleration" identified several systemic challenges, including fragmentation, complex pathways for founders, gaps in early-stage funding, and limited coordination across the ecosystem. Link to report: [Supporting start-up globalisation in Ireland through incubation and acceleration](#).

The establishment of Startup Ireland is to provide an integrated, coherent, and coordinated national framework for start-up support, centred on the needs of founders and early-stage

companies. As part of this initiative, Startup Ireland will work with key collaborators to identify emerging sectors and the supports required to develop future-ready solutions and breakthrough innovation. This will include fostering disruptive technology development and ensuring Ireland is positioned to lead in the industries of the future.

Led by Enterprise Ireland and inspired by successful EU models, Startup Ireland will provide a coordinated, strategic framework to boost global competitiveness and support high growth start-ups to scale.

**Startup Ireland's initiatives include:**

|                               |                                                            |
|-------------------------------|------------------------------------------------------------|
| National Accelerator Stream 1 | National Company & Talent Accelerator Programmes           |
| National Accelerator Stream 2 | Regional Pre-accelerators Programmes                       |
| National Accelerator Stream 3 | Panel of Sectoral/Specialist Accelerator Programmes        |
| New Frontiers                 | Entrepreneurship Programme Phases 1 and 2                  |
| Other Programmes              | Other Early-stage Startup Programmes by Enterprise Ireland |

### 3.3 National Accelerator Streams

Startup Ireland provides a unified strategic direction for start-up development, including the rollout of a new National Accelerator Programme. Startup Ireland acts as a national focal point for policy, investment, and ecosystem coordination, aligned with European and international best practice.

The National Accelerator programmes aim to build a strong pipeline of high-impact scaling start-ups to fuel long-term sustainable growth, regional development, and quality job creation. Central to the programme is a defined pathway to support innovation-driven start-ups, which require preparation for and access to venture capital. This pathway includes the Company Accelerator, the Talent Accelerator (Stream 1), and Regionally Based Pre-Accelerators (Stream 2), and relevant Sectoral/ Specialist Accelerators (under Stream 3), recognising that founders progress through different pathways and stages. A key requirement is that the National Accelerator Programme will contribute significantly to supporting start-ups in preparing for Pre-Seed Start Funding (PSSF) and High Potential Start Up (HPSU) Funding investment across all programmes.

### **3.4 New Frontiers**

New Frontiers is Enterprise Ireland's national entrepreneurship development programme, delivered through a network of 18 regional locations across Technological Universities, Institutes of Technology, and partner universities. It provides structured training and a financial stipend that supports early-stage founders from idea validation through to the development of an investment-ready venture.

New Frontiers is a key initiative supporting Enterprise Ireland's strategic objective to support 1,000 startups by 2029 bridging early-stage ideation with investment-readiness and progression to initiatives such as Enterprise Ireland's Pre-Seed Start Funding (PSSF) or Local Enterprise Office supports.

### **3.5 Enterprise Ireland Startup programmes delivered by Irish Business Innovation Centres (BICs)**

Supported by Enterprise Ireland and the Department of Enterprise, Trade and Employment, the Irish BICs provide tailored services in business planning, investor readiness, and access to finance. The BICs provide a range of one-to-many and one-to-one supports to founders to help companies with applications to Enterprise Ireland's Pre-Seed Startup Fund (PSSF) and High Potential Startup Funding (HPSU).

### **3.6 Startup Ireland Digital Platform**

The objective of the Startup Ireland Digital Platform is to provide a unified, 'tell-us-once' experience for founders across our early-stage startup programmes. For Enterprise Ireland, the platform will support oversight, programme governance, founder participation, pipeline development and analytics, startup journey tracking, and KPI reporting across programmes. Delivery partners or programme operators of programmes including the Startup Ireland National Accelerator Streams, New Frontiers, Enterprise Ireland programmes delivered by the Irish Business Innovation Centres (BICs), and other relevant early-stage startup programmes and pipeline activities.

The platform will be a key enabler of Startup Ireland's ambition to support 1,000 startups by 2029, providing integrated journeys for founders, programme operators, partners, investors, and Enterprise Ireland. It will offer a best-in-class onboarding experience through the Startup Ireland website, and overtime, enable secure integration with Enterprise Ireland's internal CRM system to simplify the journey once a startup is onboarded as an Enterprise Ireland client.

## **4 Scope of the Framework Agreement**

### **4.1 Type of Framework Agreement**

Enterprise Ireland proposes to engage in a competitive process for the establishment of a single-party framework agreement for a Digital Platform for Startup Ireland Accelerators, New Frontiers and Irish Business Innovation Centre Programmes.

A framework agreement constitutes a means of establishing overall terms and conditions in accordance with which, during the specified duration, individual contracts may or may not be awarded.

It is emphasised that a framework agreement constitutes no guarantee to purchase a specific quantity of supplies or services from a particular economic operator. Indeed, Enterprise Ireland reserves the right to operate outside of the framework agreement at its discretion, particularly should it become apparent that doing so would offer greater value for money. Notwithstanding the foregoing, the framework agreement approach has been adopted in order to leverage efficiencies and maximise cost savings over the duration of the framework.

### **4.2 Numbers Admitted to the Framework Agreement**

The Framework Agreement will be established as a single party Framework Agreement with the Successful Tenderer selected following the submission of Final Tenders and the application of the Award Criteria. Thereafter the Framework Member will be considered for the award of any Call-off Contracts within the scope of the Framework Agreement.

### **4.3 Duration**

#### **4.3.1 Duration of the Framework Agreement**

The maximum duration of the framework agreement will be four (4) years.

For the avoidance of doubt, Enterprise Ireland confirms that the period of any contracts awarded under the framework agreement may extend beyond the date of expiry of the agreement.

#### **4.3.2 Duration of the Initial Call-off Contract**

The Initial Call-off Contract will be for an initial period of two (2) years with the option to extend by a further period or periods of up to 12 months each, subject to a maximum of four (4) years. Any extension will be subject to satisfactory performance, business needs and budgetary constraints all at the absolute discretion of Enterprise Ireland.

The award of a Call-off Contract under the Framework Agreement does not confer any entitlement to further contracts. Enterprise Ireland reserves the right to award additional Call-off Contracts during the term of the Framework Agreement or to operate outside the Framework Agreement where it considers this to represent better value for money

## **4.4 Estimated Value**

### **4.4.1 Estimated value of the Framework Agreement**

The estimated total value of any purchases pursuant to the Framework Agreement established under this competitive process is in the region of €200,000 to €500,000 excluding VAT over the lifetime of the Framework Agreement.

It is emphasised, however, that these figures are provided strictly for indicative purposes only and provides an expenditure envelope for contracts awarded under the agreement. The figure is not and should not be interpreted as a target budget or guaranteed expenditure as there is no guaranteed expenditure under the Framework Agreement. The figure is designed to cater for the potential scope of all work that might be contracted for within the remit of the Framework Agreement, including the Initial Call-off Contract, follow-on contracts, with some allowance for unforeseeable additional requirements. Contracts awarded under the Framework Agreement will be subject to normal budgetary approval, availability of funds, and satisfactory performance amongst other criteria that arise from time to time.

This estimate provided for above does not reflect any potential increases linked to indexation. While this sum is not guaranteed spend it may increase in line with the CPI as per Article 72(3)[1] and an indexation clause is provided for in the framework/contract terms and conditions, which enables the maximum value to be increased accordingly.

All spend under the Framework Agreement is subject to budgetary approval protocols and the award of contracts pursuant to it. Pricing provided for under contracts awarded must be held as per the contractual agreement subject only to any review clauses provided therein.

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<sup>[1]</sup> Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC Text with EEA relevance

#### **4.4.2 Estimated Value of the Initial Call Off Contract**

The estimated value of the Call-off Contract will range from €100,000 to €200,000 excluding VAT for the first two years of the contract to include Phase 1, 2 and 3 and also include support and maintenance for that period.

This sum includes, but is not limited to, the design, implementation, integration, configuration, customisation, testing, licence agreements, training, change management, platform updates, maintenance and support services associated with the digital platform.

#### **4.5 Awarding Contracts under the Framework Agreement**

Call-off Contracts under the Framework Agreement may be awarded directly on foot of the original tenders or by consultation with the Framework Member and invitation to provide a supplementary tender within the constraints laid down in this tender documentation and the Framework Agreement terms and conditions.

#### **4.6 Use of the Framework Agreement**

Enterprise Ireland will use the framework agreement as and when requirements within their scope arises. However, there is no obligation upon Enterprise Ireland to make use of the Framework Agreement. Notwithstanding this fact, the Framework Agreement may be terminated in accordance with the Framework Agreement terms and conditions, a draft version which is appended to the tender document.

#### **4.7 Right to tender outside of the Framework Agreement**

Enterprise Ireland intends to use the Framework Agreement for the procurement of requirements falling within its scope during its term. However, it reserves the right to purchase outside the Framework Agreement for the procurement of any requirement without reference to the Framework Member. Award of the Framework Agreement does not guarantee the award of any Call-off Contract to the Framework Member (with the exception of the Initial Call-off Contract, which will be awarded at the same time as the Framework Agreement), nor does it give the Framework Member the right to be consulted in respect of, or tender for, any requirements falling within the scope of the Framework Agreement.

## 5 Scope of Framework Requirements

The Framework Agreement will be established under this competition for the Initial Call-off Contract for a Digital Platform for Startup Ireland National Accelerator, New Frontiers and Irish Business Innovation Centre Programmes. The Initial Call-off Contract will be awarded to the successful tenderer shortly after the formal establishment of the Framework Agreement.

This Competition offers interested service providers the opportunity to participate in a competition for a place on a single-party framework agreement (the “Framework Agreement” or “Framework”) for the provision and support of a Multi-Tenant, White-Label Digital Platform to support Startup Ireland National Accelerator Streams, New Frontiers and BICs Programmes.

Please note Enterprise Ireland is seeking an existing, proven solution or platform that can be configured or adapted (SaaS Platform) to meet the requirements outlined below, rather than a fully bespoke development. The Framework Agreement will be established on foot of a competition for an initial call-off contract for the provision and support of the Startup Ireland Digital Platform.

### 5.1 Scope of Requirements for the Initial Call-Off Contract

The proposed platform for Startup Ireland is a digital, scalable solution designed to support end-to-end management of all Startup Ireland programmes (as outlined in Section 3 above), from application and evaluation through to accelerator delivery and investment readiness. The solution provides Enterprise Ireland with a centralised platform to manage all our the early-stage startups programmes and ensure Enterprise Ireland’s governance and oversight requirements by enabling secure evaluation workflows, programme tracking, and lifecycle visibility across a startup’s journey.

The platform is envisaged to support end-to-end programme lifecycle management, enabling programme delivery partners (operators) to engage, monitor, and nurture the national founder pipeline and other stakeholders through a single, unified system. It will manage the full participant journey from onboarding to programme completion, providing capabilities including workflow automation, task management, progress tracking, intervention management, and configurable programme frameworks to meet the varying needs of different programme operators. The supplier will be expected to deliver phase 1 in Q1 2027 for New Frontiers programmes, followed by the National Accelerator and BICs programmes. Refer to section 5.1.13 for indicative implementation timelines. **An indicative list of solution modules** (refer

to section 5.2 for detailed functional and technical specifications) **includes but may not be limited to:**

### **5.1.1 Authentication and Access**

The solution shall provide secure user registration for startup programmes through the Startup Ireland website via a suitable integration or embedded user experience, ensuring a seamless journey from the website to this digital platform. Internal users must be authenticated through Microsoft Entra ID, providing Single Sign-On (SSO) and Multi-Factor Authentication (MFA) across the platform. The solution should support role-based access control for Enterprise Ireland staff and administrators, ensuring users are granted appropriate permissions based on their assigned responsibilities. The platform must use Azure AD Entra External ID (Azure AD B2C) to manage external identities with MFA (email) and SSO across the platform roles such as Applicants/Startups, Programme Administrators & Operators, Investors, Mentors etc. Secure session management, encryption, auditing, GDPR compliance and Enterprise Ireland governance shall be incorporated to protect user data.

### **5.1.2 Profile Management**

A key deliverable is access and environment development for the operators of Startup Ireland programmes. It is anticipated that there will be a period of consultation and co-design with the programme operators to enable the appropriate features, access, profiles, data models and reporting requirements.

The solution must allow profile administration for onboarded users. Depending on configuration requirements provided by Enterprise Ireland, the platform must allow users to add their own details, organisation information, documents, and update their account information.

Profile Types for instance, may include:

- **Individual Profile**
- **Startup Profile**
- **Partner Organisation Profile**

User roles must be assigned to individuals' profiles, upgraded or modified based on workflow requirements. Examples of user roles include but are not limited to:

- **Enterprise Ireland Parent Administrator (super-admin)**
- **Delivery Partner Programme Administrator**
- **Founder/Co-founder**
- **Investor**
- **Mentor**
- **Facilitator**
- **Evaluator**

Such profiling of user roles will facilitate the tracking and reporting of the **entrepreneur pipeline, startup pipeline, and mentoring and investor** engagement. The platform shall support the creation and management of multiple profile types, including Individual Profiles and Startup Profiles, recognising that individual entrepreneurs and startup entity profiles represent distinct but connected journeys across programmes.

**A flexible and scalable tagging framework, and** tags will enable segmentation of the entrepreneurial as well as startup pipeline. Based on role-based access control requirements, administrators must be able to create as well as assign tags, and users must be able to self-assign tags to their respective individual and/or startup profiles.

Any sensitive personal information should be managed through configurable permissions and Enterprise Ireland data access policies, allowing profile data to be shared on a need-to-know basis while maintaining compliance with GDPR and protecting individual privacy.

Such a profile management approach will enable ecosystem participants to benefit from a **'tell-us-once' experience throughout the Startup Ireland programme ecosystem**, while ensuring secure and appropriate use of data across our programmes.

### **5.1.3 Applications Management and Routing**

The Startup Ireland digital platform shall provide a configurable Applications Management and Routing module that enables the Startup Ireland programme operators to create and manage application processes, within the digital platform aligned with Enterprise Ireland programme management, governance, data requirements and reporting standards. Application workflows should be easily configurable by programme operators and administrators without the need for technical development.

Application workflows with a seamless experience for founders, such as allowing configurable autofill options to minimise duplicate data entry would be advantageous.

