



Bord Oideachais agus Oiliúna Chiarraí
Kerry Education and Training Board

CALL for TENDER

Contract for	Contracted Training Services Kerry College Monavalley - QQI Level 5 Certificate in Early Learning and Care Programme
Procedure	Open
eTenders CFT ID	KETB20260034
Issue Date	Friday 11 September 2026
Closing Date for Queries	25 September 2026@ 11:00am
Contact for Queries	Questions and Answers facility on www.etenders.gov.ie
Closing Date / Time for receipt of Tenders	2 October 2026@ 11:00 AM
Please note that information relating to this Call for Tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal. www.etenders.gov.ie Registration is free of charge and there is no charge for documents. Please note that the contracting Authority cannot accept responsibility for information relayed (or not relayed) via third parties. The Contracting Authority have provided a Tender Response Document as a separate document for tenderers to use in preparing their response to this tender. This document and format must be used.	

TABLE OF CONTENTS

1.	Disclaimer	4
1	Summary.....	5
2	Small and Medium Enterprise Participation	5
3	About the Contracting Authority.....	7
4	Scope of the Contract	8
4.1	Summary of Specification	8
4.1.1	Application of Variants	8
4.1.2	Delivery Locations	9
4.1.3	Volumes.....	9
4.1.4	Pricing.....	9
4.2	Duration of the Contract.....	9
4.3	Indicative Budget	9
4.4	Review of Performance.....	9
4.5	Account Management	10
4.5.1	Account Manager.....	10
4.5.2	Replacement Personnel.....	10
4.5.3	Invoicing	10
4.5.4	Award to Runner Up	11
4.6	Compliance with the Terms and Conditions	11
4.7	Termination of Contract	11
5	Evaluation Criteria.....	12
5.1	Selection Criteria	12
5.1.1	General Information relating to the Tenderer	12
5.1.2	Legal Compliance	12
5.1.3	Financial Capacity	12
5.1.4	Technical Capacity.....	13
5.1.5	Status of European Single Procurement Document (ESPD)	14
5.2	Award Criteria	14
5.2.1	Post Tender Clarification.....	16
5.2.2	Verification	17
5.2.3	Clarification of Abnormally Low Tenders	17
5.2.4	Right to Confirm Suitability.....	17
APPENDIX 1 - INSTRUCTIONS TO TENDERERS		18
5.2.5	Submission of Tenders	18

5.2.6 Sufficiency & Accuracy of Tender	20
5.2.7 Qualification of Tenders and Referential Bids	20
5.2.8 Extension of Tender Period.....	20
5.2.9 Modifications to Tenders prior to the Closing Date for Receipt of Tenders	20
5.2.10 Cost of Preparation of Tender	20
5.2.11 Tender Validity Period.....	21
5.2.12 Currency and Payments	21
5.2.13 Conflict of Interest.....	21
5.2.14 Freedom of Information Acts.....	21
5.2.15 Tax Clearance	22
5.2.16 Withholding Tax	22
5.2.17 Irish Legislation and Law	22
5.2.18 Dignity at Work	22
5.2.19 Clarification of Tenders	23
5.2.20 Correction of Errors.....	23
5.2.21 Change in the Composition of a Tender.....	23
5.2.22 Interference and Inducement to Purchase	23
5.2.23 Notification of Tender Evaluations.....	23
5.2.24 Award Notices.....	23
5.2.25 Policy on Personal Debriefings	24
5.2.26 Copyright	24
5.2.27 Brand Names, etc.	24
5.2.28 Payment	24
5.2.29 Right Not to Award.....	24
5.2.30 Environmental Aspects	24
5.2.31 Accessibility	24
5.2.32 Knowledge and Skills Transfer.....	25
5.2.33 Collusive Tendering	25
5.2.34 Confidentiality	25
5.2.35 Consortia and Prime Subcontractors	25
5.2.36 Anti-Competitive Conduct	26
5.2.37 Changes in Legislation.....	26
5.2.38 Data Protection	26
5.2.39 RETURN OF SIGNED CONTRACTS	27
APPENDIX 2 – REQUIREMENTS AND SPECIFICATION.....	28
APPENDIX 3 – THE CONTRACTING AUTHORITY’S TERMS AND CONDITIONS.....	32

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 the Contracting Authority (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 the Contracting Authority 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. The Contracting Authority’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.

The Contracting Authority does not bind itself to accept the lowest priced or any Tender.

This Call for Tender (‘CFT’) does not constitute an offer or commitment to enter into a Contract.

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

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

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

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

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

The Contracting Authority reserves the right to discontinue the procurement process at any time for any reason.

1 Summary

Contracting Authority:	Kerry Education and Training Board
Nature of procurement:	Provision of Contracted training courses to Kerry College Monavalley Campus QQI Level 5 Certificate in Early Learning and Care Programme
Type:	Services
Procedure:	OPEN PROCEDURE
Stage in procedure:	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 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.

SMEs are encouraged to explore the possibilities of forming relationships with other SMEs or with larger enterprises to meet the financial, economic or technical capacity requirements of the competition, if required.

