



MSLETB

Bord Oideachais agus Oiliúna
Mhaigh Eo, Shligigh agus Liatroma
Mayo, Sligo and Leitrim
Education and Training Board

Establishment of Contract for the provision of a service for	Website Development, Hosting, Maintenance and Support
Procedure	OPEN
eTenders CFT ID	CFT9029554
Issue Date	Tuesday 15 September 2026
Closing Date for Queries or Clarifications	Friday 9 October 2026 @ 11:00
Mandatory Site Visit)	Not required
Contact for Queries	Questions and Answers facility on www.etenders.gov.ie
Closing Date / Time for receipt of Tenders	Friday 16 October 2026 @ 11:00

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 dates provided above are estimates at the time of issue of this Call for Tender. 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 email 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 email to all parties who have expressed an interest in the competition

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.

Contents

Contents	2
Part 1: Introduction	3
Part 2: Instructions to Tenderers	4
Part 3: Selection and Award Criteria	15
Appendix 1: Requirements and Specifications	25
Appendix 2: Pricing Schedule	35
Appendix 3: Tenderers' Statement	35
Appendix 4: Declaration as to Personal Circumstances of Tenderer	35
Appendix 5: Services Contract	35
Appendix 6: Confidentiality Agreement	Error! Bookmark not defined.
Appendix 7: Not used	Error! Bookmark not defined.
Appendix 8: List of MSLETB Websites	Error! Bookmark not defined.
Appendix 9: MSLETB Brand Guidelines	Error! Bookmark not defined.

Part 1: Introduction

- 1.1 Mayo Sligo and Leitrim Education and Training Board (the “Contracting Authority”) invites tenders (“Tenders”) to this call for tenders (“CFT”) from economic operators (“Tenderers”) for the provision of the services as described in Appendix 1 to this CFT (the “Services”).

- 1.2 In summary the Contracting Authority requires a single provider to deliver the design, development, hosting, support, maintenance, and ongoing enhancement of websites across its schools, centres, and services. The objective is to provide a suite of modern, professional, accessible, and user-friendly websites that strengthen MSLETB's digital presence while allowing individual locations to maintain their own identity and character.

Websites must be responsive across all devices, easy to navigate, compliant with relevant accessibility standards, and supported by a robust content management system. The successful contractor will provide a comprehensive service, including website development, hosting, security, technical support, maintenance, updates, and future enhancements.

MSLETB has undertaken a programme of website standardisation and consolidation and wishes to continue this approach by maintaining a consistent, high quality online presence across all locations. Website requirements will be managed through the Communications Officer, with new websites, redesigns, and significant developments commissioned on a drawdown basis, subject to MSLETB approval and budget availability. The solution must be scalable and capable of supporting the evolving digital and communication needs of the organisation.

- 1.3 *Not Used*

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

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

- 1.6 The Contracting Authority estimates that the expenditure on the Maintenance and Support element of the Services to be covered by the proposed contract may amount to some €130,000 (excl. VAT) over the Term and any possible extensions.

Website development costs will increase this figure but Tenderers must understand that this figure is an estimate and subject to funding. This indicative total budget will not exceed €215,000 over the lifetime of the contract.

- 1.7 Contracting Authority policy seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises (“SME”)s in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged, subject to paragraph 2.5, to explore the possibilities of forming relationships with other SMEs or

with larger enterprises. Through such relationships they can participate and contribute to the successful implementation of any Services Contract that may result from this Competition and therefore increase their social and economic benefits.

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

Part 2: Instructions to Tenderers

2.1 Important Notices

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

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

This CFT does not constitute an offer or commitment to enter into a Services Contract.

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

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

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

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

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

2.1.4 In this clause 2.1.4, "Data Protection Laws" means all applicable national and EU data protection laws, regulations and guidelines including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the "General Data Protection Regulation"), and any guidelines and codes of practice issued by the Office of the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time.

The Contracting Authority will be a Data Controller (where Data Controller has the meaning given under the Data Protection Laws) in respect of any Personal Data (where

Personal Data has the meaning given under the Data Protection Laws) required to be provided by the Tenderer in response to this CFT.

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

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

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

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

2.2 Compliant Tenders

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

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

Tenderers are required:

- (a) To submit all documentation which this CFT requires to be submitted with their Tender;
- (b) To follow the format of this CFT and respond to each element in the order as set out in this CFT;
- (c) To conform to and comply with all instructions and requirements set out in this CFT;
- (d) To submit the statement required under paragraph 2.4 below; and
- (e) Not to alter or edit this CFT in any way.