The system must have a robust application solution. The solution will be expected to support dynamic routing of applications based on location preferences, while also allowing programme delivery partners to be able to share application links from the digital platform only with curated applicants after their expressions of interest are qualified by the respective delivery partner or even the parent administrator.

Applicants should be able to complete, save, and submit applications online.

Administrators and programme operators should have access to application pipeline visibility through dashboards that provide real-time overviews. Programme delivery partners should have the ability to set trigger-based alerts and notifications.

The platform should allow Administrators seamless access to application statistics and reporting capabilities.

#### **5.1.4 Evaluation & Selection System**

The platform shall provide a dedicated funnel for the Programme Operators with an Evaluation & Selection module to support the secure and transparent assessment of applications for admission to programmes. Programme administrators should be able to invite evaluators through invited links, to register/apply for the programmes through controlled and timebound access mechanisms, confidentiality acknowledgements, and governance as required.

Access should be restricted to assigned applications only, ensuring appropriate governance and data protection.

The solution should enable programme administrators to configure scoring models, selection criteria, evaluation forms, and reviewer guidance aligned to the requirements of individual programmes. Evaluators should be able to record scores, comments, feedback, while programme administrators should be able to add internal notes, and selection decisions.

Based on configuration requirements, Enterprise Ireland must have oversight of evaluation statistics from across programmes, including access to outcomes, conversion percentages, trends, and audit trails. Administrator dashboards must provide visibility of aggregate evaluation activity and where required – background data available on the platform.

#### **5.1.5 Programme Management Solution**

External/Operator led Programme managers should be able to monitor participant engagement, milestone tracking, and identify startups or individuals who may require

additional support or spotlight promising startups to Enterprise Ireland for further investment opportunities.

Startups should be able to update submissions, creating a structured record of progress.

All programme activity should be linked to the relevant Individual and Startup Profiles, creating a longitudinal view of participation, progress, outcomes, and ecosystem engagement across the Startup Ireland ecosystem.

#### **5.1.6 Content and Learning Management Solution**

The platform, where required by the operators shall provide a content and LMS to support the delivery of educational content, programme resources, and structured learning pathways for entrepreneurs and founders through the Startup Ireland website integration

The solution must enable administrators to create, organise, upload, and manage learning content, including content types such as videos, documents, presentation slides, links to externally hosted content and other digital learning materials. Content should be easily uploaded, categorised, tagged, and assigned to specific programmes, and user profiles.

Programme administrators and where required by the programme administrator – designated facilitators – must be able to conduct participant surveys, score assignments, provide feedback, monitor completion rates, and identify participants requiring additional support. Dashboards and reporting should provide content engagement and participation metrics.

The solution should support both self-paced and cohort-based learning models and integrate seamlessly with programme management activities.

#### **5.1.7 Mentoring & Booking System**

Where required by the Startup Ireland programme operators, the platform shall provide an integrated mentoring and calendar booking system to facilitate engagements between programme administrators, mentors, and participants. The solution must support mentor connections with founders.

Functionalities such as calendar integration, availability management, reminders, rescheduling, and cancellation workflows are highly preferable.

Enterprise Ireland parent administrators and programme administrations should have the ability to host national mentor panel as well as programme level mentor panels respectively.

For their respective mentor panels, administrations – both at Enterprise Ireland and programme operator level – must be able to assign mentors to relevant cohort founders or startups, monitor mentoring engagement and manage mentor panels at their respective national and programme operator levels.

#### **5.1.8 Communications & Collaboration Solution**

The solution must have the necessary capabilities to add communication workflows across different programme modules to enable both ad-hoc as well as trigger-based communications. The system must enable users based on RBAC to carry out audience segmentation by cohort, programme, startup stage, sector, and other custom fields depending on Enterprise Ireland's requirements.

The solution must enable programme workspaces, discussion forums, and collaboration channels similar to modern digital workplace collaboration tools. Participants must be able to engage with peers, mentors, programme delivery teams, and relevant communities through structured networking and collaboration channels.

Enterprise Ireland parent administrators must have national-level communication and engagement management capabilities, enabling engagement with the wider entrepreneurial and startup ecosystem while maintaining visibility of communication activity across programmes. Appropriate governance controls must be implemented to ensure communications are coordinated and structured and based on RBAC.

The platform must support communication preferences, approval workflows, and audience management controls, to prevent participants from being overwhelmed by messages originating from multiple programme administrators.

#### **5.1.9 Dashboard and Reporting Systems**

The platform must provide configurable dashboards and reporting capabilities that deliver live insights at both Enterprise Ireland parent administrators and programme administrators. Different dashboard views should be available for startups, founders, investors, mentors, programme managers, operators, and Enterprise Ireland administrators, ensuring users have visibility of information relevant to their roles.

Administrators should be able to create and modify dashboards, reports, KPIs, and visualisations without requiring technical development. The solution should support drag-and-drop filtering and analysis.

Dashboards should visually represent the national startup and founder pipelines, providing clear visibility of programme level data, cohort performance, engagement, outcomes, and growth. Enterprise Ireland should have national-level oversight across all programmes and delivery partners, enabling monitoring of pipelines, regional distribution, and overall progress. Administrators should be able to export the data associated with their selected dashboard view.

Parent administrators must be able to track and monitor KPIs across programmes. The solution must support data aggregation and enable administrators to configure dashboards and reporting views, while programme administrators must be able to capture, manage, and report programme-specific KPIs and insights through dashboards and other reporting tools.

To support governance, oversight, and performance reporting, programme administrators must be able to upload and manage supporting documentation, including but not limited to PDF documents, Microsoft PowerPoint presentations, Microsoft Word documents, Microsoft Excel, and other relevant file formats. Parent administrators must have appropriate access to review, download, and manage these submissions.

The solution will house a centralised repository for KPI-related evidence and supporting materials, with appropriate access controls, version management, audit history, and document retention capabilities to ensure transparency, accountability, and effective programme governance.

The data access will be strictly aligned with Enterprise Ireland security, governance and compliance – for e.g., GDPR. An indicative role-based access table is added below.

| Reporting / Analytics Area                  | El Admin | Operator Admin                 | Founder                | Mentor               | Evaluator            | Investor              |
|---------------------------------------------|----------|--------------------------------|------------------------|----------------------|----------------------|-----------------------|
| National Entrepreneurship Pipeline          | Full     | No                             | No                     | No                   | No                   | No                    |
| National Startup Pipeline                   | Full     | No                             | No                     | No                   | No                   | Aggregate Market View |
| Application Volumes and Conversion Rates    | Full     | Assigned Programme             | Own Applications Only  | No                   | No                   | No                    |
| Programme and Cohort Performance            | Full     | Assigned Programme             | Own Participation Data | Assigned Cohort Only | No                   | No                    |
| Mentor Engagement and Activity Reporting    | Full     | Assigned Location              | Own Matches            | Own Activity         | No                   | No                    |
| Evaluation and Selection Performance        | Full     | Assigned Location              | No                     | No                   | Assigned Evaluations | No                    |
| Investment Readiness and Pipeline Reporting | Full     | Assigned Location              | Own Venture Data       | No                   | No                   | Approved View         |
| Equality, Diversity and Inclusion Reporting | Full     | Assigned Programme Summary     | No                     | No                   | No                   | No                    |
| National Impact and Outcomes Reporting      | Full     | Approved View                  | No                     | No                   | No                   | Summary View          |
| Export Reports and Data Extracts            | Full     | Assigned Programme             | No                     | No                   | No                   | No                    |
| Audit and Compliance Reporting              | Full     | Limited                        | No                     | No                   | No                   | No                    |
| Aggregated and anonymised Demographic data  | Full     | Location-Level Aggregated View | No                     | No                   | No                   | No                    |
| Privacy-Protected Analytics                 | Full     | View Only                      | No                     | No                   | No                   | No                    |

### 5.1.10 Risk & Cyber System

The platform shall provide integrated Risk and Cyber capabilities to ensure the security, privacy, and integrity of participant and programme data. The solution should support secure authentication, role-based access controls, data encryption, audit logging, and GDPR compliance throughout the platform.

Enterprise Ireland and programme operators should have visibility of user activity, access logs, security events, and compliance reporting through dedicated monitoring and reporting tools. The platform should also support data retention policies, consent management, backup and recovery capabilities, and alignment with recognised cybersecurity best practices to ensure a secure and resilient ecosystem platform.

### 5.1.11 Roadmap

Enterprise Ireland welcome information about any potential AI-enablement roadmap that can enhance the experience of founders, programme administrators, investors and users through intelligent automation, insights and decision support.

AI capabilities could include but may not be limited to the likes of application and document assessment support, investor-founder matching, natural language queries, and automated programme insights and reporting. Overtime, capabilities can potentially leverage leading Large Language Models (LLMs) and Retrieval-Augmented Generation (RAG) techniques, enabling users to interact with platform knowledge using natural language while ensuring responses are grounded in authoritative platform data. Comprehensive security and responsible AI guardrails will be applied in line with the EU AI Act, encryption of data at rest and in transit, audit logging, content moderation, human oversight, and compliance with Enterprise Ireland governance frameworks and GDPR. Customer data will not be used to train public AI models without explicit consent, ensuring transparency, security and trust. Scope & Scale of the Solution

The solution will support the digital experience for all Startup Ireland Streams, New Frontiers and other relevant startup programmes by Enterprise Ireland and delivering a tell-us-once experience for founders, a seamless programme delivery experience for operators, and best-in-class national pipeline oversight, reporting and governance for Enterprise Ireland. The anticipated scale of the platform is indicated below; however, a preferred approach is to factor in for unlimited user profiles, startup profiles, administrators and programme structures within a multi-tenant and parent administrator digital environment.

- All authenticated users accessing the platform across multiple stakeholder roles, including founders, administrators, delivery partners, mentors, facilitators, advisors, investors among others.
- Startup Ireland will support 1,000 startups, onboarding them onto National Accelerator programmes, New Frontiers and other relevant startup programmes by Enterprise Ireland such as with the BICs.
- We expect more than 10,000 participants on Early-Stage Startup activities across all of the Enterprise Ireland early-stage startup programmes.
- Operator delivering the National Company Accelerator and National Talent Accelerator, requiring distinct programme structures and workflows aligned to bespoke requirements.
- Regional operators delivering the National Pre-Accelerator programme using a largely standardised programme structure across regions.
- Panel of operators delivering specialised programmes tailored for sectors, technology clusters and founder demographics.
- Support Startup Ireland investors network, allowing investors to connect and network with startup founders across National Accelerator streams, New Frontiers and BICs programmes.

#### **5.1.12 Support Desk**

The Supplier must clearly explain the support model and resources that will be provided during platform configuration, implementation, go-live and post-implementation operations. Responses should outline the support channels available (e.g. service desk, ticketing platform, shared collaboration workspace, Kanban-based workflow management or similar tools), the roles and responsibilities of the Supplier and expectations from Enterprise Ireland and our programme delivery partners. The level of support available during hypercare and business-as-usual operations. The Supplier should also specify the expected cadence of engagement, including operational reviews, service management and governance activities, together with any dedicated Customer Success, Account Management or Technical Support resources. Any one-off implementation costs and recurring annual support, maintenance or service charges should be clearly identified within the tender response.

### 5.1.13 Phased Implementation Roadmap - Indicative

| Product Modules         | New Frontiers 1 | New Frontiers 2 | Company Accelerator | Talent Accelerator | Pre-Accelerators | Sector Accelerators | BIC Programmes |
|-------------------------|-----------------|-----------------|---------------------|--------------------|------------------|---------------------|----------------|
| Authentication & Access | Phase 1         | Phase 1         | Phase 1             | Phase 1            | Phase 1          | Phase 1             | Phase 3        |
| Applications            | Phase 1         | Phase 1         | Phase 1             | Phase 1            | Phase 1          | Phase 1             | Phase 3        |
| Profile Management      | -               | Phase 1         | Phase 1             | Phase 1            | Phase 1          | Phase 1             | Phase 3        |
| Evaluation & Selection  | Phase 1         | Phase 1         | Phase 3             | Phase 3            | Phase 3          | Phase 3             | Phase 3        |
| Programme Mgt.          | -               | Phase 1         | Phase 3             | Phase 3            | Phase 3          | Phase 3             | Phase 3        |
| Content & Learning Mgt. | -               | Phase 2         | Phase 3             | Phase 3            | Phase 3          | Phase 3             | Phase 3        |
| Communication & CRM     | Phase 1         | Phase 2         | Phase 2             | Phase 2            | Phase 2          | Phase 2             | Phase 3        |
| Dashboards              | Phase 1         | Phase 1         | Phase 2             | Phase 2            | Phase 2          | Phase 2             | Phase 3        |
| Risk & Cyber            | Phase 1         | Phase 1         | Phase 1             | Phase 1            | Phase 1          | Phase 1             | Phase 3        |

An **indicative implementation roadmap** across the different programmes and levels of functionality

#### Phase 1: New Frontiers Programmes 1 & 2 Full Rollout AND Applications & Profile Management Capabilities for National Accelerator Streams

Phase 1 is envisaged to go live by the **end of March 2027**. The phase will deliver a complete end-to-end digital solution configuration for New Frontiers, while also establishing the core functionalities for pipeline management for National Accelerator Streams. The objective of this phase is to create a single digital platform that supports application intake, participant profiling, startup pipeline visibility, cohort selection, and pipeline oversight across the Startup Ireland ecosystem. For phase 1, we are anticipating applications to be open for approximately 7 to 10 programmes.

#### Phase 2 – Enhanced Accelerator Capabilities for National Accelerator Streams

Phase 2 extends the expanded platform modules to National Accelerator Streams through participant engagement, communications and collaboration capabilities.

Communications and Collaboration Solution functionality will provide CRM-driven communications, stakeholder engagement, outreach management, applicant nurturing, and programme communications.

Additional Evaluation Solutions & Cohort Selection Module capabilities may be introduced to support accelerator-specific evaluation and selection processes.

The specific enhanced modules delivered during this phase will be finalised following engagement with Delivery Partners and the Startup Ireland team.

#### Phase 3 – Full Programme Operations for National Accelerator Streams as well as BICs programmes

Phase 3 delivers the remaining operational components required to fully digitise and manage National Accelerator Streams. At the conclusion of Phase 3, Accelerator Streams will be fully operational within the platform. Enterprise Ireland does not have the completed end-to-end operational process for the Accelerator Streams and BIC programmes.