Tenderers may include individuals, partnerships, limited companies, groupings or any combination of the foregoing with or without legal personality. However, a grouping, consortium or combination of entities may be required to establish legal personality in order to enter into a contract. The Contracting Authority may also:

- contract with one member of the grouping, consortium or combination of entities on the basis that party will carry overall responsibility for the performance of services required under the contract;
- contract with each member of the grouping, consortium or combination of entities based on joint and several liabilities; or
- contract with one member of the grouping, consortium or combination of entities with the other members being sub-contractors.

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.

If the tenderer is from a 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, manpower, previous experience) and/or to deliver the contract. The consortium must appoint a single point of contact who will assume overall responsibility for participating in this

procurement process and who is authorised to act on behalf of all consortia members. The Contracting Authority will not act as an arbitrator between members of consortia.

3 About the Contracting Authority

Kerry Education and Training Board. The Contracting Authority is an ETB responsible for the delivery of services in County Kerry.

Kerry Education and Training Board is one of 16 ETBs established under the *Education and Training Boards Act 2013*. The remit of Education and Training Boards, as statutory providers of education is the provision of a comprehensive range of quality education programmes to meet the needs of the community we serve. These can include, Primary and Post Primary Education, Post Leaving Certificate Programmes, Further Education, Apprenticeships, Second Chance Learning, and Adult & Community Education.

For more information on ETBs and ETBI go to www.etbi.ie

Kerry ETB was established on July 1st, 2013, in line with the ETB Act 2013. In accordance with this Act, vocational education committees across Ireland were dissolved, with all service delivery transferring to the 16 newly founded ETBs. On January 1st, 2014, the training function, formerly provided by FÁS, was integrated into Kerry ETB. Our mission at Kerry ETB is to promote the development of a life-long and life-wide society in Kerry so that all who live here have access to education and training. Kerry ETB delivers the full range of education and training services to learners of all ages. Our wide-ranging services are delivered throughout the county and extend to include: Primary (community national school) education Post-Primary (second level) education Youthreach Further education and training Outdoor recreation and education Learner supports Regional Education and Language Team (REALT) Youth • Creativity and music Irish language Corporate supports As a large education and training provider, we currently have approximately 2,900 primary and post-primary students and 14,000 further education and training beneficiaries enrolled annually, with circa 442 part-time and 619 full-time staff working across the breadth of the county. Kerry ETB operates at approximately 38 locations in Co. Kerry, as well as provision of services in other community locations.

Please see www.kerryetb.ie for more information]

4 Scope of the Contract

Kerry Education and Training Board (the “Contracting Authority”) invites tenders (“Tenders”) to this Call for Tender (“CFT”) from Economic Operators (“Tenderers”) for the supply of the [services/goods] as detailed in the Specification appended at Appendix 2 to this CFT (the “Services/Goods”).

The following indicative timeline is envisaged for this procurement:

Issue CFT	Friday 11 September 2026
Closing date for Queries	Friday 18 September 2026@ 11:00am
Closing date for Receipt of Tenders	Friday 02 October 2026@ 11:00 AM
Clarification meetings (if anticipated)	Week of the 5th of October
Award decision	Week of the 12 th of October
Contract Commencement	Dates as set out in Documents

The dates provided above are estimates at the time of publication of this CFT. The Contracting Authority will endeavour to run the process to this timetable, but this cannot be guaranteed. The Contracting Authority reserves the right, in its sole discretion, to extend the timelines identified above by giving notice in writing via www.etenders.gov.ie to tenderers at any point. Without prejudice to the foregoing, the Contracting Authority reserves the right, in its sole discretion, to extend the closing date for receipt of tenders by giving notice via eTenders to all parties who have expressed an interest in the competition.

4.1 Summary of Specification

Kerry ETB seeks tenders from suitable contracted training suppliers for the provision of contracted training in Co. Kerry for the course as outlined in Appendix 2 (Requirements and Specification)

A single contract will result from this Competition, please note that the contract will only be progress if the minimum required number of learners is enrolled.

Subject to budget approval, learner demand, and operational requirements, Kerry ETB reserves the right to commission up to two additional cohorts of the QQI Level 5 Certificate in Early Learning and Care Programme (5M21473) at locations to be determined. The successful tenderer for the Ardfert delivery may be requested to deliver these additional cohorts under the same contractual terms and pricing structure. No commitment is given that such additional cohorts will proceed.

Contracted Training refers to ETB-funded education and training delivered by external partners. Designed for agility, it enables ETBs to meet the evolving goals of the Further Education and Training Service Plan through innovative and high-quality outsourced provision.

4.1.1 Application of Variants

Not Used.

4.1.2 Delivery Locations

Initial Delivery is required to Ardfert Community Centre V92 H0FE

4.1.3 Volumes

This CFT is for the provision of a single course provision for the course outlined in section 4.1 and Appendix 2 (Requirements and Specifications)

4.1.4 Pricing

All Tenderers must complete the SEPERATE Pricing document (pricing Schedule) for the relevant individual lot accompanying this CFT.

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

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

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

Payments for services supplied under this CFT shall be made subject to and in accordance with the Contract at Appendix 3 to this CFT.

4.2 Duration of the Contract

The Contract will be for a period of 24 months or until the course is completed. (the “Term”).

NOT USED The Contracting Authority reserves the right at its sole discretion to extend the Term for a period or periods of up to [insert relevant period], with a maximum number of [insert number] such extension or extensions on the same terms and conditions, subject to satisfactory performance, business needs and budgetary constraints and the Contracting Authority’s obligations at law.