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

2.3 Services Contract

- 2.3.1 Tenderers should note the terms and conditions of the Services Contract at Appendix 5 to this CFT.
- 2.3.2 Tenderers are required to confirm their acceptance of the terms and conditions of the Services Contract by signing the Tenderer's Statement at Appendix 3. Tenderers may not amend the Services Contract.

2.4 Acceptance of CFT Requirements

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

2.5 Consortia and Prime / Subcontractors

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

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

2.6 Tender Submission Requirements

2.6.1 Instructions to Candidates

Every effort has been made to ensure that this Document contains all the necessary information for the completion of applications. The Contracting Authority does not warrant or represent that this Document, or any other information given to Candidates, is accurate or complete. No liability is accepted for any error, misstatement, or omission (negligent or otherwise) in this Document, or in any other information given to Candidates.

Queries

The closing date for the queries are specified on the title page.

All queries regarding this tender should be through the messaging facility on www.etenders.gov.ie, including any omissions which would prevent Candidates from submitting a comprehensive response. Please submit queries as soon as possible.

In circulating responses, queries will be edited to avoid disclosing the identity of the querist and will be circulated to all parties who have expressed an interest in the procurement on the eTenders website.

Please note that information relating to this eTender 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 accepts no responsibility for information relayed (or not relayed) via third parties.

Submission of Applications

The Contracting Authority is using the postbox facility on eTenders, and applications must be submitted electronically via the eTenders postbox facility on www.etenders.gov.ie only. Only applications submitted to the electronic postbox will be accepted. Applications submitted by any other means (including but not limited to by email, post or hand delivery) will not be accepted.

Candidates 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. Candidates 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.

There is a maximum of 2.14 GB for individual files sent to the electronic post-box and a one-hour limit for upload. In order to submit a document to the electronic post-box, please note that you must click "Submit Response". After submitting you can still modify and re-send your response up until response deadline. Candidates should be aware that the 'Submit Response' button will be disabled automatically upon the expiration of the response deadline. Below we provide an overview of the key steps. Please note that the Contracting Authority 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

Phone: +353-818001459 18

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 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

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 and an email directly to the inbox of the person who submitted the response, complied with formal submission requirements, and YOU HAVE NOT 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 Candidate to ensure that their application is complete and is uploaded in accordance with the instructions provided on eTenders prior to the deadline as per the front page.

2.6.2 Closing date for Applications

The closing date for the application is specified on the title page.

It is the responsibility of the Candidate to ensure that their application is complete and is uploaded by the designated deadline. Applications that are received late or via other means will not be considered in this public procurement competition.

It is important to note that only persons who have downloaded and accepted a document can submit an upload. Tenders must be received not later than (the “Tender Deadline”). Tenders that are received late WILL NOT be considered in this Competition

- 2.6.3 Tenders must be submitted in English
- 2.6.4 Subject to paragraph 2.14 and 2.18, each Tenderer is limited to submitting one Tender in its own capacity and one Tender as part of a consortium/group of undertakings under this CFT
- 2.6.5 All Tenders submitted in soft copy must be compiled such that they can be read immediately using Word, Excel or PDF. The Contracting Authority is not responsible for corruption in electronic documents. Tenderers must ensure electronic documents are not corrupt.

2.7 Queries and Clarifications

- 2.7.1 All queries relating to any aspect of this Competition or of this CFT must be directed to the messaging facility on www.etenders.gov.ie. Queries will be accepted no later than the date and time indicated at the start of the CFT unless otherwise published by the Contracting Authority. For the avoidance of doubt, Tenderers may not contact the Contracting Authority directly regarding any aspect of this Competition.
- 2.7.2 All responses to queries will be issued by the Contracting Authority via the messaging facility on www.etenders.gov.ie. Where appropriate, queries may be amalgamated. Tenderers should note that the Contracting Authority will not respond to individual Tenderers privately.
- 2.7.3 The Contracting Authority reserves the right to issue or seek written clarifications.
- 2.7.4 The Contracting Authority reserves the right at any time before the Tender Deadline, to update or amend the information contained in this document and/or to extend the Tender Deadline. Participating Tenderers will be informed of any such amendment or extension through the eTenders website.
- 2.7.5 Tenderers should ensure that they register their interest in this Competition, by clicking on the “Accept” button on www.etenders.gov.ie, in order to receive all responses to queries and other updates in relation to this Competition.