In advanced stages of implementation, the platform will also facilitate at a national level - investor discovery, startup showcasing, and investment engagement activities while operating within agreed governance, consent, and data-sharing frameworks. Founders will be able to share investment-ready information with verified investors, supporting funding readiness and investment opportunities.

## 5.2 Specification of Technical Requirements for Initial Call-off Contract

The table below sets out Enterprise Irelands platform requirements. Tenderers must respond to each of the requirements, including sub requirements set out, as indicated, using the Tender Response Document For clarity, and in line with the Startup Ireland and New Frontiers Programme timings, Enterprise Ireland anticipates that the full platform configuration and implementation will be delivered in stages. Please refer to section 4.2.2 for further detail. Tenderers are required to use the separate Tender Response Document for their responses and tenderers should, where relevant, provide screenshots of their proposed system within their response document. Tenderers are required to provide as part of their response a full project plan.

This plan should address how the tenderer proposes to implement, plan, onboard and support Startup Pipeline Management and Accelerator Programme Delivery workstreams. Enterprise Ireland anticipates that the project will commence in December 2026.

**The following section describes a list of indicative requirements for the provisioning, development and delivery of a digital platform. The final list of requirements, along with programme structures, curriculum and documentation will be shared with the successful tenderer.**

Tenderers are required to provide responses to each of the requirements listed in this document using the Tender Response document, provided separately.

Each response must display the reference number and the section title of the function.

Tenderers must submit a detailed description in response to each of the requirements F1.1 to F15.1 (including all sub sections) which demonstrates in a clear and comprehensive manner how they will meet the requirement.

A mere affirmative statement by the Tenderer that it can/will meet a requirement, or a reiteration of the requirement is NOT sufficient in this regard.

The use of screen shots and visual presentation of functions and services would be preferred (where required), while using cross-referencing words such as “As Above,” “Ref: Requirement X” or “See Requirement X for details” or including links to websites should be avoided.

The response to each of the requirements below is **limited to one (1) A4 page** ., (excluding screenshots or images), unless otherwise specified within the respective requirement.

Responses may incorporate text, imagery or screenshots from the existing solution, where appropriate, to demonstrate functionality, support key points, and provide additional context.

Where requirements have a ‘**must**’ this indicates a minimum requirement, and these will be assessed on a pass/fail basis. Tenderers must provide a response to all minimum requirements which will be assessed on a pass/fail basis. Where no response or the response does not sufficiently address the subject matter of the requirement the tenderer may be eliminated from the competition.

For each minimum (Pass/Fail) requirement listed below:

- If a Tenderer can fully meet the requirement, they must demonstrate in a clear and comprehensive manner how they will meet the requirement. Tenderers may be required to carry out a live demonstration of their current system to verify that it meets the ‘must’ requirements.
- If a Tenderer cannot fully meet the requirement, then they will be eliminated from participating in this Competition and should not respond to the tender.

Please note: **Enterprise Ireland reserves the right to clarify any aspect of the tender response.**

| REF                                                       | SPECIFICATION |
|-----------------------------------------------------------|---------------|
| <b>Requirement 1: Digital Platform Core Functionality</b> |               |

|      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F1.1 | <p>Tenderers are referred to the sections 5.1.1 to 5.1.9 for an indicative, and non-exhaustive list of technical functionalities overlayed against a founders' Startup Ireland programme journey.</p> <p>Tenderers <b>must</b> provide comprehensive details of the key functionalities included in their proposed solution, giving a detailed overview of their platform's core features.</p> <p><b>Please Note: The response to this requirement is limited to three (3) A4 pages, excluding images, screenshots, and other supporting visual materials.</b></p> |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

| Requirement 2: Applications and Startup Pipeline Management |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F2.1                                                        | <p>Enterprise Ireland should be able to customise branding and front-end pages as part of this white label, as well as providing sub white labelling options for delivery partners to feature their logos under Enterprise Ireland brands.</p> <p>Tenderers should demonstrate how the platform will provide tailored, public-facing, branded landing pages for Enterprise Ireland's Startup Programmes, and how the page content is edited by Enterprise Ireland Parent Administrators.</p>     |
| F2.2                                                        | <p>For programmes such as National Accelerator Streams and regional BICs programmes, the platform must allow for applications to be configured based on the requirements and criteria outlined by Enterprise Ireland and operators delivering the different programmes.</p> <p>Founders must be able to apply to more than one programme where eligible. It is important that the solution will allow applicants to receive recommendations for relevant programmes and provide alerts where</p> |

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|  | <p>restrictions apply, such as limitations on submitting applications to more than one programme at a given stage.</p> <p>The form builder <b>must</b> be configurable by an administrator without requiring developer intervention and should support the following:</p> <p>(i) <b>Multi-Page Structure:</b> The ability to break the application into logical, sequential sections or pages.</p> <p>(ii) <b>Diverse Field Types:</b> Support for a comprehensive range of custom field types, including but not limited to single-line text, multi-line text, numeric fields, dropdown menus (single and multi-select), checkboxes, date pickers, and secure file uploads (e.g., for business plans or financial documents). A tabular data entry or equivalent options would be viewed as beneficial for potential data entry sprints.</p> <p>(iii) <b>Advanced Validation Rules:</b> The ability to set custom validation rules on a per-field basis, such as email address format, and patterns (e.g., phone numbers, and Eircode).</p> <p>(iv) <b>Conditional Logic and Branching Questions:</b> The form must support seamless configuration and enable conditional logic so questions can be made adaptive to responses.</p> <p>(v) <b>Save and Continue:</b> Applicants must have the ability to save their in-progress application forms and return later to complete it before final submission. A potential indicator that shows application completion rate would be favourable.</p> <p>(vi) <b>Dynamic Applicant Routing:</b> Applications for programmes spread across regions, such as New Frontiers, must be routed dynamically to respective operators based on determined criteria such as the location of the applicant.</p> <p>There should also be administrative functionality to assign applications to specific operators. Potential ways for routing could be informed by address, Irish county, Irish Eircode etc., for instance.</p> |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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|      | <p>(vii) <b>Pipeline Management &amp; Tracking:</b> The platform should provide a configurable, tiered dashboard where Parent Administrators can view and govern, and Programme Administrators can manage the applications pipeline, while founders can easily track their pending applications, explore open calls, and receive notifications.</p> <p>The startup pipeline data and user information should be exportable.</p> <p>Tenderers should set out how each of these seven (7) requirements will be achieved.</p> <p>Tenderers in their response <b>must</b> describe in detail the platform's online application form capabilities. For scenarios such as New Frontiers where a single application landing page caters to multiple delivery partner locations, describe how the platform will support dynamic application routing to respective programme locations.</p> <p><b>Please Note: The response to this requirement is limited to five (5) A4 pages, excluding images, screenshots, and other supporting visual materials.</b></p> |
| F2.3 | <p>Tenderers should describe the platform's communications and messaging functionality, including how the system supports the automatic generation and delivery of emails, notifications, and other communications based on configurable workflow triggers, actions, or milestones.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| F2.4 | <p>The proposed platform <b>must</b> work on all the latest versions of mainstream internet browsers (e.g. Edge, Chrome, Firefox or equivalent). Tenderers <b>must</b> outline the minimum browser versions supported by their proposed platform.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| Requirement 3: Evaluation & Onboarding |                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F3.1                                   | <p>Tenderers <b>must</b> define how a programme operator will be able to configure and open calls for applications and receive submissions through a structured intake form.</p> <p>Tenderers should outline how the system will validate completeness of submissions and flag missing or ineligible entries before submission.</p>                                                    |
| F3.2                                   | <p>Tenderers <b>must</b> clearly describe the evaluation functionality available within the system and outline, in detail, the end-to-end evaluator journey. This should include the process from the assignment of application forms by a Programme Administrator, through evaluator access and assessment, to the completion and submission of evaluations.</p>                      |
| F3.3                                   | <p>The system should support inviting external evaluators to evaluate application forms with secure onboarding, confidentiality workflows and role definitions.</p> <p>Tenderers should outline how external evaluators are invited to evaluate application forms and how the system ensures secure onboarding, confidentiality workflows and role definitions.</p>                    |
| F3.4                                   | <p>Programme Administrators should be able to grant evaluators access for a defined period. Evaluators <b>must</b> be able to authenticate, accept terms and confidentiality clauses, and have seamless evaluation workflows.</p> <p>Tenderers should confirm that this functionality exists and describe how it is configured, managed and governed within the proposed solution.</p> |
| F3.5                                   | <p>The system <b>must</b> enable Programme Administrators to define scoring frames, rubrics, weightages and structure the end-to-end evaluation criteria, and allow for governance and oversight by the Enterprise Ireland Parent Administrator(s).</p>                                                                                                                                |

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|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | Tenderers <b>must</b> describe how evaluation frameworks are configured, maintained, and applied within the system, including how governance and oversight are provided to Enterprise Ireland Parent Administrators.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| F3.6 | Tenderers should outline how the system supports notifications sent to evaluators to remind them about evaluation windows and deadlines and allows for audits to ensure fairness during evaluation, while also allowing Programme and Parent Administrator oversight.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| F3.7 | <p>Tenderers should outline how the system will signpost founders through workflows following completion of the application evaluation.</p> <p>Tenderers response can also include details of how the system guides rejected applicants with relevant communications.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| F3.8 | <p>A key milestone in the application lifecycle is the selection of a successful application, which should act as the trigger point for transitioning from evaluation into structured onboarding programme workflows. Tenderers are expected to clearly explain how the system initiates programme integration across different user roles and system layers/functions.</p> <p><b>Startup:</b> Tenderers <b>must</b> describe how, upon selection, a startup's application record is automatically transitioned into a cohort startup profile within the programme environment. This transition should preserve all historical records, including pre-programme milestones. Responses should also demonstrate how the solution maintains a dynamic, regularly updated startup profile while preserving longitudinal data tracking.</p> <p><b>Programme:</b> Tenderers <b>must</b> describe how newly selected startups are displayed as part of the active cohort on the programme dashboard, enabling programme administrators to initiate onboarding activities. The solution should highlight automated triggers that minimise manual effort and ensure a consistent onboarding process.</p> |

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | <p><b>Parent Administrator:</b> Tenderers <b>must</b> describe how parent administrators are provided with real-time visibility of pipeline progression, including access to cohort insights and the ability to drill down into detailed startup information for oversight and reporting.</p> <p>Responses should include a clear explanation of workflows for each of the above stakeholder groups.</p> <p><b>Please Note: The response to this requirement is limited to three (3) A4 pages, excluding images, screenshots, and other supporting visual materials.</b></p> |
| F3.9  | <p>Tenderers should outline how the system enables Programme Administrators to directly enrol approved applicants onto a programme.</p> <p>This capability will also support scenarios where applicants have been assessed and approved outside the platform by a Programme Operator and need to be onboarded to the programme without completing the standard application and approval workflow within the system.</p>                                                                                                                                                      |
| F3.10 | <p>Programme Administrators will curate Expression of Interest (EOI) forms before issuing programme-specific application links to qualified applicants.</p> <p>Tenderers <b>must</b> outline how the platform facilitates a controlled application process when an EOI is sought to qualify incoming pipeline</p>                                                                                                                                                                                                                                                            |

| <b>Requirement 4: Startup Data Tracking</b> |                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F4.1                                        | <p>A key requirement of the system is a 'tell-us-once' experience that Startup Ireland intends to provide founders.</p> <p>Tenderers <b>must</b> outline how key information from application forms, founders' user profiles and other input sources can be configured to appear throughout the startup's programme journey.</p> |

|      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F4.2 | <p>Functionality to enable operators to transfer a cohort or startup profile from one programme to another is preferable.</p> <p>Tenderers should confirm if the system has this functionality and if so, outline how the system will allow for startup profiles to transition from one programme to another.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| F4.3 | <p>Tenderers <b>must</b> describe how the system will capture a startup's journey in its profile, enabling tracking the startups growth trajectory.</p> <p>At a minimum, the response should outline how the solution will deliver:</p> <ul style="list-style-type: none"> <li>- Maintaining a startup profile populated with select information submitted by founders during the application process, through surveys, and ongoing data input, which can be accessed by mentors, investors following access permissions by administrators and founders, who are profile owners.</li> <li>- Each profile will include a unique identifier to ensure consistent tracking of startups as they progress through the various Startup Ireland streams, New Frontiers, BICs and other relevant startup programmes by Enterprise Ireland.</li> <li>- Administrators and founders will have the ability to grant controlled or limited access to a startup's profile for mentors and investors.</li> <li>- Advanced segmentation capabilities, including but not limited to: <ul style="list-style-type: none"> <li>▪ Sector</li> <li>▪ Technology Domain</li> <li>▪ Region/Irish County</li> </ul> </li> <li>- Automated data capture, where possible, through API integrations to reduce manual data entry for reporting, monitoring and programme evaluation purposes, subject to role-based access controls) is preferable. <ul style="list-style-type: none"> <li>▪ Total Funding</li> <li>▪ Employee Count (current and historical)</li> <li>▪ Turnover (current and historical)</li> <li>▪ Programmes successfully completed</li> </ul> </li> </ul> |

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|  | <ul style="list-style-type: none"> <li>- The tenderer's response should outline how aggregated data can be analysed by parent and programme administrators through configurable dashboards and visualisations, such as by: <ul style="list-style-type: none"> <li>o Programme Cohort</li> <li>o Programme Year</li> <li>o Location</li> </ul> </li> <li>- The system will enable tagging of profiles for startups, founders and investors to enable segmentation capabilities. Any additional segmentation features to support oversight, analysis, and governance is preferable.</li> </ul> <p>Tenderers <b>must</b> provide detailed responses respective to each bullet point mentioned above.</p> <p><b>Please Note: The response to this requirement is limited to three (3) A4 pages, excluding images, screenshots, and other supporting visual materials.</b></p> |
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| Requirement 5: Programme Management |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| F5.1                                | <p>The system <b>must</b> have a centralised administrative dashboard accessed by Parent Administrator(s) and programme dashboards accessed by Programme Administrators.</p> <p>Tenderers <b>must</b> describe the system's dashboard functionality. The description at a minimum should address how the dashboard will provide at-a-glance, customisable widgets for key statistics (e.g., number of cohort startups per programme phase, pending applications, upcoming reporting deadlines).</p> |