4.3 Indicative Budget

The indicative budget for the Contract is €210,000 over the Term. Tenderers must understand that this figure is an estimate only based on current and future expected usage, subject to approval and budget.

4.4 Review of Performance

Supplier performance will be monitored over the term of the Contract. The format will be agreed between the Contracting Authority and the Successful Tenderer.

The required Service Levels/ KPIs were set out in the following Documents:

- Course outline & specifications
- Operational Guidelines Document
- Service Contract

The precise KPIs for performance monitoring will be agreed with the contract members. It is expected that the successful tenderer will take a proactive role in monitoring performance with a view to making appropriate recommendations where necessary for continuous improvement.

4.5 Account Management

4.5.1 Account Manager

The Contracting Authority requires tenderers to nominate a dedicated Account Manager who will act as the main point of contact for the duration of the contract. This person shall have the authority to deal with all matters in relation to the contract and be responsible for the satisfactory delivery of the services required. The duties of the account manager will include the following:

- Overall responsibility for a good working relationship with the Contracting Authority;
- Meet as and when required to review the relationship and examine performance;
- Deal with disputes, complaints or concerns that cannot be adequately resolved;
- Regularly give and receive both formal and informal feedback on the relationship, workloads, processes, areas and suggestions for improvement and cost savings;
- Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general.

NOTE: Tenderers will note that account management activities will be non-billable (i.e. the Contracting Authority will not pay separately for account management activities). The Contracting Authority will nominate authorised staff to liaise with the successful tenderer and delegate as required.

4.5.2 Replacement Personnel

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

4.5.3 Invoicing

Invoices shall be submitted by the successful tenderer on a monthly basis for all costs due under the contract in the preceding month. All official invoices must quote a Contracting Authority purchase order number. All invoices which do not quote the relevant order number(s) will be returned to the provider.

4.5.4 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 the Contracting Authority reserves the right to award the Contract to the next highest scoring tenderer based on the terms advertised at any time during the tender validity period. This shall be without prejudice to the right of the Contracting Authority to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion.

4.6 Compliance with the Terms and Conditions

Award of Contract will be conditional upon acceptance of the Contract Terms and Conditions as contained in Appendix 2 to this CFT. Tenderers may not amend the Contract.

4.7 Termination of Contract

It shall be the responsibility of the tenderer (in the event of success) to fulfil the obligations under the contract, notwithstanding any changes in EU and national circulars, laws, regulations, taxation, duties or other factors.

5 Evaluation Criteria

5.1 Selection Criteria

The **OPEN** procedure at national level is being used by the Contracting Authority for the award of this contract. While all interested parties may submit a tender, only those demonstrating that they can comply with the required level of financial and technical competence will be eligible for full tender evaluation.

In order to demonstrate a tenderers' suitability, tenderers must respond to the information set out below by completing the separate Tender Response Document.

5.1.1 General Information relating to the Tenderer

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

5.1.2 Legal Compliance

Please complete the Declaration of Bona Fides as per Art. 57 of Directive 2014/24/EU as implemented by SI 284 of May 2016 included in the Tender Response Document. The declaration also covers compliance with relevant Statutory Obligations relating to labour law, employment law, etc.

5.1.3 Financial Capacity

Please confirm that you meet the following financial requirements:

Tax Compliance	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.
Financial Capacity	Statement of Turnover: Details of trading levels for previous three (3) years from Auditor/Accountant
Insurance	Confirmation of the following insurances being in place:

Insurance Type	Minimum Indemnity limit
Employers Liability	€12.7m for any one claim or series of claims arising out of a single occurrence. Employers' liability cover is not required if the third party is self-employed
Public Liability	€6.5m for any one claim or series of claims arising out of a single occurrence. (May be provided as part of a combined public liability/product

	liability policy)
Professional Indemnity	€1m for any one claim or series of claims arising out of a single occurrence

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

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

- (a) immediately advise the Contracting Authority of any material change to its insured status;
- (b) produce proof of current premiums paid upon request;
- (c) produce valid certificates of insurance upon request.

NOTE: Tenderers **must** provide evidence of the self-declared information within seven (7) calendar days of request, which will be made prior to any award decision. If the evidence required is not provided by the deadline date, then the tenderer in question will be eliminated. Furthermore, tenderers should note that the provision of inaccurate or misleading information in this declaration may lead to exclusion from participation in this and future tenders.

5.1.4 Technical Capacity

Previous Experience

Tenderers must provide information clearly demonstrating successful delivery of three (3) previous comparable training projects, involving the features as defined in the TRD relevant to each Lot.

Tenderers must be able to prove 'Reliability and continuity of supply' - provide a list of existing clients where services have been provided of the same type within the last 12 months.

Please provide contact details from two of the listed organisations to enable the check of references.

Tenderer should be able to demonstrate previous experience of one course development and give examples of past courses.

Health & Safety Management System

Tenderers must provide information which demonstrates operation of Health & Safety systems and procedures in line with all relevant Safety, Health & Welfare at Work legislation. Please complete the TRD. Evidence of compliance will be required as condition of contract award.

Quality Assurance Management System

Tenderers must provide information which demonstrates a commitment to quality assurance and provide details of quality assurance policies and systems and whether externally certified. Please complete the TRD.