2.8 Tendering Costs

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

2.9 Confidentiality

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

- (a) are furnished for the sole purpose of replying to this CFT only;
- (b) may not be used, communicated, reproduced or published for any other purpose without the prior written permission of the Contracting Authority;
- (c) shall be treated as confidential by the Tenderer and by any third parties (including subcontractors) engaged or consulted by the Tenderer; and
- (d) must be returned immediately to the Contracting Authority upon cancellation or completion of this Competition if so requested by the Contracting Authority.

2.10 Pricing

- 2.10.1 All Tenderers must complete the Pricing Schedule at Appendix 2 to this CFT.
- 2.10.2 All prices quoted must be all-inclusive (i.e. including but not being limited to shipping, packaging, delivery, ancillary costs and all other costs/expenses), be expressed in Euro only and exclusive of VAT. The VAT rate(s) where applicable should be indicated separately.
- 2.10.3 Tenderers must confirm that all prices quoted in the Tender will remain valid for six (6) months commencing from the Tender Deadline.
- 2.10.4 Any currency variations occurring over the term of the Services Contract shall be borne by the Tenderer.
- 2.10.5 Payments for Services provided pursuant to this CFT shall be subject to and made in accordance with the Services Contract at Appendix 5 to this CFT.
- 2.10.6 *Not used*

2.11 Environmental, Social and Labour Law

- 2.11.1 In the performance of any Services Contract awarded, the successful Tenderers and their Subcontractors (if any), shall be required to comply with all applicable obligations in the field of environmental, social and labour law that apply at the place where the services are provided, that have been established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Schedule 7 of the Regulations.
- 2.11.2 Tenderers shall be required to include an undertaking to comply fully with the provisions of Council Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, business or parts of undertakings or business and as implemented in Irish law by Statutory Instrument No. 131 of 2003, the European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003 and to indemnify the Contracting Authority for any claim arising or loss or costs incurred as a result of its failure or incapacity to fulfil its obligations under the said Directive and Statutory Instrument.

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

2.12 Publicity

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

2.13 Registrable Interest

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

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

2.14 Anti-Competitive Conduct

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

2.15 Industry Terms Used in this CFT

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

2.16 Freedom of Information

- 2.16.1 Tenderers should be aware that, under the Freedom of Information Act 2014 and the European Communities (Access to Information on the Environment) Regulations 2007 to 2014, information provided by them during this Competition may be liable to be disclosed.
- 2.16.2 Tenderers are asked to consider if any of the information supplied by them in their Tender should not be disclosed because of its confidentiality or commercial sensitivity. If Tenderers consider that certain information is not to be disclosed because of its confidentiality or commercial sensitivity, Tenderers must, when providing such information, clearly identify the specific sections of their Tender containing such information and specify the reasons for its confidentiality or commercial sensitivity. For the avoidance of doubt Tenderers may not assert confidentiality or commercial sensitivity over the entire Tender but must clearly identify the specific section containing such information. If Tenderers do not identify information as confidential or commercially sensitive, it is liable to be released in response to a request under the above legislation without further notice to or consultation with the Tenderer. The Contracting Authority will, where possible, consult with Tenderers about confidential or commercially sensitive information so identified before making its decision on a request received. The Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released (irrespective of notification) or in respect of any consequential damage suffered as a result of such obligations.

2.17 Tax Clearance

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

2.18 Conflicts of Interest

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

2.19 Withdrawal from this Competition

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

2.20 Site Visit

2.20.1 *Not Used:*

2.20.2 *Not Used:*

2.21 Insurance

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

Type of Insurance	Indemnity Limit
Employer's Liability	€12.7m
Public Liability	€2.6m
Product Liability	€2.6m
Professional Indemnity	€1m
Cyber Insurance	€2m

MSLETB may request evidence of a Notation to Indemnity to MSLETB from the awarded suppliers

2.21.2 By signing the Tenderer's Statement at Appendix 3, Tenderers confirm that, if awarded a Services Contract under this Competition,

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

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

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

Part 3: Selection and Award Criteria

3.1 Compliant Tenders

3.1 Only those Tenderers who have:-

- (a) Submitted compliant Tenders pursuant to paragraph 2.2 above, and
- (c) However, notwithstanding anything to the contrary in this part 3.1, the Contracting Authority reserves the right to ask Tenderers at any moment during the Competition to submit any or all of the following for the purposes of verification of the status of the Tenderer (including the Prime Contractor and any Subcontractor):
 - (i) a Declaration in the form attached at Appendix 4;
 - (ii) evidence to the effect that measures taken by the entity concerned are sufficient to demonstrate its reliability despite the existence of a relevant Exclusion Ground;
 - (iii) in the case of the Prime Contractor and any Subcontractor on whose capacity the Prime Contractor relies, all or any of the supporting documents specified at paragraph 3.2 below;
 - (iv) information concerning the Tenderer, and any proposed subcontractors, for the purposes of Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same) including, but not limited to, in respect of natural persons, copies of identity documents and, in respect of legal persons, a certificate or extract from the commercial register or other competent authority of the country in which the legal person is established; and
 - (v) information concerning the origin of goods, if any, for the purposes of assessing compliance with Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same).