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| F5.2 | <p>The proposed platform should feature a powerful, searchable, and filterable list of all cohort startups, with filtering capabilities based on founder name, company name, delivery partner, assigned mentor, and programme name, and status.</p> <p>Tenderers should outline this functionality and clearly demonstrate how data segregation is possible for the different programme operators.</p>                                                                                                                                                                                                                                        |
| F5.3 | <p>The system <b>must</b> support the assignment and re-assignment of roles and maintain a complete audit trail of all assignment activities, including the user who performed the action, the action taken, and the date and time of the action.</p> <p>Tenderers <b>must</b> describe the functionality available for assigning and re-assigning roles. The response must explain how a Programme Administrator can assign and re-assign a Mentor or Facilitator to a founder from mentor panels established by Programme Operators or Enterprise Ireland, including any associated permissions, notifications, and audit capabilities.</p> |
| F5.4 | <p>Tenderers should describe how the system will visually track and display client progress through a programme.</p> <p>This could be a timeline, progress bar, checklist, or Kanban-style view. This visual tracker should be visible on the startup's profile and clearly delineate between completed, current, and future programme phases.</p>                                                                                                                                                                                                                                                                                            |
| F5.5 | <p>Tenderers should describe how the system will track the status of each cohort startup. E.g. Active, Inactive, Paused, Awaiting application processing.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| F5.6  | <p>Tenderers should detail if the solution allows private notes to be assigned to a startup profile on the platform. These notes should only be visible to specific back-office administrators, and Mentors in line with RBAC defined by Enterprise Ireland.</p> <p>It is desirable for creators of such private notes to be able to provide access to specific Administrators and collaborators as required. Tenderers should confirm if this functionality exists.</p> |
| F5.7  | <p>Tenderers should explain how the platform supports "live" digital documents or forms.</p> <p>The use of pre-defined forms or document templates that can be auto populated with startup data from their profile as the venture progresses is desirable.</p> <p>Tenderers should outline how the system would track the status of each document (e.g., Not Started, In Progress, Submitted for Review, Approved).</p>                                                  |
| F5.8  | <p>Tenderer's <b>must</b> describe capabilities to configure dashboards to support Programme Administrators track cohort progress and seamlessly report KPIs to Parent Administrators for governance and oversight.</p>                                                                                                                                                                                                                                                  |
| F5.9  | <p>Tenderers <b>must</b> describe how Programme Administrators and Programme Operators can securely upload, store, manage, and retrieve programme-related and applicant-related documentation within the proposed solution.</p> <p>Tenderers <b>must</b> include details of document version control, document retention, search functionality, audit history, and role-based access controls available in the proposed solution.</p>                                    |
| F5.10 | <p>Tenderers should outline how the platform supports the secure exchange and management of documentation between Programme Operators and Enterprise Ireland Parent Administrators.</p> <p>Tenderers should describe how documentation can be linked to relevant startup, applicant, cohort, or programme records and centrally managed</p>                                                                                                                              |

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|       | within a shared repository, reducing reliance on email-based document exchange.                                                                                                                                                                                   |
| F5.11 | <p>Functionality such as adding electronic signatures is desirable for founders, Administrators and other users required by RBAC within secure workflows.</p> <p>Tenderers should outline any electronic signature capabilities within the proposed solution.</p> |

| Requirement 6: Content & Learning Management |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| F6.1                                         | <p>Tenderers <b>should</b> describe any e-learning modules' content management capabilities, including offering the ability to maintain a programme specific progress report for cohort startups.</p> <p>This should include confirmation of a Programme Administrators interface for uploading and managing various content types (e.g., links to videos hosted on the likes of YouTube, Vimeo or Instagram, PowerPoint or PDF files, other web links etc). Tenderers should also describe how content can be organised into a structured library using modules, categories, or tags to facilitate easy navigation for founders.</p> |
| F6.2                                         | <p>Tenderers <b>must</b> detail the content access control functionality in the proposed solution. This includes the ability for Programme Administrators to create defined learning paths, assigning specific modules or content items to founders based on their programme phase.</p> <p>Tenderers should also describe the ability to assign content based on other startup attributes (e.g., sector, technology domain) or to individual founders on an ad-hoc basis.</p>                                                                                                                                                         |
| F6.3                                         | <p>The system should provide reporting on founder engagement with learning and training materials made available through the platform.</p> <p>Tenderers should describe the reporting functionality available and the engagement metrics that can be captured and reported on.</p>                                                                                                                                                                                                                                                                                                                                                    |

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| F6.4 | <p>The system should support the tracking of learner engagement metrics, including but not limited to content views, video views, completion rates, time spent, and other relevant participation data.</p> <p>Tenderers <b>must</b> confirm which engagement metrics are captured by the proposed solution and explain how these metrics are reported to Programme Administrators and other authorised users.</p>   |
| F6.5 | <p>Where quizzes, assessments, or knowledge checks are supported, the system should capture assessment results, scores, completion statuses, and related learner activity.</p> <p>Tenderers <b>must</b> describe how this information is recorded, reported, and made available to Programme Administrators, Mentors, and other authorised users in accordance with role-based access permissions.</p>              |
| F6.6 | <p>The system should consolidate founder engagement, learning progress, and assessment activity into cohort-level and individual participant progress reports.</p> <p>Tenderers should confirm whether this functionality is available and describe how engagement and learning data is incorporated into programme progress reporting, including any dashboard, filtering, export, and reporting capabilities.</p> |
| F6.7 | <p>Tenderers should detail how the system can support the tracking of attendance for in-person or virtual live events (e.g., workshops). This should include an interface for a Programme Administrator to mark clients as "Attended," "Absent," or "Registered," etc., and this status should be reflected on the cohort's progress report.</p>                                                                    |

| Requirement 7: User Roles & Permissions |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| F7.1                                    | <p>Tenderers <b>must</b> describe how the proposed solution's role-based access control (RBAC) system will be configured and managed within the multi-tenant ecosystem. The description should address how the system can securely and effectively enforce the specific permissions and restrictions outlined for each user role below.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| F7.2                                    | <p><b>Individual User:</b> Tenderers should describe how individual users will sign up to the digital platform through emails or other authenticated routes as described in F5.2.2 - Profile Management.</p> <p>The system <b>must</b> allow individual users to seek permissions or accept invitations to assume respective roles such as:</p> <ul style="list-style-type: none"> <li>- Parent Administrator</li> <li>- Programme Administrator</li> <li>- Founder - Owner/Co-owner of their Startup Profile</li> <li>- Mentor/Facilitator</li> <li>- Investor etc.</li> </ul> <p>The tenderers response <b>must</b> detail how different user roles can be assigned or requested depending on workflows, including necessary multi-factor authentication and governance frameworks to ensure secure access to profiles and administrator rights.</p> |
| F7.3                                    | <p>Tenderers in their response <b>must</b> explain how the system will avoid conflicts of interest arising from multiple user roles by enabling alerts, disclaimers or consent workflows; e.g. a peer founder also assigned the role of a mentor or investors.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| F7.4                                    | <p><b>Cohort Startup:</b> Tenderers should describe how the 'founder' and 'co-founder' roles will have each of the following permissions:</p> <ul style="list-style-type: none"> <li>• Startup Profile creation, ownership and management</li> <li>• Dashboard views</li> <li>• Document/Form Interactions</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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|      | <ul style="list-style-type: none"> <li>• Profile access permissions</li> <li>• Course submissions and engagement</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| F7.5 | <p>Tenderers <b>must</b> explain the role of an Evaluator, Mentor or Expert Advisor to whom Programme Administrators send invitations to engage, and Parent Administrators gain oversight for governance.</p> <p>This will include functionalities such as, but not limited to:</p> <ul style="list-style-type: none"> <li>• Read-Only Access: Can view the startups profile, progress status, and key reports for startups within their designated cohort but cannot edit any information.</li> <li>• Commenting: Ability to add comments to specific forms or documents that are permitted by a Programme Administrator, to provide feedback into the process.</li> <li>• Form Completion: Ability to complete and submit specific forms related to their role (e.g., Post-Advisory Session Report, Market Validation Report).</li> </ul> |
| F7.6 | <p><b>Programme Administrator:</b> Tenders should explain the role, access control levels of Programme Administrators to operate efficiently within their respective programme environments.</p> <ul style="list-style-type: none"> <li>• User Management: Full CRUD permissions for programme delivery and learning management solutions.</li> <li>• System-Wide Access: Access to create, view and edit programme cohort profiles, forms, reports, and data within their programme.</li> <li>• Configuration: Ability to manage all system settings, including branding, form templates, email templates, and user roles for their respective programme.</li> <li>• Reporting: Programme level access to reporting and analytics dashboards with the ability to export any data set.</li> </ul>                                           |
| F7.7 | <p><b>Parent Administrator:</b> Tenderers <b>must</b> describe how this Enterprise Ireland "super administrator" role will have global permissions, including:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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|  | <ul style="list-style-type: none"> <li>• Global Parent Vs. Programme Parent Access: Some Enterprise Ireland Parent Administrators may require global super admin access controls while some Parent Administrators require oversight for specific programmes that they manage and hence will be Programme Parent Administrators with full access to such respective programmes.</li> <li>• User Management: Full CRUD permissions for all user accounts of any type (Cohort startup, Programme Administrator, Mentor, Investor, etc.).</li> <li>• System-Wide Access: Unrestricted access to view and edit all client profiles, forms, reports, and data across the entire platform.</li> <li>• Configuration: Ability to manage all system settings, including branding, form templates, email templates, and user roles.</li> <li>• Reporting: Full access to all reporting and analytics dashboards with the ability to export any data set.</li> </ul> <p><b>Please Note: The response to this requirement is limited to two (2) A4 pages, excluding images, screenshots, and other supporting visual materials.</b></p> |
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| Requirement 8: Communications & Collaboration |                                                                                                                                                                                                                                                                                                                                                  |
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| F8.1                                          | <p>Tenderers <b>must</b> describe the platform's integrated email engine and short messaging services through mobile phones.</p> <p>The description should address the platforms' ability for administrators to create and manage customisable email templates and notifications using a rich text editor with personalisation placeholders.</p> |
| F8.2                                          | <p>The proposed solution should support both automated, trigger-based emails and notifications (e.g., upon phase completion) and manual bulk emails to segmented user lists (e.g., all cohort startups in a specific programme or a sector).</p>                                                                                                 |

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|      | Tenderers should describe this functionality and provide details on email deliverability, tracking (opens, clicks), and provide a full audit log of all communications sent from the platform.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| F8.3 | <p>Tenderers should describe how the platform facilitates meeting management workflows between founders and mentors or investors.</p> <p>This could include an interface for mentors and investors to propose meeting slots, which startups can accept or decline, or integration with external calendars (e.g., Outlook, Teams, Google Calendar) by providing downloadable .ics files. Automated email reminders for upcoming meetings for both parties is a favourable feature.</p>                                                                                                                                                                                                                                                         |
| F8.4 | <p>Tenderers should describe the platform's flexible application/survey form builder. This should include the ability for an administrator to create custom application forms, feedback forms and surveys using a variety of question types (e.g., rating scales, multiple choice, open text). The system should ideally support the ability to trigger these surveys automatically at key programme milestones (e.g., post advisory session, programme completion) and allow for the tagging of internal stakeholders on forms to notify them for review or comment.</p> <p><b>Please Note: The response to this requirement is limited to three (3) A4 pages, excluding images, screenshots, and other supporting visual materials.</b></p> |
| F8.5 | Tenderers <b>must</b> describe how Parent Administrators can configure and send out pulse surveys across programmes, sectors and national pipeline of cohort startups and founders following completion of key milestones or a full programme year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| F8.6 | <p>Tenderers should describe if the platform includes a secure in platform messaging or notification centre. This feature would allow for direct, auditable communication between founders, their assigned mentors, and programme administrators, separate from email.</p> <p>Favourable features include real-time notifications for new messages and an unread message indicator.</p> |
| F8.7 | <p>Tenderers should describe how e-mail communications between the Parent Administrators, Programme Administrators and the founder can be suspended or disabled.</p> <p>This can be at the request of the founder (opting out of e-mail communications) or at the request of the Administrators by oversight and governance of Parent Administrators in Enterprise Ireland.</p>         |
| F8.8 | <p>Tenderers should describe incorporating Artificial Intelligence (AI)-powered functionalities to enhance efficiencies within the product suite is favourable.</p> <p>Please Note: This requirement permits a maximum response length of three A4 pages, excluding images, screenshots, and other supporting visual materials.</p>                                                     |

| <b>Requirement 9: Reporting &amp; Analysis</b> |                                                                                                                                                                                                                                                                                                                                                                                                |
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| F9.1                                           | <p>Tenderers <b>must</b> clearly demonstrate the reporting and analytics capabilities of their proposed platform.</p> <p>At a minimum, the response should address how the proposed solution can deliver:</p> <p><b>Comprehensive Reporting Dashboards</b></p> <p>Configurable dashboards bespoke to user access levels, providing an overview of current and previous programme startups.</p> |