5.1.5 Status of European Single Procurement Document (ESPD)

Under the 2014 Directives, suppliers may have compiled an ESPD which will be accepted as evidence of compliance with Section 5.1.2 (Legal) and Section 5.1.3 (Financial). However, the Contracting Authority requires evidence via completed submission of Appendix 5 relating to Technical Capacity Section 5.1.4. Mere confirmation **will not** be sufficient under these headings.

Tenderers are asked to demonstrate their legal, financial and technical capacity by responding to all the information requested above. In addition, Tenderers must ensure that they have completed and signed the Declaration of Bona Fides in the Tender Response Document. Failure to supply the required information may result in elimination from detailed tender evaluation.

Prior to the award of any contract, the Contracting Authority will request evidence of self-declared information prior to award decision. Failure to provide appropriate evidence within the required timeframe will result in the tenderer being deemed inadmissible for formal award.

5.2 Award Criteria

Only tenders meeting the selection criteria and confirmed as valid and responsive to the specifications set out in this document will be evaluated 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. Responses are required through completion of the Tender Response Document.

Unless otherwise stated, the contract will be awarded on the basis of the most economically advantageous compliant tender taking into account the following award criteria and weightings.

Criteria		Weighting	Maximum Score	Minimum Score Required
A	Ultimate Cost to the Contracting Authority over the life of the contract	60%	6000	n/a

Tenderers are required to outline their cost proposal by completing the Pricing Schedule (separate Document)				
B	Named Tutor & Qualifications	20%	2000	1000
Provide comprehensive evidence of your proposed staff expertise and Qualifications- Provide a single page CV for each Tutor				
C	Relevant Delivery Experience	5%	500	250
Provide evidence of relevant experience including management structures, supported by a verifiable track record of delivering similar FET programs and learner outcomes.				
D	Mobilisation/Availability & Capacity	10%	1000	500
Provide evidence of robust internal systems for course development, approval, delivery monitoring & QA, Staff resources including specific details on your regional infrastructure and ability to engage with local stakeholders to ensure high-quality training outcomes.				
E	Environmental & Corporate and Social Responsibility	5%	500	250
Provide an Environmental Management Plan detailing specific measures to reduce carbon emissions, minimise waste during course delivery, and how sustainability principles will be communicated to learners. Describe your CSR strategy, specifically highlighting how this contract will support social inclusion, promote equality of opportunity for learners, and deliver tangible benefits to the local community.				

NOTE 1: Tenderers should note that they must achieve a minimum rating of 50% for each of the individual qualitative criteria (B) to (D) in order to avoid elimination from the competition. Qualitative criteria will be scored using the following baseline scoring system:

90 – 100%	Outstanding - A very comprehensive response demonstrating extensive understanding offering full assurance to client – fully supported with no reservations.
80 – 89%	Excellent - An excellent response demonstrating excellent understanding offering assurance to client – strongly supported.
70 – 79%	Very good - A very good response demonstrating very good understanding offering assurance to client – fully supported.
60 – 69%	Good - A good response demonstrating good understanding offering assurance to client – well supported.
50 – 59%	Acceptable - An acceptable response demonstrating a minimum understanding offering assurance to client - satisfactorily supported.
Less than 50% is Unacceptable	
25 – 49%	Mediocre - Response demonstrates limited understanding with insufficient or no detail and a risk of non-delivery. This is unacceptable and a fail.
1 – 24%	Poor - Response demonstrates very limited understanding of the requirements and has fundamental flaws and lacks credibility with a significant risk of non-delivery. This is unacceptable and a fail
0%	No Response - Response completely fails to address the criterion under consideration. This is unacceptable and a fail.

Marks between the base lines outlined above can be awarded where responses so merit additional marks.

NOTE 2: The lowest cost tender that also meets all of the minimum requirements of the qualitative award criteria will receive the maximum score achievable under this criterion. The scores of the other valid tenders will be calculated using the following formula:

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

NOTE 3: Tenderers should ensure in their tenders that they provide detailed information in respect of all aspects of the contract award criteria as stated above. This will enable the awarding authority to assess fully the extent of their offers.

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

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

5.2.1 Post Tender Clarification

At the discretion of the Contracting Authority, tenderers may be invited, in writing, to clarify certain aspects of their tender, particularly where information or documentation to be submitted appears to be incomplete or erroneous. However, all such requests will be made in full compliance with the principles of equal treatment and transparency and avoid any distortion of competition.

Responses to requests for clarification must not materially change any of the elements of the tenders submitted and the Contracting Authority will not accept any additional submissions, other than clarifications, as part of that process. Tenderers who do not provide the clarifications sought within a specified time period of receipt of such a request via email/eTenders from the Contracting Authority may be excluded from the competition. No unsolicited communications from tenderers will be entertained during the evaluation period

5.2.2 Verification

Award of contract may be subject to attendance at a verification meeting. It would be essential that the key personnel assigned to this contract should be available and present at this meeting. If required, tenderers will be notified of the date, time, agenda and format for such meetings as soon as possible.

A visit to the tenderer's premises may be required to clarify any questions or queries regarding the tender offer.