If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate

- (i) its fulfilment of the Selection Criteria (or any one of them) in accordance with this CFT and
- (ii) the absence of Exclusion Grounds, or its reliability despite the existence of a relevant Exclusion Ground and
- (iii) that it does not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576) and
- (iv) that the origin of goods, if any, are not subject to the prohibitions set out in Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same)

then it shall be excluded from further participation in this Competition.

If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate

- (i) the fulfilment by any Subcontractor on whose capacity the Prime Contractor relies of the Selection Criteria (or any one of them) in accordance with this CFT and
- (ii) the absence of Exclusion Grounds in respect of any Subcontractor, or the reliability of any Subcontractor despite the existence of a relevant Exclusion Ground and
- (iii) that any proposed Subcontractor on whose capacity the Tenderer relies (where the value of that subcontract exceeds 10% of the value of the Services Contract) does not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576) then,

it shall be excluded from further participation in this Competition *unless* it replaces the Subcontractor with one which meets all relevant requirements of this CFT.

3.2 Selection Criteria

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

3.2.A Economic and Financial Standing

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

- (i) Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant in accordance with the rules of the Irish Revenue Commissioners.
- (ii) Confirmation that your turnover exceeded €50,000 for each of the last three years
- (iii) Confirmation of the following insurances being in place and that if successful you agree to implement the following levels, promptly on award where these are not currently available. For general insurances, insurers must be authorised to operate in Ireland by the Central Bank of Ireland.

Type of Insurance	Indemnity Limit
Employer's Liability	€12.7m
Public Liability	€2.6m
Product Liability	€2.6m
Professional Indemnity	€1m
Cyber Insurance	€2m

NOTE 1: MSLETB may request evidence of a Notation to Indemnity to MSLETB from the awarded suppliers

NOTE 2: Tenderers must be willing to provide evidence of the self-declared information within seven (7) working 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

3.2.B Technical and Professional Ability

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

- (i) Tenderers must complete the self-declaration regarding compliance with Statutory Obligations
- (ii) Previous experience – Tenderers must demonstrate successful delivery of three **(3)** previous comparable projects to those used in our education environment, of which at least two (2) must be to the public sector. The contracts referenced must be equal in size and complexity to the requirements of this competition. All contracts must have been executed in the last two (2) years demonstrating the application of recent legislation.
- (iii) Access to minimum levels of personnel and skills as detailed in addition to an organisation chart.
- (iv) Quality Assurance - Details of quality assurance policies and systems and whether 3rd party certified.
- (v) Health & Safety - Details of health and safety policies and whether 3rd party certified.
- (vi) Environmental – Details of environmental policies and systems in place and whether 3rd party certified.

Tenderers must provide the supporting documentation specified above without delay when requested by the Contracting Authority.

3.3 Award Criteria

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

Note

Tenderers must address each element of the relevant award criterion and provide a clear, detailed and contract-specific response demonstrating how the proposed Services will be delivered. Responses should include the proposed methodology, processes, resources, technologies, controls, timescales and deliverables, together with appropriate supporting evidence where appropriate.

A mere affirmative statement that the Tenderer can or will meet a requirement, or a restatement of the Specification of Requirements, will not be considered sufficient. Marks will be awarded according to the quality, relevance, credibility and completeness of the response and the level of confidence it provides regarding successful contract delivery.

Where supporting evidence is requested, Tenderers should provide relevant examples, diagrams, workflows, sample reports, project plans, procedures or other materials.

Generic marketing materials that do not demonstrate how the requirements of this contract will be delivered may not attract marks.

Criteria		Weighting	Maximum Score	Minimum Score Required
A	Technical Solution, Hosting, Security and Service Management	30%	3000	1500

Tenderers must provide sufficient information to enable the Contracting Authority to assess their offer under this criterion covering the requirements detailed in Appendix 1 Specification of Requirements.