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|  | <p>Advanced Segmentation Capabilities: The ability to segment and filter data by:</p> <ul style="list-style-type: none"> <li>- Programme (e.g. Startup Ireland Regional Pre-Accelerator, New Frontiers Phase 2, Startup Ireland Stream 3 etc.,)</li> <li>- Company Stage (e.g. employee count, turnover, funding stage, Irish county)</li> <li>- Sector (Enterprise Ireland defined sector classification)</li> <li>- Pre-defined Keywords/Tags (e.g. Spin-out, Female Founder, Artificial Intelligence, Payments, Robotics etc.,)</li> <li>- National pipeline (e.g. number of companies that have completed different programmes and are eligible to apply for upstream programmes and supports)</li> </ul> <p>Dashboards will be bespoke to user roles such as:</p> <ol style="list-style-type: none"> <li>1. Parent Administrators to access National Pipeline and all Programme dashboards</li> <li>2. Programme Administrators to access their respective Programme level dashboards and cohort progress dashboards. Detailed Activity Tracking and Reporting Functionality to track and extract reports on e.g.: <ul style="list-style-type: none"> <li>• Workshop attendance</li> <li>• Online webinar completion rates</li> <li>• Advisory service hours (broken down by advisor)</li> </ul> </li> <li>3. Startups to access their own milestones and process report dashboards, including notifications and emails, and connection outcomes with mentors and investors to name a few.</li> </ol> <p>Tenderers should respond with clear explanations to each of the above dashboarding requirements and describe how the system helps users to easily configure based on their access levels.</p> |
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| F9.2 | <p>Tenderers <b>must</b> provide detailed information about export capabilities to download data as well as security guardrails to restrict or limit data export. Tenderers should include details of functionalities within the system to allow Parent Administrators extend export access to Programme Administrators only for their respective programme, as well as set guardrails on what data fields are exportable by Programme Administrators.</p> <p><b>Please Note: The response to this requirement is limited to two (2) A4 pages, excluding images, screenshots, and other supporting visual materials.</b></p> |
| F9.3 | <p>Tenderers should outline any available visualisation capabilities, including tools that enable users to easily create graphs, charts, and pipeline visualisations through simple drag-and-drop functionality. For example, the ability to generate a pie chart showing the percentage of cohort companies that have identified at least one female founder—filtered by region, programme, sector, or other segments—would be considered advantageous.</p>                                                                                                                                                                 |
| F9.4 | <p>Tenderers should outline functionality that enables Parent Administrators and Programme Administrators to download or export dashboard visualisations for reporting purposes.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Requirement 10: User Experience (UX) & Accessibility |                                                                                                                                                                                                                                                                                                              |
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| F10.1                                                | <p>Tenderers <b>must</b> describe the platform's white-labelling capabilities. This includes the ability for Parent Administrator to easily update the platform's logo, colour scheme, and other branding elements to align with Enterprise Ireland guidelines without requiring developer intervention.</p> |

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| F10.2 | <p>Tenderers in their response should describe their design and prototyping process and how they can carry out bespoke design or templating, for the user interface. This should include details on how they ensure the final interface is clean, modern, professional, and intuitive for all user roles, requiring minimal training. Tenderers should provide examples of user journey mapping, wireframes, or high-fidelity mock-ups.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| F10.3 | <p>Tenderers should describe how the platform will provide a seamless and fully functional experience across desktop, tablet, and mobile devices. Tenderers should address the testing strategy, specifying the range of browsers, operating systems, and device types (including portrait and landscape orientations) tested against to ensure consistent usability.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| F10.4 | <p>Ireland is mandated by legislation to ensure all platforms and content are accessible to all. Enterprise Ireland is committed to Universal Design and ensuring that all digital services are accessible to everyone regardless of disability, age, language, literacy level, digital skills, or device used. The proposed solution must confirm to WCAG 2.2 Level AA standards at a minimum and support compliance with all applicable Irish and EU accessibility legislation. Accessibility should be embedded throughout the user experience, including content, navigation, forms, search, authentication, user journeys, downloadable documents, multimedia, and interactive functionality.</p> <ul style="list-style-type: none"> <li>• Tenderers <b>must</b> demonstrate how accessibility has been incorporated into the design, development, testing, deployment, and ongoing maintenance of the solution and provide evidence to support compliance claims.</li> <li>• Tenderers should describe how their solution is designed to be accessible to differently abled users (including those with visual, auditory, motor, and cognitive impairments) in compliance with WCAG (Web Content Accessibility Guidelines) and meets WCAG 2.2 AA Standard at a minimum.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• The tenderers response to this requirement should at a minimum address the following: <ul style="list-style-type: none"> <li>○ Video and Media Content Accessibility – Describe if and how the proposed solution includes accessible features such as captions, audio descriptions, and transcripts to ensure all video and media content is accessible to all learners.</li> <li>○ Text and Document Accessibility – Describe if books, articles, and other text-based content support screen readers and include accessible features such as zoom in/out, adjustable text size, background colours, and other relevant accessibility features.</li> <li>○ Audiobook Accessibility—Detail whether the proposed solution provides captioning and transcripts for audiobooks and narration speeds where applicable.</li> </ul> </li> <li>• Interactive elements – Describe if interactive elements (such as quizzes, simulations and games) can be navigated using a keyboard and other relevant accessibility features.</li> <li>• Other Formats – Describe if and how the proposed solution includes accessibility features for other formats, such as illustrations, flowcharts, and quizzes the steps taken by the Tenderer to ensure adherence to the WCAG 2.2 AA requirements.</li> </ul> <p>The tenderer's response can include screenshots and/or visual representation.</p> |
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| Requirement 11: Information Access, Risk and Cyber Requirements |                                                                                                                                                                                                                                                                                                            |
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| F11.1                                                           | Tenderers <b>must</b> describe the platform's security architecture and the technical and organisational controls used to protect Enterprise Ireland data. All Enterprise Ireland data must be encrypted in transit using TLS 1.2 or later and at rest using AES-256 or an equivalent recognised standard. |
| F11.2                                                           | Tenderers <b>must</b> describe how the platform supports Microsoft Entra ID for Enterprise Ireland users and Azure B2C for external users (Startup                                                                                                                                                         |

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|       | applicants, programme/service providers, mentors etc), including supported authentication protocols (SAML 2.0, OAUTH, OpenID Connect etc). The solution must support Single Sign-On and Multi-Factor Authentication, with MFA enforced for privileged and administrative access. Tenderers must also demonstrate how user accounts are protected, detailing configurable password policies such as minimum length, complexity, expiry etc                                                                                              |
| F11.3 | Tenderers <b>must</b> describe their vulnerability and patch management processes for the proposed service, including vulnerability scanning, security testing, prioritisation of findings and target remediation times by severity. Tenderers should provide details of the most recent relevant independent penetration test, including its date, scope and remediation status. Enterprise Ireland reserves the right to arrange proportionate security testing, with prior notice and in consultation with the successful tenderer. |
| F11.4 | Tenderers <b>must</b> confirm their willingness to participate in Enterprise Ireland's Vendor Risk Management Programme throughout the contract. This includes providing reasonably requested security information and evidence, participating in periodic reviews, and agreeing proportionate treatment plans and timescales for identified risks.                                                                                                                                                                                    |
| F11.5 | Tenderers should identify any current independent security certifications or assurance reports relevant to the proposed service, such as ISO/IEC 27001 or SOC 2, and provide details of their scope. Supporting certificates or report summaries should be provided or made available, subject to appropriate confidentiality arrangements.                                                                                                                                                                                            |
| F11.6 | Tenderers <b>must</b> describe their cyber and information security risk management process as it applies to the proposed service, including how risks are identified, assessed, owned, treated, reviewed and escalated, and how the effectiveness of relevant controls is                                                                                                                                                                                                                                                             |
| F11.7 | Tenderers <b>must</b> describe the platform's audit logging, including the user and administrator activities recorded, how logs are protected against unauthorised alteration or deletion, their retention period, and how they can                                                                                                                                                                                                                                                                                                    |

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|        | be accessed by Enterprise Ireland for security reviews and incident investigations.                                                                                                                                                                           |
| F11.8  | Tenderers should describe the proposed solution strict access rules to APIs with authentication methods, access controls and monitoring strategies to protect API integration - OAuth2 scope, object permissions.                                             |
| F11.9  | Enterprise Ireland data must be logically or physically segregated from other customers' data. Tenderers must describe how tenant segregation is implemented, maintained, monitored and tested.                                                               |
| F11.10 | Tenderers <b>must</b> describe how access by their personnel and subcontractors to Enterprise Ireland data and platform administration functions is authorised, restricted, reviewed and logged, including controls for privileged access and remote support. |
| F11.11 | Tenderers <b>must</b> identify the subcontractors and sub-processors supporting the proposed service and describe how their security and data protection risks are managed.                                                                                   |
| F11.12 | Tenderers <b>must</b> describe the network and application security controls protecting the proposed service, including measures to prevent, detect and respond to attacks.                                                                                   |
| F11.13 | Where the tenderer develops or customises software used to provide the service, it must describe its secure development and change management practices, including security testing and separation of development, test and production environments.          |

#### **Requirement 12: Environments, Hosting & Disaster Recovery**

|       |                                                                                                                                                                                                                                                                                                      |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F12.1 | The data that will be collected, processed and stored on or through the digital platform or other components of the platform will include sensitive data as well as Personal Data. It is a requirement of the Contracting Authority that no data (personal or non-personal) gathered on behalf of or |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | <p>received from the Contracting Authority can be stored or processed outside of the European Economic Area (EEA) for the entire duration of the Framework Agreement.</p> <p>Tenderers <b>must</b> clearly state where, geographically, the data will be stored and processed (backup/disaster recovery data included) and confirm that no data will be stored or processed outside of the EEA.</p>                                                                                                                                                    |
| F12.2 | <p>Tenderers <b>must</b> detail the proposed hosting environment. They should describe the architecture's scalability and performance monitoring capabilities to ensure a consistently responsive experience for all users.</p>                                                                                                                                                                                                                                                                                                                        |
| F12.3 | <p>Tenderers <b>must</b> provide details on their backup and disaster recovery procedures. This must include their Recovery Point Objective (RPO) and Recovery Time Objective (RTO).</p> <p>Tenderers <b>must</b> also describe their DR testing policy, including the frequency and type of tests conducted, as well as annual uptime statistics.</p>                                                                                                                                                                                                 |
| F12.4 | <p>The proposed solution shall include these instances where appropriate for</p> <ul style="list-style-type: none"> <li>• Development</li> <li>• System Testing/Training</li> <li>• Production (Live) environments.</li> </ul>                                                                                                                                                                                                                                                                                                                         |
| F12.5 | <p>The Operating System (OS) in the hosting environment must be patched on a regular basis. In the event of a high security fix being issued, this must be implemented as soon as possible. Enterprise Ireland should be notified if there will be any downtime, so this can be coordinated with business departments to ensure minimum disruption</p> <p>As part of the response to this requirement, tenderers should outline the process for scheduling and carrying out patching of OS and other related software on your hosting environment.</p> |
| F12.6 | <p>The proposed hosting environment must be secured in line with industry best practice. At a minimum, the tenderer <b>must</b> implement continuous security monitoring to detect suspicious activity or potential exploits, apply</p>                                                                                                                                                                                                                                                                                                                |

|       |                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | regular operating system and software patching (including accelerated deployment of high severity fixes), and proactively manage vulnerabilities to ensure a secure and stable environment for Enterprise Ireland. Tenderers <b>must</b> outline how downtime will be communicated in advance to Enterprise Ireland to minimise business disruption.                                                       |
| F12.7 | <p>Tenderers <b>must</b> demonstrate the capability of the proposed solution to implement continuous monitoring of their hosting environment to detect and respond promptly to network or server intrusions.</p> <p>Tenderers <b>must</b> outline the methods employed, including designated responsibilities and procedures, to identify and investigate security incidents within their environment.</p> |

#### Requirement 13: Data Management and Migration

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F13.1  | <p>The proposed solution shall enable efficient data management, including the ability to import and export data to and from external systems. It shall ensure data quality through automatic validation at both client (browser) and server (business logic) levels, prevent duplicate data entry, and allow users to correct validation errors during data entry.</p> <p>Tenderers <b>must</b> outline how data management validation is possible.</p> |
| F13.2  | <p>Tenderers <b>must</b> outline whether data can be migrated into the proposed platform.</p> <p>Tenders should outline their approach to data migration including required formats, validation of the data before and after ingestion, identifying data issues for ratification together with the necessary environments required.</p>                                                                                                                  |
| F13.3. | Tenderers <b>must</b> outline how data will be migrated from the proposed platform should Enterprise Ireland exit the proposed platform, including the processes to ensure all data is securely and permanently deleted, and that any audit trails or log data are fully removed.                                                                                                                                                                        |

| Requirement 14: System Integration |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F14.1                              | <p>Tenderers <b>must</b> clearly describe the platform’s ability to integrate with third-party systems. Responses shall confirm the availability of a secure, well-documented integration interface, such as a RESTful API (e.g. supporting OAuth 2.0 or equivalent), enabling programmatic access to key data entities (including applicants/founders, applications, KPIs, and reports).</p> <p>Tenderers shall also outline how data flows into and out of the platform, including supported methods, formats, and controls and provide a link to the related documentation.</p> |
| F14.2                              | <p>Tenderers shall provide detailed information on their approach to integrating with external systems, with particular emphasis on SaaS-based CRM platforms. Enterprise Ireland expects to migrate to a SaaS-based CRM within the next 12–18 months; therefore, the ability of the proposed solution to integrate effectively with our CRM will be a critical requirement. Tenderers should outline how such integration will support the founder journey and enhance the delivery of services and supports.</p>                                                                  |
| F14.3                              | <p>Tenderers <b>must</b> confirm if integration with Enterprise Ireland's email systems is possible and provide detailed information on the integrate with Enterprise Ireland's email systems supporting SPF, DKIM, and DMARC standards to ensure all outbound email communications are authenticated and DMARC-compliant.</p>                                                                                                                                                                                                                                                     |
| F14.4                              | <p>Tenderers <b>must</b> confirm if integration with Auto-Address API or OSI Eircode API to verify any address and Eircode is possible. Responses should describe the available integration approach, any prerequisites or dependencies, and how these API services can be configured, managed, and maintained within the platform.</p>                                                                                                                                                                                                                                            |
|                                    | <p>Tenderers in their response should set out details on the licensing model and support model for the proposed solution, which at a minimum must address the following: a) Describe how licensing works e.g. annual reset or over the lifetime of contract recognising staff turnover. b) Describe your</p>                                                                                                                                                                                                                                                                       |

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>flexibility and scalability - i.e. revise numbers of users upwards and downwards to facilitate movement of workers without impacting the service (e.g. interns are employed for one year, graduates for two years, contract workers)</p> <p>c) List any software or other licence agreements (including third-party Licence agreements) that must be signed by Enterprise Ireland before the commencement of the contract. Page   30</p> <p>d) Specify any additional fees, such as setup fees, maintenance fees, or usage fees</p> <p>Tenderers are not required as part of their response to this section to set out their pricing structure. All pricing must be set out separately in the TRD-PS (uploaded separately as an excel workbook).</p> |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

#### Requirement 15: Implementation & Training

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F15.1 | <p>Tenderers in their response must outline their proposed project plan to achieve Phase 1 timelines. Please see section 5.1.13 Phased Implementation Roadmap – Indicative for indicative deliverables and timelines for Phase 1. This must include details on the project tasks and milestones together with governance structure, communication plan (including frequency and format progress meetings), change management process, and risk management approach for a go live launch by end of March 2027.</p> |
| F15.2 | <p>The system <b>must</b> be supported by comprehensive training resources for end-users and administrators.</p> <p>The tenderer <b>must</b> outline the approach to onboarding new users and provide details of all available training courses, materials, and supporting documentation.</p>                                                                                                                                                                                                                     |

## Requirement 16: Licencing

|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F16.1 | <p>Tenderers in their response should set out details on the licensing model and support model for the proposed solution, which at a minimum <b>must</b> address the following:</p> <ul style="list-style-type: none"><li>a) Describe how licensing works e.g. annual reset or over the lifetime of contract recognising staff turnover.</li><li>b) Describe your flexibility and scalability - i.e. revise numbers of users upwards and downwards to facilitate movement of workers without impacting the service (e.g. interns are employed for one year, graduates for two years, contract workers)</li><li>c) List any software or other licence agreements (including third-party Licence agreements) that must be signed by Enterprise Ireland before the commencement of the contract.</li><li>d) Specify any additional fees, such as setup fees, maintenance fees, or usage fees</li></ul> <p>Tenderers are not required as part of their response to this section to set out their pricing structure. All pricing must be set out separately in the TRD-PS (uploaded separately as an excel workbook).</p> |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 5.3 Quality and expertise of Resources

Tenderers must submit CVs (not to exceed two (2) A4 pages and using the format in the TRD) for each resource proposed, clearly setting out their individual roles and responsibilities. Where multiple roles are fulfilled by one person, please ensure each CV reflects their experience against the required role. Please complete the CV tables in the Tender Response Document.

