



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

TENDER RESPONSE DOCUMENT (TRD)

OPEN PROCESS

For

**Consultancy Service for the Design, Development and Delivery of an Interactive
Online Training programme titled, 'Understanding Self-Harm'**

THE HEALTH SERVICE EXECUTIVE

***HSE Ref: HSE:26697
HSE ICT Ref: ICT25128
e-Tenders Ref: 9021973***

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Tenderers may expand reply cells as necessary.

OVERVIEW

This Tender Response Document contains three (3) core sections:

- Section A – Standard Tenderer Information
- Section B -Selection Criteria
- Section C – Award Criteria

SECTION A- STANDARD TENDERER INFORMATION

Title

<u>Tender Title</u>
HSE Project 26697 – Development of online training programme – Understanding Self-Harm

Tenderer Details

Company Details						
Name		Address	Website Address			
How long has the Tenderer traded under this name?						
Tender Submission Contact						
Name		Telephone	Email			
VAT Number						
Withholding Tax Number						
Company Registration No.	Date of Registration		Country of Registration			
Parent Company						
Other Subsidiary Companies						
Company Status						
Sole Trader	☐	Partnership	☐	Consortium	☐	If other, specify:
Private Company	☐	Public Company	☐	Other	☐	
Auditor Name & Address						
Banking Institution & Address						
Tax Clearance Certificate Number						
Tax Clearance Expiry Date						

Note: Please submit a copy of the current Tax Clearance Certificate as Addendum.

Consortium Submissions

If the Submission is from a consortium, please state which entities are proposed to be members of the consortium. This should make clear which entity is the lead tenderer, and which entities are to be sub-contractors and how the lead entity will be liable to HSE for the fulfilment of the terms of the contract:

Entity Name	Description of Roles of each member	Liability

Notes:

- It is essential that where the capacity of an entity is relied upon to support the submission, evidence of that support is provided in each relevant section of this Tender Response Document.
- In the case of a consortium bid a 'Tenderer's Details' section should be filled out for each entity in the consortium.

For more information please refer to Appendix 6 Consortium Bidding Guide.

Tenderer Background

Please provide a descriptive overview of the Tenderer (or consortium). This should be a maximum of 6 (Six) A4 pages:

SECTION B.1- ESPD

Candidates must complete the **European Single Procurement Document (ESPD)**, see Appendix 2, which is published with this Contract Notice.

Candidates must complete the ESPD (appendix 2) and submit as part of their Tender submission.

The ESPD is a self-declaration, published with this Contract Notice, that the entity to which it relates is not in one or more of the situations referred to in Regulation 57 of the 2016 Regulations, which shall or may lead to exclusion; and

- Where the Candidate is a single economic operator participating on its own and does not rely on the capacity of other entities, it must complete and submit a single ESPD.
- Where the Candidate is a group/consortium, each member of the group/consortium must complete and submit a separate ESPD.
- Where a Candidate is relying on the capacity of other entities in order to fulfil the Selection Criteria, a separate ESPD must be completed and submitted in respect of each such entity.

Economic and Financial Standing

1.1 Turnover

Please note that HSE reserves the right to seek additional verification of the above information, for example, but without limitation, request the most recent audited statements.

v) I confirm that I will provide a **Bank Reference** for the principal account (in the name of the company tendering) not more than three (3) months old at the tender deadline date, if requested at award stage.

vi) I confirm that I will supply a copy of my current and valid **Tax Clearance Certificate** issued by the Irish Revenue Commissioner or alternatively provide the relevant TCC reference number and access number issued if requested at award stage.

Tenderer's Response	

1.3 Insurance

The Tenderer confirms that it has in place (or has the ability to obtain) insurances of the following levels (as a minimum):

Insurance Type and Level	Current Levels in Place by the Tenderer	If not in place, has the Tenderer the ability to obtain required levels - Yes/No	Please state your willingness to increase insurance levels to HSE requirements if successful - Yes/No	
Product Liability Insurance - €6.5m				
Professional Indemnity Insurance - €6.5m				
Public Liability Insurance - €6.5m				
Employer's Liability Insurance - €12.7m				
Name of Insurer				
AND				
I confirm that if successful, where the levels required under the contract are higher than those currently in our possession, I will put the required types and levels of insurances required in place without delay.			Yes	
			No	
AND				
I confirm that I will provide the evidence of insurance in place promptly on request:			Yes	

Note: Evidence of the above insurance levels will be required in the form of Tenderer's Current Insurance Certificate before any contract award.