Tenderers must provide a detailed description of the technical and operational solution proposed for the hosting, maintenance, protection and ongoing management of the Contracting Authority's website estate. The response should address, at a minimum:

- 1 Hosting architecture and resilience
- 2 Security and technical management
- 3 Service management and reporting

Tenderers are required to detail precisely how their service proposal meets the needs of MSLETB by completing the Tender Response Document.

There is a word count limit of 6000 for this criterion – images are not included – URLs are not permitted and will not be evaluated.

B	Website Design, User Experience, Accessibility and CMS	30%	3000	1500
---	--	-----	------	------

Tenderers must provide a detailed description of their proposed approach to designing, developing, migrating, enhancing and maintaining accessible, user centered websites across the Contracting Authority's website estate.

A. Design concept and User experience

Tenderers must submit the following demonstrating interpretation and application of the draft brand guidelines.

1. A draft homepage concept for the MSLETB corporate website.
2. A draft internal page concept.
3. A supporting explanation of the proposed design approach and rationale.

B. Accessibility approach

Tenderers must describe their approach to embedding accessibility throughout the entire website lifecycle, including research, design, development, testing, deployment, and ongoing maintenance. Responses should explain how;

- accessibility will be incorporated into all aspects of the services and
- compatibility with assistive technologies such as screen readers and keyboard navigation will be tested;
- automated and manual accessibility testing will be balanced.

Tenderers should also outline their processes for ongoing accessibility monitoring, issue remediation, reporting, staff guidance, and continuous improvement to ensure sustained compliance with current WCAG requirements and the achievement of consistently high accessibility audit scores across all websites.

C. CMS and Content governance

Tenderers must describe the proposed CMS and its functionality, including how authorised non technical users will create, manage and publish content across multiple websites.

Responses should outline content governance arrangements, user roles and permissions, accessibility and SEO features, multilingual and Irish language capabilities, training and support provisions, and the proposed approach to content migration, validation and ongoing administration of the website estate.

There is a word count limit of 6000 for this criterion – images are not included – URLs are not permitted and will not be evaluated.

C	Service Delivery, Support and Contract Management	10%	1000	500
Tenderers must provide a detailed contract delivery methodology demonstrating how they will mobilise, manage and continuously improve the Services throughout the contract term. The response should address, at a minimum: A. Mobilisation and transition B. Account and relationship management including the proposed team to support this contract • The organisational structure and governance arrangements supporting contract delivery. • Relevant qualifications, experience and expertise of proposed team members in website design, development, hosting, cybersecurity, accessibility, project management and customer support. • Resource availability, business continuity arrangements and succession planning. C. Continuous improvement and contract exit plan. As part of their submission, Tenderers shall provide a proposed Service Level Agreement (SLA) setting out the service levels, performance standards, support arrangements, escalation procedures and response and resolution targets that will apply under the contract. There is a word count limit of 3000 for this criterion – images are not included – URLs are not permitted and will not be evaluated.				

D	Ultimate Cost to the Contracting Authority over the life of the contract	30%	3000	N/A
---	--	-----	------	-----

Tenderers must complete the Pricing Schedule below. Prices must include all costs associated with the delivery of the services, including website design, implementation, project management, hosting, monitoring, maintenance, support, security updates, training, and any other associated costs.

Website Development, Hosting, Maintenance and Support		€ (excl. VAT)	
		One off costs	Annual Recurring Costs
A.1	Website design and development, including test and go live of a Small sized Website (< 10 pages)		
A.2	Website design and development, including test and go live of a medium sized Website (11 – 40 pages)		
A.3	Website design and development, including test and go live Large sized complex Website (> 40 pages)		
B	3 rd Party software/subscriptions		
C	Annual cost of Maintenance and Support (33 live websites + CloudFlare domains)		
D	Other costs – please provide details below Click or tap here to enter text.		
Total Cost = (Total of all one-off costs (A.1 - D))			

Optional Rates for proposed consultant (s) - Not for evaluation

Provide the blended day rate(s) for the proposed consultant(s). Identify the level of experience of the proposed resource.