**At a minimum the Tenderers must provide CVs for the following resources:**

- (i) A project team with containing the following skill sets (please provide a person specification for inclusion on the project team):

- **Account Director/Manager**

5-8+ years as a senior account manager managing contracts of a similar scale and scope in the public sector or regulated environments.

Proven track record with similar accounts and annual frameworks, quarterly KPI reporting, escalation handling and governance meetings.

- **Project Manager (for implementation,)**

4-6+ years as a PM specifically on SaaS implementations for Digital Transaction Management of a similar scale and scope. Strong stakeholder management particularly with public sector.

Strong organisation and communications particularly around requirements gathering and configuration management.

- **Technical Implementation Lead**

5-7+ years leading SaaS implementations of a similar scale and scope.

Extensive knowledge and certification (if available) for the proposed platform and a proven track record delivering the end-to-end deployment.

- **Customer support role**

2-5+ years in SaaS helpdesk or technical support roles with certifications such as ITIL Foundation or equivalent.

Track record of meeting response times (as per the SLA) using a ticket system.

Excellent communications with end-users for efficient resolution of support requests.

- **Training Lead**

2-5+ years delivering user training for SaaS platforms with relevant industry qualifications or certifications.

Proven track record in onboarding 100+ users across different business groups.

Separately Tenderers must complete the Resource Allocation table in the Tender Response Document indicating the time commitment for each of the resources proposed for the delivery of the Initial Call-Off Contract and include the number of resources required to deliver the services. The resource allocation table must also indicate where the resources are the tenderer's own and/or contractor and/or third party.

Enterprise Ireland will be assessing the balance of the resources proposed (both in terms of seniority and in terms of coverage of the service requirements) and the experience of the proposed resource(s) in terms of coverage of the service requirements. Tenderers who can demonstrate greater balance, relevant experience and expertise to the services sought are likely to score higher marks.

Tenderers should note that, as set out in the contract documents, the proposed resource(s) will be required to deliver the services, having regard to the nature of the particular call-off, although Enterprise Ireland reserves the right to seek additional personnel in any call-off contract.

Tenderers should note that Framework Members may, at call off stage, be permitted to supplement their resources with a Consultant/Specialist(s) where, in their opinion, there is a requirement to do so given the nature of the requirements under the call-off. The Consultant / Specialist(s) will be assessed as part of the call off competition. Rates for any agreed supplementary resources must be in line with the rates submitted for the resource types in the Form of Tender where applicable.

## **5.4 Contract Management**

### **5.4.1 Contract Manager and Support and Maintenance**

Tenderers must describe their approach to account management and clearly identify the main point of contact (or nominated deputy) with Enterprise Ireland. The main point of contact may be one of the resources proposed under Section 5.3 above. The point of contact and other

members of the team should be available for regular meetings and consultation with Enterprise Ireland on an agreed schedule. Changes to the point of contact or team should be notified to Enterprise Ireland providing sufficient time for Enterprise Ireland to review the change and agree to the new appointee or request an alternative. This point of contact should have the necessary authority to take decisions and deal directly with all matters relating to this contract and be responsible for the satisfactory delivery of services.

### Support and Maintenance

Enterprise Ireland requires at a minimum the following support and maintenance services:

- Support call logging procedures (ticketing system providing call transparency)
- Support call answer times (by severity). Please see the details in the table below.

| Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Response Time | Resolution provided/time to fix (RTO) |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------------|
| <p>Priority Level 1 – Critical Service Effecting Issues:</p> <p>An issue that has the potential to cause a full-service outage, or an issue causing considerable operational impact resulting in the intermittent failure of any critical function of the platform or service. Including any impact in downstream data processing and/or data quality, or a gap in service availability during a critical window of client service delivery. Immediate and continuous effort is required of the successful Tenderer until the service level has been restored to pre-incident operation. As these are business imperative faults, they are likely to require considerable redeployment of the Successful tenderer's support resources and escalation for management awareness is required by both sides to progress.</p> | 15 Minutes    | 4 hours                               |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                 |                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------------|
| <p>Priority Level 2 – Functional Issues:</p> <p>System not working as designed with one of the following impact levels:</p> <p>a) On a business process directly but for which an alternative process is available or defined.</p> <p>b) On a process that is noncritical to the business flow of the online services; and</p> <p>c) On a business process that is not time-critical but that is central to the workflow of Enterprise Ireland</p> | 1 hour          | 12 hours         |
| <p>Priority Level 3 – Noncritical Issues:</p> <p>One or more elements of the System not working as designed but which does not impact on a business-critical process or impact is limited to a very small number of clients/external users.</p>                                                                                                                                                                                                    | 2 hours         | 5 Business Days  |
| Priority Level 4 – Standard Queries                                                                                                                                                                                                                                                                                                                                                                                                                | 3 Business Days | 10 Business days |

- A Support Package i.e. telephone, email, internet, on-site etc.
- Size and location of your support facility relevant to Enterprise Ireland (give detail on ability to provide support at short notice within four hours.
- Help desk facility and open hours (out of hours support/response times) - service delivery Monday – Friday, 9:00am - 5:30pm (Irish Time) is required. Number of help desk operators.
- Maximum response time for requests for support
- Incident / Support Call Management mechanisms/Named escalation details
- Details of any documentation or reports supplied / cadence of review meeting.

Tenderers must also appoint a deputy account manager who will have the skills, expertise and experience to carry out the above duties in the absence of the dedicated account manager.

#### 5.4.2 Service Level Agreement

Framework Members will be required to enter into a Service Level Agreement (SLA) with Enterprise Ireland. The final content of the SLA will be agreed with the Framework Members within three months of the establishment of the framework agreement.

At a minimum, the proposed SLA should address the following aspects of service delivery:

- Regular management reports that may include such information as statistics and data on ongoing monitoring and analytics on overall performance.
- Key Performance Indicators information (KPIs) that will be measured and reported on to include the content, nature and frequency of reporting, these will be agreed between the parties prior to completion of the SLA. These should include, as a minimum, data ingestion, incident response time, resolution time, uptime percentage against 99.99% target, first call resolution rate.
- Contract Management – overall management of contract
- Communication channels (email, ticketing system, phone)
- Service Credits for non-performance of agreed service levels
- Communication Plan and Escalation Procedures including named contacts
- Formal Complaints Procedure including named contacts
- Quality Assurance Review Procedure including frequency and scope
- Feedback Procedure
- Provide an overview of an Exit Management Plan for activities and information transfer involved for execution at the conclusion of the Framework Agreement. The Exit Management Plan might include a list of tasks and timelines for execution including appropriate solutions for the ready access, supply and transfer of relevant data, information, and collateral, if any, to Enterprise Ireland on the conclusion of the Framework Agreement. A data handover format will need to be agreed.
- Process for continually assessing the cyber and information security controls to react known/unknown security threats, including emergency patching for actively exploited vulnerabilities and preventative actions against zero-day attacks.

- Security incident management SLAs to include:
  - Definition of security incident severity and descriptions of business impact
  - Availability of a 24/7 notification channel
  - Initial notification within 24 hours of a suspected breach based on severity (aligned to NIS2 Directive, 24 hrs is the maximum allowable to be compliant)
  - Follow-up with additional information within 72 hrs (aligned to NIS2 Directive, 72 hrs is the maximum allowable to be compliant)
  - Clear owner of incident and escalation routes
  - Responsibility for containment actions
  - Frequency of status updates based on severity
  - Post incident investigation and root cause analysis report with corrective actions and timeframe for delivery based on severity
  - For incidents involving personal data, the following SLA support obligations are required: a data subject impact assessment, evidence gathering for regulatory bodies, assistance with breach notifications and support for forensic analysis
  - Clear resolution criteria and commitments regarding remediation.
  - Post incident review and lessons learned
- Notification of any change of status of independently verified compliance to security standards (ISO 27001 etc.)
- RPO and RTO targets for the restoration of service delivery in the event of an unscheduled service outage.
- Process for communicating and scheduling a planned service outage to carry out maintenance/upgrade operations

The draft SLA provided should also:

- provide a sample of proposed quarterly or regular management reports to Enterprise Ireland.

- set out your methodology for communicating with other relevant stakeholders within Enterprise Ireland including the Finance Department.
- include your approach to urgent queries (see minimum response times required in the table below).
- set out proposed meeting schedules to review performance against agreed SLA measurement criteria

**NOTE: Tenderers will note that all contract management activities set out above will be non-billable (i.e., Enterprise Ireland will not pay separately for contract management activities).** Enterprise Ireland will nominate authorised staff to liaise with the Framework Member and delegate to such staff as required.

Enterprise Ireland requires a flexible and responsive service from the Framework Member. The following minimum response times are expected:

| Task                               | Minimum Response Time                                                                                              |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Acknowledge e-mail/phone call      | Same working day if received before noon, and on the morning of the next working day if received in the afternoon. |
| Respond to straightforward queries | 1 - 2 working days                                                                                                 |
| Respond to urgent queries          | 24 hours                                                                                                           |
| Facilitate meeting request         | 2 working days                                                                                                     |
| Respond to complex queries         | 5 - 7 working days                                                                                                 |

In relation to meetings, Tenderers should note that meetings will be held either virtually or in person. In the event that meetings are held in person they will be held at Enterprise Ireland's headquarters in Dublin (to be advised to the Framework Member in advance).

**No expenses in respect of travel time and mileage will be payable.** Invoices must reflect working hours and timesheets must be accurately maintained and produced promptly upon request by Enterprise Ireland.

## 5.5 Sustainability

As part of Enterprise Ireland's strategic agenda, sustainability planning and wider Environmental, Social and Governance (ESG) considerations (incl. social impact strategy) is

supported. For the purpose of business obligations (e.g. regulatory requirements), competitive advantages (e.g. meeting/exceeding customer and consumer and other stakeholder expectations) and corporate responsibility (e.g. minimising the environmental impact of business activities, maximising social impact within and beyond the business and ensuring good governance and longevity), it is important to Enterprise Ireland that it considers the sustainability of its own business activities and wider ESG standards.

Tenderers, in their response, should provide information on the proposed ESG initiatives for the provision of this service, as follows:

- Description of the measures and steps that Tenderers will implement for the term of the Framework Agreement which will promote environmental sustainability and reduce any harmful impact on the environment associated with delivering the Services.
- Description of initiatives which support the circular economy that Tenderers will carry out for the term of the Framework Agreement. These must be specific to the Services.
- Description of the measures and steps that Tenderers will implement for the term of the Framework Agreement which will promote social impact/inclusion associated with delivering the Services.

Tenderers should clearly outline how these initiatives will be monitored and measured in terms of their impact. Any relevant organisational policies/standards should also be referenced. detail the content and guidance that will be provided to participants regarding sustainability and wider ESG.

Tenders will be scored under Award Criterion: Proposals on the incorporation of Environmentally Sustainable and/or Social Considerations into the delivery of the Services on the relevance of the proposed ESG initiatives to the Services and on the level of confidence their proposals give Enterprise Ireland that these ESG initiatives will be successfully implemented during the Project

## **5.6 Invoicing**

Invoices shall be submitted by the successful tenderer(s) on the basis of the agreed terms and conditions. All official invoices must quote a valid Enterprise Ireland purchase order number. All invoices which do not quote the relevant order number(s) will be returned to the supplier.

## 5.7 Delivery Locations

Delivery is required to Enterprise Ireland, East Point Business Park, The Plaza, Dublin 3 D03 E5R6 unless otherwise advised.

## 5.8 Pricing

The maximum price chargeable in respect of all items contracted for the initial two (2) years of the framework shall be set out in the Form of Tender in the Tender Response Document (TRD) submitted as part of the tender response. All prices quoted must be exclusive of VAT. Costs must be stated in Euro.

## 5.9 Award to Runner Up

If for any reason, it is not possible to admit to the framework agreement one or more of the tenderers invited following the conclusion of this competitive process, Enterprise Ireland reserves the right to invite the next highest scoring tenderer(s) to join the framework agreement as appropriate, at any time during the tender validity period.

If, following the award of any call-off contract under this framework agreement, the Framework Member cannot, for whatever reason, deliver the required services to the satisfaction of Enterprise Ireland; Enterprise Ireland reserves the right to award the contract to the next highest-ranked tenderer emerging from the process at any time during the contract tender validity period.

## 5.10 Data Protection

Where the service being tendered for includes processing Personal Data as part of the service delivery, Tenderers are required to enter into a Data Processing Agreement with Enterprise Ireland (Appendix 3). The Data Processing Agreement (DPA) includes Appendix 1 Data Processing Annex that Enterprise Ireland requires successful tenderers to implement to ensure processing will be compliant with Data Protection Laws and ensure the protection of the rights of the data subject.