5.2.3 Clarification of Abnormally Low Tenders

If the Contracting Authority considers the tender submission to be commercially unsustainable or otherwise problematic considering the tendered price or any other financial matter (including proposed indicative hours), the tenderer shall be invited to provide clarification to the Contracting Authority in respect of all elements of the tender submission that the Contracting Authority deems relevant. Any failure to satisfactorily comply with such a request, or to satisfactorily address the Contracting Authority's concerns, may, at the discretion of the Contracting Authority, result in the elimination of the tender in question based on it being considered abnormally low.

5.2.4 Right to Confirm Suitability

Tenderers should note that the Contracting Authority reserves the right to confirm that the financial and technical capacity of the tenderer is valid and unchanged prior to the award of any contract.

APPENDIX 1 - INSTRUCTIONS TO TENDERERS

5.2.5 Submission of Tenders

The Contracting Authority is using the Tender Postbox facility and tenders must be submitted electronically via the etenders postbox facility on www.etenders.gov.ie only. Tenderers must ensure that they give sufficient time to upload their tender response.

The Contracting Authority is not responsible for corruption in electronic documents. Tenderers must ensure electronic documents are not corrupt.

In responding to this tender all tenders must follow the format of the tender document and respond to each element of the tender document in the order as set out in this CFT. Tenders should produce their response as a **SINGLE UPLOADED FILE, if possible, which is clearly labelled, page numbered and indexed.**

Tenders must be submitted via the 'electronic tenderbox' available on www.etenders.gov.ie. Only Tenders submitted to the electronic tenderbox will be accepted. Tenders submitted by any other means (including but not limited to: by email, fax, post, hand delivery, etc.) will NOT be accepted.

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation in their Tender before the Tender Deadline (as detailed below). Tenderers should take into account the fact that upload speeds vary.

Tenderers must note that in the electronic tenderbox, there is a current file size limit of 250MB for each single file uploaded, with a maximum total limit of 2GB for all documentation (combined) in the Tender submitted.

In order to submit a Tender to the electronic tenderbox, Tenderers must ensure that they follow the necessary steps on the eTenders platform to ensure that their tender has been submitted properly, which includes ensuring that the "Submit" button has been clicked. In the event that Tenderers need to modify or change any aspect of their Tender before the Tender Deadline, the Tender in its entirety will need to be re-submitted. Tenderers should be aware that the "Submit" button will be disabled automatically at the Tender Deadline.

Tenderers not familiar with uploading on eTenders should ensure they familiarise themselves with the process.

The closing date for tenders is *11.00 hours (GMT) on 5th of October 2026*

It is the responsibility of the tenderer to ensure that their tender is complete and is uploaded by the designated deadline. **Tenders that are received late or via other means WILL NOT be considered in this public procurement competition.**

Tenders must be submitted in English

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

Tenderers shall immediately notify the Contracting Authority should they become aware of any ambiguity, discrepancy, error or omission in the tender documents. The Contracting Authority 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.

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:

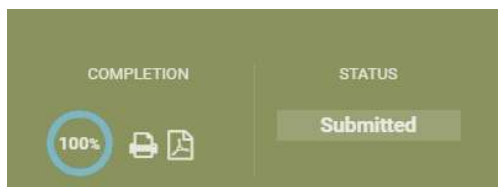
- a) Log-in to the system (www.etenders.gov.ie)
- b) Locate the competition using the Advanced Search function, searching by Contracting Authority or Resource ID
- c) Click on the hyperlink for the competition which will bring you to the CfT Workspace
- d) In the Show CfT Menu for the competition click 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 (even though this is an application stage).

Submitting your Response

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

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 and click on the Submit button.

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 and an email from eTenders, you have not submitted your response.

All queries regarding this tender should be through the messaging facility on www.etenders.gov.ie.

The closing date for receipt of queries is *11.00 hours (GMT) on 28th of September 2026*.

For the avoidance of doubt, **Tenderers may not contact the Contracting Authority directly regarding any aspect of this Competition.**

Responses to queries will be issued via eTenders to all parties who have expressed an interest in the contract on that site, in order to ensure that no party has an unfair advantage over any other.

For the purpose of circulating responses queries will be edited to avoid disclosing the identity of the querist, and any sensitive information included in the query should be clearly indicated. Please note

that the Contracting Authority cannot accept responsibility for information relayed (or not relayed) via third parties.

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

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

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

5.2.6 Sufficiency & Accuracy of Tender

Tenderers will be deemed to have examined all the documents enclosed 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 the Contracting Authority, be referred back to the tenderer for correction. Any subsequent adjustment(s) must be confirmed in writing.

The Contracting Authority reserves the right to disqualify incomplete tenders.

5.2.7 Qualification of Tenders and Referential Bids

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

5.2.8 Extension of Tender Period

The Contracting Authority 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 no later than seven (7) calendar days before the original closing date.

5.2.9 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 electronically via the etenders postbox facility on www.etenders.gov.ie only before the closing date for receipt of tenders and clearly marked as part of the tender. Any modifications received, by whatever means, after the closing time for receipt of tenders will not be considered.

5.2.10 Cost of Preparation of Tender

The Contracting Authority 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 that they are required to attend clarification or other meetings or make a presentation of their proposals.

5.2.11 Tender Validity Period

To allow sufficient time for Tender assessment a Tender Validity period of **Click or tap here to enter text.** Months is required, this period commencing on the closing date by which the Tenders are to be returned.