In respect of insurance levels, the above values are subject to change depending on the nature of the specifications in the Invitation To Tender (ITT). Please note that HSE does not cover any additional premiums to enable Candidates put the required Insurance levels in place.

- The Tenderer confirms that:

In the event of being awarded the Contract, it (and, where applicable, each member of a Consortium and/or each Sub-Contractor engaged in the performance of the Contract) shall maintain, or have the ability to obtain, the insurances specified in the Invitation to Tender, at not less than the minimum levels required therein.

	Answer "Yes" or "No"
Please confirm yes if you accept this criterion	Yes ☐ No ☐

1.4 Conflict of Interest

Tenderers must declare any current or previous work undertaken, or any relationship that may be reasonably perceived to potentially conflict with the scope of the Contract and proposals for dealing with same:

Tenderer 's Response

Note: The above statement will not automatically preclude a Tenderer from signing the Tenderer Declaration. A Tender will not be excluded unless the above statement is deemed by HSE to be material to the Contract.

Technical and Professional Capability

1.1 Relevant Experience

The Tenderer confirms that it has two (2) reference contracts within EEA /UK/Europe in the post completion phase within the last three (3) years from the date of publication of this tender process, of which:

1. English speaking contracts.
2. References provided must be in the post completion phase of the project.
3. References must detail English examples of e-learning projects previously undertaken.
4. References must demonstrate their ability to deploy large equivalent programme scale solutions.
5. References must be submitted in the English language

The HSE reserves the right to contact reference sites without prior consent from the tenderer.

Reference 1	Tenderer 's Response (Tenderers can provide as separate documents)
Name of Project/Contract	
Customer	
Public or Private	
Scope of Project / Contract	
Comprehensive Description of Services	
Total Value of Contract	
Contract Duration in years	
Commencement Date	
Go Live Date	
Contact Name	
Contact Number	
Contact Address	
Contact email address	
Confirmation if Economic Operator was main contractor	
Details for the Reference site including description of how it satisfies the reference site requirements outlined	
Confirmation: The Tenderer must provide information that verifies the above information in relation to the Reference. This can be by means of correspondence from the relevant Contracting Authority confirming details of the reference. Please insert details here or cross reference to appended documentation if required	

Reference 2	Tenderer 's Response (Tenderers can provide as separate documents)
Name of Project/Contract	
Customer	
Public or Private	
Scope of Project / Contract	
Comprehensive Description of Services	
Total Value of Contract	
Contract Duration in years	
Commencement Date	
Go Live Date	
Contact Name	
Contact Number	
Contact Address	
Contact email address	
Confirmation if Economic Operator was main contractor	
Details for the Reference site including description of how it satisfies the reference site requirements outlined	
Confirmation: The Tenderer must provide information that verifies the above information in relation to the Reference. This can be by means of correspondence from the relevant Contracting Authority confirming details of the reference. Please insert details here or cross reference to appended documentation if required	

1.2 Staff Training and Vetting Procedures

Applicants must demonstrate that they have satisfactory staff training and vetting policies in place and in operation.

Applicants are required to provide details of policies, procedures and practices in relation to training and vetting of staff.

Response:
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1.3 HSE Service Contract

The successful Tenderer will be required to sign the 'Appendix 3 HSE Service Contract, which will become the contract. Tenderers are asked to review this document and required to confirm acceptance of this eligibility criteria at this stage.

Note: As outlined in the ITT, feedback on the 'Appendix 3 HSE Service Contract is accepted via eTenders messaging service in advance of the queries deadline. The HSE is not obliged to agree to any amendment requests from the Tenderer. The HSE will not enter into negotiation on any areas of the 'HSE's Standard Terms for Service & Supplies'.

	Answer "Yes" or "No"
Please confirm yes if you accept this criteria	Yes ☐ No ☐

1.4 HSE Data Processing Agreement

The successful Tenderer will be required to sign the Appendix 7 “HSE Data Processing Agreement V2” before any contract will be awarded. Tenderers are asked to review this document and required to confirm acceptance of this eligibility criteria at this stage.

	Answer “Yes” or “No”
Please confirm yes if you accept this criterion	Yes ☐ No ☐

The Procurement Evaluation Group (PEG) will evaluate each Selection Criterion, set out above in **Section 5. Part IV a: Selection Criteria.**

Based on the submissions put forward by the Tenderers, the Procurement Evaluation Group (PEG) will deem the information submitted by each Tenderer against each criterion where Pass/Fail response applies.