The Data Processing Agreement is contained in Appendix 3. tenderers should familiarise themselves with the entire agreement and its obligations. **In particular attention is drawn to Annex I Data Processing Annex a copy of which is in the TRD, Section 4, and must be completed and returned as part of the tender response.**

## 6 Evaluation Criteria

### 6.1 Selection Criteria

Enterprise Ireland is using the OPEN procedure for the establishment of this framework agreement, therefore, while all interested parties may submit a tender, only those demonstrating that they have the required level of financial and technical capacity will have their tender considered. In order to demonstrate a tenderers' qualifications, tenderers are required to provide the information set out below in the Tender Response Document (TRD) which is based on a self-declaration model, however tenderers are required to provide the minimum information required.

#### 6.1.1 General, Declarations and Financial Requirements

Tenderers are required to complete the Tender Response Document (TRD) which is published as a separate document. The criteria and rules outlined below are assessed on a pass/fail basis. Failure to comply with the requirements will result in the tender being considered inadmissible.

##### General Information

Tenderers must complete the general information section on the tendering organisation – company name, address and contact details for the individual responsible for this tender and company overview as well as information on sub-contractors and consortium members if applicable.

##### Declarations

Tenderers must Complete and sign the following Declarations in the Tender Response Document:

- a) Art. 57 of Directive 2014/24/EU as implemented by Regulation SI 284 of May 2016;
- b) Compliance with relevant statutory obligations. Where tenderers are established and operating outside of the jurisdiction of supply, compliance with equivalent legislation as applicable in the country of establishment / operation is required. This includes the Children First Act (2015)
- c) Article 5K Declaration regarding the EU regulation 2022/576 on restrictive measures in the Context of Russian Actions in the Ukraine.
- d) Data Protection & Security

## Financial and Economic Standing

| <b>Tax</b>                                                | <p>Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant. Please refer to the tax rules contained in the Tender Response Document.</p> <p>For the purposes of Tender submission, completing the declaration in the TRD is all that is required to be submitted in respect of this selection criterion.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                |                  |                                                           |             |                  |              |                   |              |                        |            |                 |            |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------------|-----------------------------------------------------------|-------------|------------------|--------------|-------------------|--------------|------------------------|------------|-----------------|------------|
| <b>Financial Standing</b>                                 | <p>(a) Confirmation of financial standing ensuring the tendering party has the financial capacity to pay its debts identified on the current statement of assets and liabilities as being the debts as they fall due.</p> <p>(b) Confirmation that the tendering party turnover exceeded €200,000 per annum for each of the last three (3) financial years</p> <p>For the purposes of Tender submission, completing the declaration in the TRD is all that is required to be submitted in respect of this selection criterion.</p> <p>The supporting documentation which will be required for verification of the TRD declaration is certificates of turnover from the Tenderer's auditors or accountants, as the case may be, or other suitable alternative documentation satisfactory to Enterprise Ireland.</p> |                |                  |                                                           |             |                  |              |                   |              |                        |            |                 |            |
| <b>Insurance</b>                                          | <p>Confirmation of the following insurances being in place:</p> <table border="1"> <thead> <tr> <th>Insurance Type</th><th>Required Value €</th></tr> </thead> <tbody> <tr> <td>Employer's Liability (where applicable – see notes below)</td><td>€13 million</td></tr> <tr> <td>Public Liability</td><td>€6.5 million</td></tr> <tr> <td>Product Liability</td><td>€6.5 million</td></tr> <tr> <td>Professional Indemnity</td><td>€1 million</td></tr> <tr> <td>Cyber Liability</td><td>€5 million</td></tr> </tbody> </table> <p>For the purposes of Tender submission, completing the declaration in the TRD is all that is required to be submitted in respect of this selection criterion.</p> <p>Notes re Employer's Liability:</p>                                                                          | Insurance Type | Required Value € | Employer's Liability (where applicable – see notes below) | €13 million | Public Liability | €6.5 million | Product Liability | €6.5 million | Professional Indemnity | €1 million | Cyber Liability | €5 million |
| Insurance Type                                            | Required Value €                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |                  |                                                           |             |                  |              |                   |              |                        |            |                 |            |
| Employer's Liability (where applicable – see notes below) | €13 million                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                |                  |                                                           |             |                  |              |                   |              |                        |            |                 |            |
| Public Liability                                          | €6.5 million                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                |                  |                                                           |             |                  |              |                   |              |                        |            |                 |            |
| Product Liability                                         | €6.5 million                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                |                  |                                                           |             |                  |              |                   |              |                        |            |                 |            |
| Professional Indemnity                                    | €1 million                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                |                  |                                                           |             |                  |              |                   |              |                        |            |                 |            |
| Cyber Liability                                           | €5 million                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                |                  |                                                           |             |                  |              |                   |              |                        |            |                 |            |

**#1** Sole traders with no employees are not required to have this insurance.

**#2** In the case of certain jurisdictions, alternative insurance arrangements exist (i.e. Government schemes)

**#3** The nearest currency equivalents may be accepted depending on the level of cover

Enterprise Ireland

### 6.1.2 Previous Experience

Tenderers are required to provide information on the following in the Tender Response Document. The criteria and rules outlined below are assessed on a pass/fail basis. Failure to comply with the requirements will result in the tender being considered inadmissible.

#### Satisfactory Previous Experience

Tenderers must demonstrate to the satisfaction of Enterprise Ireland that they have the experience necessary to supply the Services if their Tender is successful. In order to demonstrate that the Tenderer meets this criterion each Tenderer must submit by completing the TRD with its Tender:

Details of **three (3) reference contracts** relating to delivery for public or private sector clients which demonstrate, to the satisfaction of Enterprise Ireland, the Tenderer's experience in successfully delivering a Digital System for Accelerator programmes, and preferably for a parent and multi-tenant ecosystem demonstrating the specific requirements set out at below. Each reference contract must relate to services delivered **within the 36 months prior to the deadline for submission of Tenders with a minimum annual contract value in the region of €50,000**. Reference contracts outside this timeframe will not be considered.

At least one (1) of the three (3) reference contracts must<sup>1</sup>:

- (i) Demonstrate the successful delivery of Digital system to evidence the tenderers experience in delivery and operating such SaaS platforms. Responses should include details of the contract value, solution scope, and services delivered.
- (ii) Demonstrate integration with custom or off the shelf SaaS platforms such as CRM, Programme Management or similar systems.
- (iii) Demonstrate the capture and usage of generated and custom data as part of the Digital system process.

Tenderers must use the table format in the TRD for their answers and must respond to each element of the table.

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<sup>1</sup> Note to Tenderers: (i), (ii) and (iii) can be demonstrated by different reference contracts, but each of them must be demonstrated.

In completing the table for each reference project, Tenderers must provide sufficient information to allow Enterprise Ireland to evaluate whether all of the requirements at above have been met and whether the services have been successfully delivered.

Tenderers will note that they are to provide contact details for referees for each reference project. Enterprise Ireland has the right to contact the referees to verify the information being provided, without further reference to the Tenderer. It is the responsibility of Tenderers to satisfy themselves that the nominated contact person is in a position to provide a reference if contacted by Enterprise Ireland. Tenderers should note that Enterprise Ireland may at its discretion contact all referees or referees for the successful Tenderers only.

Enterprise Ireland may require supporting documentation to verify the details provided by the Tenderer and Tenderers must provide such supporting information without delay when requested by Enterprise Ireland. However, where the Tenderer is unable, for a valid reason, to provide the requested documentation, the Tenderer must inform Enterprise Ireland of the reason as to why the documentation cannot be supplied and, if Enterprise Ireland considers the reason given to be valid, provide such other suitable alternative documentation to prove, to the satisfaction of Enterprise Ireland, that they have the required capacity to deliver the services.

## 6.2 Award Criteria

Membership of the Framework Agreement, for Tenderers not otherwise eliminated from the Competition, will be determined by the score that the Tender receives when assessed against the award criteria. Tenderers should ensure that they have submitted sufficient relevant information to allow their tenders to be assessed under each of the award criteria set out below.

The framework will be awarded on the basis of the most economically advantageous compliant tender taking into account the following award criteria and weightings.

Tenderers must use the tender Response Document (TRD) uploaded separately with this RFT to [www.etenders.gov.ie](http://www.etenders.gov.ie) for their responses to the award criteria set out below.

| Criteria  |                                                                                                                                     | Weighting  | Maximum Score | Minimum Score Required (60%) |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------|------------|---------------|------------------------------|
| <b>A</b>  | <b>Cost (for evaluation purposes)</b>                                                                                               | <b>30%</b> | <b>3,000</b>  | <b>n/a</b>                   |
| <b>B</b>  | <b>Fitness for purpose of the solution proposed (this criterion has three (4) sub-criterion B1, B2, B3 and B4) as set out below</b> | <b>45%</b> | <b>4,500</b>  | <b>2,700</b>                 |
| <b>B1</b> | <i>General Requirements of the proposed system</i>                                                                                  | <i>10%</i> | <i>1,000</i>  | <i>n/a</i>                   |
| <b>B2</b> | <i>Core Functionality</i>                                                                                                           | <i>20%</i> | <i>2,000</i>  | <i>n/a</i>                   |
| <b>B3</b> | <i>Non-Functional Requirements</i>                                                                                                  | <i>10%</i> | <i>1,000</i>  | <i>n/a</i>                   |
| <b>B4</b> | <i>Implementation, Training &amp; Licencing</i>                                                                                     | <i>5%</i>  | <i>500</i>    | <i>n/a</i>                   |
| <b>C</b>  | <b>Quality, Balance and Management of Team proposed</b>                                                                             | <b>15%</b> | <b>1,500</b>  | <b>900</b>                   |
| <b>D</b>  | <b>Contract Management Proposals</b>                                                                                                | <b>5%</b>  | <b>500</b>    | <b>300</b>                   |
| <b>E</b>  | <b>Sustainability</b>                                                                                                               | <b>5%</b>  | <b>500</b>    | <b>300</b>                   |

### 6.3 Methodology for scoring Qualitative Award Criteria

Responses to each scored qualitative sub-criterion (i.e. B1, B2, B3, B4, C, D and E) shall be evaluated according to the following scoring matrix:

| Score      | Description                                                                                                                                                                                                                                                                                                                                                      |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 90% – 100% | Response demonstrates exceptional understanding of the requirements, offering complete assurance to Enterprise Ireland—fully supported with no reservations.                                                                                                                                                                                                     |
| 80% – 89%  | Response demonstrates an excellent understanding of the requirements, offering assurance to Enterprise Ireland—substantially supported with only a small number of minor reservations                                                                                                                                                                            |
| 70% – 79%  | Response demonstrates a very good understanding of the requirements, offering assurance to Enterprise Ireland—strongly supported with a small number of notable reservations.                                                                                                                                                                                    |
| 60% – 69%  | Response demonstrates an acceptable understanding of the requirements, offering the minimum assurance to Enterprise Ireland—supported with a number of notable reservations.                                                                                                                                                                                     |
| 1% - 59%   | There are significant gaps in addressing Enterprise Ireland’s requirements; proposals are in parts unsupported or lack significant content / explanation; response gives cause for concern about how an acceptable solution will be developed and delivered.<br><br><b>Less than 60% is unacceptable and the Tender will be eliminated from the Competition.</b> |
| 0%         | <b>No response received and the Tender will be eliminated from the Competition.</b>                                                                                                                                                                                                                                                                              |

Percentage scores awarded will then be applied to the maximum available marks for each qualitative Award Criterion to generate a mark for that criterion.

Where a Tenderer fails to achieve any minimum mark required for any qualitative Award Criterion, it shall be eliminated from the Competition.

## 6.4 Methodology for calculating the Cost Score (Criterion A)

The following formula will be used to evaluate Cost. Tenderers will have their costs evaluated only where they have submitted complete and compliant Tenders and have achieved the minimum marks required under each qualitative Award Criterion outlined above.

The lowest cost Tender will receive the maximum marks available for Criterion A. The scores of the other valid Tenders will be calculated using the following formula:

|                                     |                                              |
|-------------------------------------|----------------------------------------------|
| Maximum Score                       | <b>3,000</b>                                 |
| Lowest Cost Tender                  | <b>A</b>                                     |
| Cost for the tender being evaluated | <b>B</b>                                     |
| Formula employed                    | <b><math>\frac{3,000 \times A}{B}</math></b> |

## 6.5 Abnormally Low Tenders

If Enterprise Ireland considers a Tender to be commercially unsustainable or otherwise abnormally low, the Tenderer shall be invited to provide clarification to Enterprise Ireland in respect of all elements of the Tender that Enterprise Ireland deems abnormally low. Any failure to satisfactorily comply with such a request, or to satisfactorily address Enterprise Ireland's concerns, may, at the discretion of Enterprise Ireland, result in the elimination of the Tender in question.

## 6.6 Ranking

Tenderers' marks for the Award Criteria will be aggregated, and Tenders will be ranked from highest to lowest. The Framework Agreement will be awarded to the Tenderer submitting the highest-ranked/most economically advantageous Tender. The Initial Call-Off Contract may be awarded to the highest-ranked/ most economically advantageous Tender shortly after the establishment of the Framework Agreement.

In the event that there is a tie for a place on the Framework Agreement, the following tie-break rules (the "**Tie-Break Rules**") will be adopted:

The Tenderer who has been awarded the highest overall marks in the assessment of the qualitative Award Criteria (i.e. non-cost related elements) will be deemed to be the most economically advantageous Tenderer.

In the event of there still being a tie, the Tenderer who has been awarded the highest marks for Criterion B will be deemed the most economically advantageous Tenderer.

In the event of the application of rule in the preceding paragraph still resulting in a tie, this approach will continue to be applied to each of the Award Criteria in the descending order listed below until such time as a most economically advantageous Tenderer can be determined:

Order of Tie Break Evaluation Criteria:

1. Award Criterion B Fitness for purpose of the solution proposed
2. Award Criterion C Quality, Balance and Management of Team proposed
3. Award Criterion D Contract Management Proposals
4. Award Criterion E Sustainability
5. Award Criterion A Cost (for evaluation purposes)

### **6.7 Right to Confirm Suitability**

Prior to the establishment of the Framework Agreement, Enterprise Ireland reserves the right to confirm that the economic/financial and technical capacity of the Preferred Tenderers remains unchanged from that demonstrated at pre-qualification stage.

### **6.8 Notification of Outcome of the Competition**

Enterprise Ireland shall provide feedback to the unsuccessful Tenderers on their Tenders. Please note that if a Tenderer is successful in the Competition, its pricing may be disclosed to unsuccessful Tenderers as part of the feedback given to them by Enterprise Ireland and every Tender accepts this irrevocably. Enterprise Ireland shall notify Tenderers of the outcome of the Competition. A standstill period shall commence the day after notification of the award decision is sent. Where the notification is sent by electronic means, the standstill period shall be 14 calendar days.