5.2.12 Currency and 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 Euros (€). All prices and rates quoted should be exclusive of VAT. A schedule of payments will be agreed with the successful tenderer. The Contracting Authority operates in accordance with the European Communities (Late Payment in Commercial Transactions) Regulations 2012. The method of payment used by the Contracting Authority is normally Electronic Funds Transfer.

Note: The Contracting Authority may roll out e-Invoicing during the term of the contract / framework and tenderers may be required to issue their invoices to the sector in an e-Invoice format that is compliant with the PEPPOL directive.

5.2.13 Conflict of Interest

It will be a condition of award of this contract and any subsequent contract that the successful tenderer(s) that any conflict of interest involving a tenderer (or tenderers in the event of a consortium bid) must be fully disclosed to the Contracting Authority. Any registrable interest involving the tenderer or subcontractor and the Contracting Authority or employees of the Contracting Authority or their relatives must be fully disclosed in the tender submission or should be communicated to the Contracting Authority immediately upon such information becoming known to the tenderer. The terms 'registrable interest' and 'relative' shall be interpreted as per Section 2 of the *Ethics in Public Office Acts, 1995 and 2001*. Failure to disclose a conflict of interest may, at the absolute discretion of the Contracting Authority, disqualify a tenderer or invalidate an award of contract.

5.2.14 Freedom of Information Acts

All responses to this call for tender will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the tenderer except insofar as is specifically required for the consideration and evaluation of the response or as may be required under law, including the *Freedom of Information Act 2014* and the *European Communities (Access to Information on the Environment) Regulations 2007 to 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).

Tenderers are asked to consider if any of the information supplied by them in response to this call for tenders should not be disclosed because of its confidentiality or commercial sensitivity. If this is the case, tenderers should clearly specify the information that is confidential or commercially sensitive

and the reasons for its sensitivity. The Contracting Authority 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 the Contracting Authority's obligations under law, including the *Freedom of Information Act 2014* and the *European Communities (Access to Information on the Environment) Regulations 2007 to 2014*, EU and Irish Government Procurement Procedures. the Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released (irrespective of notification) or in respect of any consequential damage suffered as a result of such disclosure.

5.2.15 Tax Clearance

It will be a condition of award of this contract and any subsequent contract that the successful tenderer(s) comply with all EU and national tax laws. Tenderers are referred to the Irish Revenue web site <http://www.revenue.ie/>. Non-resident tenderers should apply to the Office of the Revenue Commissioners, Non Resident Tax Clearance Unit, Office of the Collector General, Sarsfield House, Francis Street, Limerick, Ireland; e-mail: nonrestaxclearance@revenue.ie. The Contracting Authority will satisfy themselves that any tenderers being considered for award of a contract are appropriately tax compliant by checking their status via the online system for which tenderers are requested to provide their Tax Clearance Access Number and Tax Reference Number to facilitate verification. By supplying these numbers, tenderers acknowledge and agree that the Contracting Authority has the permission to verify its tax cleared position at any time during the term of the contract.

5.2.16 Withholding Tax

Where applicable, 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 in accordance with section 523 of the *Taxes Consolidation Act 1997*. Any and all taxes applicable to the supply of the goods / services will be the sole responsibility of the Contractor and the Contractor so acknowledges and confirms.

5.2.17 Irish Legislation and Law

Tenderers should be aware that national legislation applies in other matters including, employment and health and safety matters and includes, but is not limited to, the *Employment Equality Acts 1998-2015*, *National Minimum Wages Act 2000 (as amended)*, *Safety, Health and Welfare at Work Act 2005 (as amended)*, *Data Protection Act 2018* and *Official Secrets Act 1963 (as amended)*. Tenderers must have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in the Contracting Authority tenders and in delivering contracts awarded to them. The contract[s] awarded on foot of this tender process will be governed by and construed in accordance with Irish law.

5.2.18 Dignity at Work

The successful tenderer(s) shall comply with all relevant legislation relating to dignity at work. As a public body and employer, the Contracting Authority is committed to a policy of equality of opportunity for all personnel.

5.2.19 Clarification of Tenders

The Contracting Authority is entitled, but not obliged, to seek clarification of tenders, including pricing breakdowns 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 the Contracting Authority.

5.2.20 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 form or as between the hard copy and electronic versions of the tender. In general, the following approach will be applied to manifest errors - 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 the Contracting Authority 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.

5.2.21 Change in the Composition of a Tender

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

5.2.22 Interference and Inducement to Purchase

Any effort by the tenderer to unduly influence the Contracting Authority, 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. The presumptions (including as to any gift, consideration or advantage) and other provisions under the *Criminal Justice Act 2018*, and all other measures for the time being governing the subject-matter in any applicable jurisdiction, shall be applicable.

5.2.23 Notification of Tender Evaluations

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

On a voluntary basis the Contracting Authority undertakes that no contract will be signed or take effect until at least seven (7) calendar days after the day on which the unsuccessful Tenderers have been sent the appropriate notice informing them of the result of this public procurement competition ("Standstill Period"). The preferred bidder will be notified of the decision of the Contracting Authority and of the expiry date of the Standstill Period.

5.2.24 Award Notices

Following the formal conclusion of a contract, an award notice will be despatched to eTenders announcing the results of the competition.