Please note a FAIL response is where the PEG deem the response to have failed the criteria set out under Section Criteria

SECTION C - AWARD CRITERIA (SPECIFICATION RESPONSE SECTION)

Award Criteria	Weighting
Clear understanding of project requirements and Consideration given to the sensitivity of the topic to be explored. Please give examples of previous digital learning programmes completed and how that learner interface is enabled and sustained.	25.00%
Provide a detailed response for all requirements, including any limitations in this section. Inclusive of process maps, flows and screenshots where necessary	
Insert Response	

Award Criteria	Weighting
Expertise and skills of proposed staff assigned to project and previous experience of proposed staff work in the area of digital learning, sensitive subjects for public learning & development. E.g. Outline demonstrated skills, specialist knowledge and experience for key personnel proposed to provide the required training support together with copies of relevant CVs to include: • Relevant educational qualifications and work experience • Subject matter expertise & knowledge • Technical Skills • Project management experience	20.00%
Provide a detailed response for all requirements, including any limitations in this section. Inclusive of process maps, flows and screenshots where necessary	
Insert Response	

Award Criteria	Weighting
Technical Merit of proposal Tenderers are required to provide a detailed description of their proposed solution and clearly demonstrate how it addresses each of the following areas: • Accessibility, • Modular Design, • Interactivity, • Multimedia Use, • Scorm Compliance	10.00%
Provide a detailed response for all requirements, including any limitations in this section. Inclusive of process maps, flows and screenshots where necessary	
Insert Response	

Award Criteria	Weighting
Provision of Aftersales and technical support: Tenderers are required to describe the aftersales and technical support services that will be provided. • Address any programme errors on upload to learning platform • Address any errors in programme completion on upload to learning platform. • Ensure programme functionality on upload to learning platform.	10.00%
Provide a detailed response for all requirements, including any limitations in this section. Inclusive of process maps, flows and screenshots where necessary	
Insert Response	

Sustainability Questions 5.00%

Award Criteria	
The provider must detail how their execution of this contract can minimise any environment impact relevant to this contract, in relation to your Organisation's Sustainability Management Programme.	
Provide a detailed response for all requirements, including any limitations in this section. Inclusive of process maps, flows and screenshots where necessary	
Insert Response	

Award Criteria	
The provider should list any Environmental Certifications that the company has been awarded and provide copies of same.	
Provide a detailed response for all requirements, including any limitations in this section. Inclusive of process maps, flows and screenshots where necessary	
Insert Response	

Award Criteria	
The provider should describe their carbon reduction or monitoring plans. Provide details	
Provide a detailed response for all requirements, including any limitations in this section. Inclusive of process maps, flows and screenshots where necessary	
Insert Response	

Award Criteria
The provider should describe their Energy Efficiency Management Plans. Provide details.
Provide a detailed response for all requirements, including any limitations in this section. Inclusive of process maps, flows and screenshots where necessary
Insert Response

TENDERER DECLARATION (EXCLUSION CRITERIA)

Tenderers who fail to sign the declaration below (without qualification or amendment) will be excluded from the Tender Process.

The undersigned as an officer of the stated Tenderer:

1. Declares that the Tenderer has not been the subject of any of the offences set out in article 57) of directive 2014/EU <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32014L0024>
2. Agrees to the HSE's Tender Competition Rules available to download on: www.hse.ie
3. Accepts that the Contract, without material variation as judged by HSE, will form the basis of the contract.
4. Confirms that the Tender fully meets or exceeds those (minimum) requirements as specified by HSE.
5. Declares that the Tenderer has no material conflict of interest affecting the scope of the Contract.
6. Declares that the Tender takes account of the obligations relating to employment protection and working conditions that are in force in the place where the works are to be carried out or the service is to be supplied.
7. Is prepared to put in place additional levels of insurance, if required and requested by HSE.
8. If awarded the Contract agrees to provide such management reports and other information as may be required by HSE, HIQA or other relevant bodies from time to time.
9. Certifies that this is a bona fide Tender, intended to be competitive, and that the Tenderer has not fixed or adjusted the amount of the Tender by or under or in accordance with any agreement or arrangement with any other person(s).

Authorised By:

Signed	
Print Name	
Position	
Tenderer Name	
Date	