## 7 Instructions To Tenderers

### 7.1 Submission of Tenders

Enterprise Ireland is using the postbox facility on eTenders, and tender responses must be submitted electronically via the eTenders postbox facility on [www.etenders.gov.ie](http://www.etenders.gov.ie) only. Only tenders submitted to the electronic postbox will be accepted. Tenders submitted by any other means (including but not limited to by email, post or hand delivery) will **not** be accepted.

Tenderers must ensure that they give themselves enough time to upload and submit all required documentation before the closing date/time noting the use of the new eTenders platform. Tenderers should consider the fact that upload speeds vary. In order to submit a response to the electronic post-box, please note that you must ensure you have submitted the response completely. It is advisable to familiarise yourself with the new platform prior to the closing date.

Below we provide an overview of the key steps. Please note that Enterprise Ireland take no responsibility for these steps being the totality of the steps required as different processes may require different actions.

If in doubt, please ensure you contact the eTenders helpdesk as follows:

Email: [irish-eproc-helpdesk@eurodyn.com](mailto:irish-eproc-helpdesk@eurodyn.com)

Phone: +353-818001459

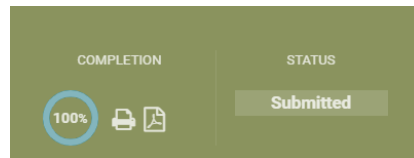
#### 7.1.1 Accessing documents

It is important to note that you must ensure you **ASSOCIATE** your company with this competition in the first instance. To do this you must do the following:

- (a) Log-in to the system
- (b) Locate the competition using the Advanced Search by Enterprise Ireland or Resource ID
- (c) Click on the hyperlink for the competition which will bring you to the CfT Workspace
- (d) In the Show CfT Menu for the competition click on the “Expression of Interest” in the drop down menu
- (e) Complete the “Association with the CfT” tab.
- (f) This will then provide you with a link to “Tender” under the Show CfT Menu

### 7.1.2 Submitting your Response

In responding to a competition without an electronic ESPD, a number of steps are required. The final step involves clicking on a Submit button and receiving the following status:



If you do not receive a message similar to above, you have not submitted your response.

Please note that the screen may say **OFFLINE**, this is a technical feature of eTenders and does not mean you cannot submit. Also please note you may see the percentage field also saying 100% before you submit, this still requires you to go through the submit button.

Please upload your response as a **ZIP FILE** to protect the integrity of the file names.

It is the responsibility of the Tenderer to ensure that their tender is complete and is uploaded in accordance with the instructions provided on eTenders prior to the deadline as per the front page.

**DO NOT CLICK “PROCEED WITHOUT ASSOCIATION” – IN DOING SO WE WILL NOT BE ABLE TO TRACK YOUR INTEREST OR COMMUNICATE WITH YOU ABOUT THE COMPETITION AND YOU WILL NOT BE ABLE TO SUBMIT A TENDER RESPONSE.**

### 7.2 Query Process for Framework and Contract Terms and Conditions

Please refer to the Framework Agreement (Appendix 1) and the Call Off Terms and Conditions (Appendix 2). It is intended that these terms and conditions will be finalised (with minor amendments, if necessary) during this Query process and responses to such queries will be broadcast on eTenders to all tendering parties. To this end, tenderers should use the query process set out at (b) above to highlight any clauses that they may wish to discuss. Any proposed amendment should be described in clear detail. It will be at Enterprise Ireland’s sole discretion to modify the Framework and Contract Terms and Conditions. Enterprise Ireland will not be in a position to subsequently discuss any proposed amendments during the tender assessment process and at framework / contract award stage.

### **7.3 Sufficiency & Accuracy of Tender**

Tenderers will be deemed to have examined all the documents submitted and by their own independent observations and enquiries will be held to have fully informed themselves as to the nature and extent of the requirements of the tender.

Tenderers are cautioned to check the accuracy of their tender prior to submission. A tender found containing any clerical errors or omissions may, at the sole discretion of Enterprise Ireland, be referred back to the tenderer for correction. Any subsequent adjustment(s) must be confirmed in writing.

Enterprise Ireland reserves the right to disqualify incomplete tenders.

### **7.4 Tender Documents - Ambiguity, Discrepancy, Error, Omission**

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

Tenderers shall immediately notify Enterprise Ireland via the messaging tool on etenders should they become aware of any ambiguity, discrepancy, error or omission in the Tender Documents. Enterprise Ireland will, upon receipt of such notification, issue a clarification via eTenders in respect of any such ambiguity, discrepancy, error or omission. Such clarification shall then form part of the Tender Documents.

Enterprise Ireland reserves the right at any time before the Tender Deadline, to update or amend the information contained in this document. Participating Tenderers will be informed of any such amendment or extension through the eTenders website.

### **7.5 Qualification of Tenders and Referential Bids**

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

### **7.6 Extension of Tender Period**

Enterprise Ireland reserves the right, at its sole discretion, to extend the closing date for receipt of tenders by giving notice in writing to all parties who have expressed an interest in the notice via eTenders before the original closing date.

## **7.7 Modifications to Tenders prior to the Closing Date for Receipt of Tenders**

Modifications to Tenders will be accepted in the form of supplementary information and/or addenda, provided they are submitted via the e-Tenders Postbox facility before the closing date and time for receipt of tenders and clearly marked as part of the tender. Any modifications received after the closing time or outside of the eTenders Postbox facility will not be considered.

## **7.8 European Single Procurement Document (ESPD)**

We will accept an ESPD if Tenderers wish to submit for this competition PROVIDED THAT they confirm: (i) the information contained in it continues to be correct and (ii) they satisfy the Selection Criteria for this Competition as set out in 5.1

## **7.9 Form of Tender**

Tenderers are required to complete, sign and return the Form of Tender set out as an Appendix to this Request for Tender. Failure to sign the Form of Tender, or to complete it in the required format, will result in rejection of the tender.

## **7.10 Cost of Preparation of Tender**

Enterprise Ireland will not be liable for any costs, charges or expenses incurred by tenderers in the preparation of proposals or any associated efforts. It is the responsibility of the tenderer to ensure that they are fully aware and understand the requirements as laid down in this document. Tenderers will be responsible for any costs incurred by them in the event of their being required to attend clarification or other meetings or make a presentation of their proposals.

## **7.11 Tender Validity Period**

To allow sufficient time for Tender assessment a Tender Validity period of 12 months is required, this period commencing on the closing date by which the Tenders are to be returned.

## **7.12 Currency and Prompt Payments**

The currency and invoices in which all prices and rates shall be tendered, and which payments under the contract will be paid, shall be Euro (€). All prices and rates quoted should be exclusive of Value Added Tax (VAT).

Payments will be as agreed with the successful tenderer and method of payment used by Enterprise Ireland is normally Electronic Funds Transfer (EFT).

Enterprise Ireland adheres to prompt payment legislation and other administrative requirements. In support of this, Enterprise Ireland has signed up to the Prompt Payment Code (PPC). As a signatory of the PPC, Enterprise Ireland encourages all lead suppliers to endeavour to sign up to the Prompt Payment Code. Full details can be found at <http://www.promptpayment.ie/>

Enterprise Ireland also operates in accordance with the European Communities Late Payment in Commercial Transactions Regulations 2012.

### **7.13 Confidentiality**

The distribution of the tender documents is for the sole purpose of obtaining offers. The distribution does not grant permission or licence to use the documents for any other purpose. Tenderers are required to treat the details of all documents supplied in connection with the tender process as private and confidential.

### **7.14 Conflict of Interest**

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

### **7.15 Freedom of Information Acts**

Tenderers are asked to consider if any of the information supplied by them in response to this request for tenders should not be disclosed because of its sensitivity. If this is the case, tenderers should specify the information that is sensitive and the reasons for its sensitivity. Enterprise Ireland cannot guarantee that any information provided by tenderers, either in response to this tender or in the course of any contract awarded as a result thereof, will not be released pursuant to Enterprise Ireland's obligations under law, including the Freedom of

Information Act 2014, EU and Irish Government Procurement Procedures or in response to questions, debates or other parliamentary procedures in or of the Oireachtas (the Irish Parliament). Enterprise Ireland accepts no liability whatsoever in respect of any information provided which is subsequently released or in respect of any consequential damage suffered as a result of such disclosure.

## 7.16 Data Protection Legislation

“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**”), the Data Protection Act, 2018 and any guidelines and codes of practice issued by the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time.

Enterprise Ireland will be a Controller (where 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 RFT.

The Tenderer, as Controller in respect of any Personal Data provided by it in its Tender, is required to confirm by way of statement 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, Enterprise Ireland, 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 Enterprise Ireland for the purposes of its participation in this Competition.

## 7.17 Transfer of Data outside the European Economic Area (EEA)

It is the intention of Enterprise Ireland that no data gathered on behalf or entered by Enterprise Ireland can be stored or processed outside of the European Economic Area (EEA) for the duration of the contract. Tenderers need to clearly state where, geographically, the data is stored and processed, backup/DR data included and confirm that no data is stored or processed outside of the EEA.

In the event that the data needs to be stored and/or processed outside of the EEA, tenderers are asked to specify if an adequacy decision ([https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries\\_en](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en)) exists in relation to the non-EU country where they intend data storage and/or processing to be carried out.

Where storage and processing of Enterprise Ireland's data is intended to be carried out within the UK, a Standard Contractual Clause ([https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries\\_en](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries_en)) will be required between Enterprise Ireland and successful tenderer. Tenderers must confirm that they are willing engage with Enterprise Ireland on putting this measure in place if the situation applies.

### **7.18 Service Audit**

Enterprise Ireland reserves the right to undertake a service audit to validate and verify performance against the agreed contract terms. This service audit may be carried out by Enterprise Ireland or a third party on their behalf. In tendering, tenderers agree to facilitate such audits.

### **7.19 Tax Clearance Certificate**

It will be a condition of award of contract that the successful tenderer(s) shall, for the term of such contract(s), comply with all EU and domestic tax laws. This applies to both Irish Resident suppliers and Non-Resident suppliers. Tenderers are referred to [www.revenue.ie](http://www.revenue.ie) for further information.

Prior to the award of any 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 Enterprise Ireland or to provide a copy of their Tax Clearance Certificate (where applicable).

By supplying these numbers, the successful Tenderer, acknowledges and agrees that Enterprise Ireland has the permission of the successful tenderer to verify its tax cleared position online.

### **7.20 Withholding Tax**

Where applicable, relevant payments shall be subject to Irish 'Professional Services Withholding Tax' at the prevailing rate (currently at 20%) as laid down by the Revenue

Commissioners in Ireland. Non-residents may be able to reclaim such deducted Tax from the Office of the Revenue Commissioners in Ireland, International Claims Section located currently at Government Buildings, Nenagh, Co. Tipperary, Ireland (Tel: +353-67-63400).

### **7.21 Irish Legislation and Law**

Tenderers should be aware that national legislation applies in other matters such as Employment, Working Hours, Official Secrets, Data Protection and Health and Safety. Tenderers must have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in Enterprise Ireland tenders and in delivering contracts awarded to them.

The contract[s] awarded on foot of this tender process will be governed by Irish law.

### **7.22 Clarification of Tenders**

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

### **7.23 Correction of Errors**

Detailed pricing of all tenders will be examined for errors that might alter the tender pricing as determined from the figures on the tender. In general, the following approach will be applied to manifest errors:

- Where there is a discrepancy between amounts in figures and words the amount in words shall apply.
- Where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern.

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

### **7.24 Change in the Composition of a Tender**

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

## **7.25 Interference and Inducement to Purchase**

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

## **7.26 Notification of Tender Evaluations**

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

- a) Letter of Intent of award of contract.
- b) Letter of Regret.

In the case of EU value contracts, the following information will be provided in the Letter of Regret – name of successful tenderer designate; the applicable standstill period; scores of tenderers and that of successful tender; features and characteristics of winning tender where they scored higher marks in specific criteria. Enterprise Ireland will undertake not to award the contract for a period of at least 14 (or whatever period is stated in the notification letters) days from the date of notification of unsuccessful tenderers ('standstill period').

Following the award of contract or the conclusion of framework agreement an award notice will be despatched to the Official Journal of the European Union announcing the results of the competition no later than 30 days afterwards. It should be noted that it is standard practice for Enterprise Ireland to include the price of the winning tender or the range of prices of tenders received in the publication of the award notice as required under European procurement rules.

## **7.27 Policy on Personal Debriefings**

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

### **7.28 Award to Runner-up**

If for any reason it is not possible to award the contract to the designated successful tenderer emerging from this competitive process, or if having awarded the contract, Enterprise Ireland considers that the successful tenderer has not met its obligations, Enterprise Ireland reserves the right during the tender validity period to award the contract to the next highest scoring tenderer on the basis of the terms advertised without re-opening the competition. This shall be without prejudice to the right of Enterprise Ireland to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion. Note: if Enterprise Ireland is awarding a framework agreement the same procedure will apply.

### **7.29 Right to Award to More than One Supplier**

Enterprise Ireland reserves the right to award the contract to more than one supplier where it considers that none of the tenders meet the full scope of requirements. On that basis award to more than one tenderer will only occur where the components / related costs can be separately assessed.

### **7.30 Replacement Personnel**

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

### **7.31 Copyright**

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

### **7.32 Brand Names, etc.**

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

## APPENDIX 1 – DRAFT FRAMEWORK AGREEMENT TERMS AND CONDITIONS

**Note to Tenderers:** Please see pdf document as Appendix 1 – draft Framework Agreement Terms and conditions which has been uploaded separately on eTenders with the RFT.

Enterprise Ireland

## APPENDIX 2 – INITIAL CALL OFF CONTRACT TERMS & CONDITIONS

**Note to Tenderers:** Please see pdf documents **Appendix 2 – Initial Call Off Contract** which has been uploaded separately on eTenders with the RFT.

Enterprise Ireland

## APPENDIX 3 – DATA PROCESSING AGREEMENT

**Note to Tenderers:** Please see pdf document **Appendix 3 – Data Processing Agreement** which has been uploaded separately on eTenders with the RFT.

Enterprise Ireland

Enterprise Ireland