5.2.25 Policy on Personal Debriefings

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

5.2.26 Copyright

The Contracting Authority will have copyright ownership of any material developed for use by the Contracting Authority 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).

5.2.27 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”.

5.2.28 Payment

A schedule of payments will be agreed with the successful tenderer. The Contracting Authority operates in accordance with *S.I. 580 of 2012* which transposes *EU Directive 2011/7/EU* on combating Late Payment in commercial Transactions. The method of payment used by the Contracting Authority is normally Electronic Funds Transfer.

5.2.29 Right Not to Award

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

The call for tender is issued in good faith; however, the Contracting Authority at its sole discretion shall not be obliged to award a contract or proceed to further stages in the procurement process and reserves the right to cancel the procurement process.

5.2.30 Environmental Aspects

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

5.2.31 Accessibility

In line with the *Disability Act 2005*, accessibility requirements should be clearly stated in Call for tenders / quotations where applicable. Under Section 27 of the Act the Contracting Authority is

required to ensure that both the goods supplied, and services provided to it are accessible to persons with disabilities.

5.2.32 Knowledge and Skills Transfer

It will be a condition of the contract that opportunities for the transfer of skills and/or knowledge from the Tender/Tender's staff to the Contracting Authority staff will be availed of during the course of the contract or prior to the handing over of the finished work/product.

5.2.33 Collusive Tendering

If any tendering party is found to have, at any time, offered to give or to have agreed to offer or give to any person, any bribe, gift, gratuity, commission or consideration of any kind as an inducement or reward for taking or forbearing to take any action in relation to the obtaining of its tenders, or for showing or forbearing to show any favour or disfavour to any person in relation to its tenders, the bid submitted by such tendering party shall be automatically disqualified and the circumstances surrounding such action shall be referred to the appropriate authority.

5.2.34 Confidentiality

After the official opening of tenders, information relating to the examination, clarification, evaluation and comparison of tenders and recommendations will not be disclosed to tenderers or other persons not officially concerned with such process until the award decision with the successful tenderer has been announced and in conformity with national laws.

Tenderers shall treat the details of all documents supplied to them in connection with this contract as private and confidential and shall not disclose the contents to a third party without the permission of the Contracting Authority.

Any effort by the tenderer to influence the Contracting Authority or their staff in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning the award of the contract may result in the rejection of that tender.

5.2.35 Consortia and Prime Subcontractors

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

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

Where a group of undertakings (in whatever form and regardless of the legal relationship between them) come together to submit a tender in response to this CFT the Contracting Authority will deal

with all matters relating to this Competition through the entity who will carry overall responsibility for the performance of the Services Contract only (the “Prime Contractor”), irrespective of whether or not tasks are to be performed by a subcontractor or other consortium member (the “Subcontractor”). The tenderer must clearly and comprehensively set out the name, title, telephone number, postal address and email address of the nominated contact personnel of the Prime Contractor authorised to represent the tenderer and to whom all communications shall be directed and accepted until this Competition has been completed or terminated. Correspondence from any other person (including from any Subcontractor) will NOT be accepted, acknowledged or responded to.

5.2.36 Anti-Competitive Conduct

Tenderers attention is drawn to the Competition Act 2002 to 2017 (as amended, the “2002 Act”) which makes it a criminal offence for Tenderers to collude on prices or terms in a public procurement competition.

5.2.37 Changes in Legislation

As a condition of award, it shall be the sole responsibility of the tenderer (in the event of success in this competition) to fulfil the obligations under the Contract, notwithstanding any changes in circulars, laws, regulations, taxation, duties or other factors which might arise following the withdrawal of the United Kingdom from membership of the EU.

5.2.38 Data Protection

“Data Protection Laws” means all applicable national and EU data protection laws, regulations and guidelines including but not limited to the *Irish Data Protection Acts 1988 to 2018*, the *General Data Protection 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 any other applicable law or regulation relating to the processing of personal data and to privacy, including the *E-Privacy Directive and European Communities (Electronic Communications Networks and Services) (Privacy and Electronic Communities) Regulations 2011*, as such legislation may be supplemented, amended, revised or replaced from time to time.

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

The tenderer, as Data Controller in respect of any Personal Data provided by it in its tender, is required to confirm in its tender that all Data Subjects (where Data Subject has the meaning given under the Data Protection Laws) whose Personal Data is provided by the tenderer have consented to the processing of such Personal Data by the tenderer, the Contracting Authority, the evaluation team and the supplier of the etenders.gov.ie website, for the purposes of the participation of the tenderer in this competition or that the tenderer otherwise has a legal basis for providing such Personal Data to the Contracting Authority for the purposes of its participation in this competition. The tenderer shall comply with all of its obligations under the Data Protection Laws.

5.2.39 RETURN OF SIGNED CONTRACTS

The successful Tenderer must sign and return the Contract and the Confidentiality Agreement (Appendix 5), both in duplicate, to the Contracting Authority no later than seven (7) calendar days from the date of expiry of the Standstill Period unless notified otherwise in writing by the Contracting Authority. A signed Contract returned by the successful Tenderer is not binding on the Contracting Authority until the Contracting Authority has signed the Contract.

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

APPENDIX 2 – REQUIREMENTS AND SPECIFICATION

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

Requirements

The successful supplier will be required to deliver the course subject to adequate learner Numbers and budget availability.

Training provision of the QQI Level 5 Certificate in Early Learning and Care Programme (5M21473).

This upskilling initiative has been requested by the industry representatives in response to identified skills gaps within the childcare sector and increasing industry demand for suitably qualified professionals in Co Kerry. The programme will support workforce development by enhancing the skills, knowledge, and professional competencies required to meet current and future needs within the industry. It will run over a two-year period, commencing in November 2026 to approximately November 2028.

Modules:

- 1) Professional Practice Placement in Early Learning and Care (128 hours of directed learning) – academic writing, research and referencing skills, and IT skills are part of this module. Teaching and learning in this module prepare learners to carry out and document the assessment work associated with all of the modules; therefore, the module should be scheduled throughout the duration of the programme.
- 2) Early Childhood Growth & Development (128 hours of directed learning).
- 3) Curriculum, Play & Creative Studies (128 hours of directed learning).
- 4) Holistic Care of Children (80 hours of directed learning).
- 5) Understanding and Assisting Children with Additional Needs (80 hours of directed learning).
- 6) Children's Rights, Legislation and Regulation (80 hours of directed learning)

Courses must be provided in accordance with the details as outlined in

- Operating Guidelines for Contracted training
- Course Outline and Specifications -ELC Programme Descriptor ETBs V2.0 Aug 2023

These documents are separate to this CFT and available to download/

Delivery Locations & Volume

The training to be delivered on a part-time, face-to-face basis at Ardfert Community Centre V92 H0FE, commencing on 4th November 2026, subject to minimum learner numbers. Delivery schedule: Wednesday, Thursday and Friday from 9.30am to 1pm over 4 Terms (each Term – 16

weeks). The total delivery hours do not include Professional Practice Placement and self-directed learning hours.

Additional Training Provision (Optional Extension)

Kerry ETB reserves the right, at its sole discretion, to procure up to two (2) additional deliveries of the QQI Level 5 Certificate in Early Learning and Care Programme (5M21473) during the contract period. Any such additional programme deliveries shall be subject to:

- Sufficient budget availability;
- Adequate learner enrolment numbers;
- Continued programme demand;
- Agreement of the successful tenderer; and
- Suitable delivery locations to be determined by Kerry ETB.

The successful tenderer appointed to deliver the Ardfert programme may be invited to provide these additional programme deliveries at alternative locations within County Kerry under the same terms, conditions, and rates submitted in response to this tender.

Kerry ETB does not guarantee that any additional programme deliveries will be commissioned.

Pricing

All Tenderers must complete the Pricing Schedule accompanying this CFT.

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

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

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

Payments for services supplied under this CFT shall be made subject to and in accordance with the Contract at Appendix 3 to this CFT.

Duration of the Contract

The Contract will be for a period of twelve (24) months and will be completed on completion of the service provision. (the “**Term**”).

Indicative Budget

The indicative budget for the Contract/s is €210,000 over the Term. Tenderers must understand that this figure is an estimate only based on current expenditure, subject to approval and budget.

Review of Performance

Supplier performance will be monitored over the term of the Contract. The format will be agreed between the Contracting Authority and the Successful Tenderer.

The required Service Levels/ KPIs were set out in the following Documents:

- Course outline & specifications
- Operational Guidelines Document
- Service Contract

The precise KPIs for performance monitoring will be agreed with the contract members. It is expected that the successful tenderer will take a proactive role in monitoring performance with a view to making appropriate recommendations where necessary for continuous improvement.

Account Management

The Contracting Authority requires tenderers to nominate a dedicated Account Manager who will act as the main point of contact for the duration of the contract. This person shall have the authority to deal with all matters in relation to the contract and be responsible for the satisfactory delivery of the services required. The duties of the account manager will include the following:

- Overall responsibility for a good working relationship with the Contracting Authority;
- Meet as and when required to review the relationship and examine performance;
- Deal with disputes, complaints or concerns that cannot be adequately resolved;
- Regularly give and receive both formal and informal feedback on the relationship, workloads, processes, areas and suggestions for improvement and cost savings;
- Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general.

NOTE: Tenderers will note that account management activities will be non-billable (i.e. the Contracting Authority will not pay separately for account management activities). The Contracting Authority will nominate authorised staff to liaise with the successful tenderer and delegate as required.

Replacement Personnel

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

Invoicing

Invoices shall be submitted by the successful tenderer on a monthly basis for all costs due under the contract in the preceding month. All official invoices must quote a Contracting Authority purchase order number. All invoices which do not quote the relevant order number(s) will be returned to the provider.

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 the Contracting Authority reserves the right to award the Contract to the next highest scoring tenderer based on the terms advertised at any time during the tender validity period. This shall be without prejudice to the right of the Contracting Authority to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion.

Compliance with the Terms and Conditions

Award of Contract will be conditional upon acceptance of the Contract Terms and Conditions as contained in Appendix 2 to this CFT. Tenderers may not amend the Contract.

Termination of Contract

It shall be the responsibility of the tenderer (in the event of success) to fulfil the obligations under the contract, notwithstanding any changes in EU and national circulars, laws, regulations, taxation, duties or other factors.

APPENDIX 3 – THE CONTRACTING AUTHORITY’S TERMS AND CONDITIONS

See Separate Document CT Services Contract – Template provided for information only.