Rate	Resource Description	Number of Years Experience in Website Design, Development and Maintenance	Rate € (ex VAT)
Day Rate €	Junior Developer	3-5 years	
Half Day Rate €	Junior Developer	3-5 years	
Blended Day Rate €	Junior Developer	3-5 years	
Day Rate €	Senior Developer	5+ years	
Half Day Rate €	Senior Developer	5+ years	
Blended Day Rate €	Senior Developer	5+ years	

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

Weighting	Meaning
80% - 100%	An excellent response, with very few or no weaknesses, that demonstrates a complete understanding of requirements and provides comprehensive and convincing assurance that the Tenderer will deliver to an excellent standard.
60% - 79%	A very good response that demonstrates real understanding and fully meets the requirements and assurance that the Tenderer will deliver to high standard.
50% - 59%	A satisfactory response which demonstrates a reasonable understanding of requirements and gives reasonable assurance of delivery to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.
30% - 49%	A response where reservations exist. Lacks full credibility/convincing detail, and there is a significant risk that the response will not be successful.
1% - 29%	A response where serious reservations exist. This may be because, for example, insufficient detail is provided, and the response has fundamental flaws, or is seriously inadequate or seriously lacks credibility with a high risk of non-delivery.
0%	Response completely fails to address the criterion under consideration

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 enough 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.

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

1. the Tenderer submitting the following evidence in respect of the Tenderer (including the Prime Contractor and any Subcontractors, as applicable in accordance with paragraph 3.1 above) to the extent not already provided, within seven (7) working days of request by the Contracting Authority: (i) a Declaration in the form attached at Appendix 4; (ii) if applicable, evidence to the effect that measures taken by the entity concerned are sufficient to demonstrate its reliability despite the existence of a relevant Exclusion Ground; (iii) all or any of the supporting documents specified at paragraph 3.2; and
2. the evidence specified at paragraph 3.3.2(a) above demonstrating that each entity concerned meets the Selection Criteria and the compliance requirements specified at paragraph 3.1(b) and (c) above.

3.4 Presentation of Proposals

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

3.5 Standstill Period

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

3.6 Return of Signed Contracts

- 3.6.1 The successful Tenderer must sign and return the Services Contract and the Confidentiality Agreement, both in duplicate, to the Contracting Authority no later than seven (7) working days from the date of expiry of the Standstill Period unless notified otherwise in writing by the Contracting Authority. A signed Services Contract returned by the successful Tenderer is not binding on the Contracting Authority until the Contracting Authority has signed the Services Contract in accordance with paragraph 2.1.2 above.
- 3.6.2 Where the signed Services Contract and the Confidentiality Agreement have not been received by the Contracting Authority within the period as specified at paragraph 3.6.1 then the Contracting Authority may proceed to award the Services Contract to the next highest-ranked Tenderer in accordance with paragraph 3.6.1 above.

Appendix 1: Requirements and Specifications

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

Scope of Services

The Services comprise primarily the support, maintenance, enhancement and ongoing proactive management of existing websites. During the terms of the contract there may also be a requirement for the design, development, migration, and hosting of new or future websites operating under the auspices of the Contracting Authority.

The Contracting Authority seeks to maintain and continue to establish a suite of modern, professional, user centred websites that enhance the overall MSLETB digital presence while reflecting the distinct identity, ethos, and character of each individual school, college, centre, service, or affiliated service. The websites shall provide a consistent and recognisable digital experience across the organisation whilst allowing individual locations appropriate flexibility to present their own content, services, initiatives, and community engagement activities.

All websites must be visually engaging, intuitive to navigate, responsive across desktop, tablet, and mobile devices, and designed in accordance with current best practice in user experience (UX), accessibility, security, and web performance. Websites shall comply with all relevant legislative and regulatory requirements, including accessibility standards applicable to public sector bodies. It is important to ensure high scores on the accessibility audits frequently run on all of our sites.

The successful Contractor shall provide a comprehensive end to end service encompassing technical support, software and security updates, maintenance, performance monitoring, content management functionality, ongoing enhancement, and all associated services required throughout the contract period.

The Contracting Authority has undertaken a programme of website consolidation and standardisation in recent years and intends to continue this strategic approach. The Contractor shall, with our partners, ensure consistency in design, branding, functionality and governance across all websites while supporting the diverse operational requirements of individual locations. The objective is to maintain a consistent and professional digital presence across all MSLETB websites while ensuring that each location retains the flexibility to showcase its individual services, initiatives, and community engagement, this includes the ability to be able to manage content.

Websites required under this Contract will be commissioned on a drawdown basis by individual MSLETB locations through the Communications Officer (or their designated representative), who will act as the primary point of contact for the Contracting Authority. Requests for new

websites, website removal or discontinuance, website redesigns, additional functionality, or significant content updates will be initiated through the Communications Officer and will be subject to MSLETB approval and budget availability.

The Contracting Authority requires a scalable and future proof solution capable of accommodating additional websites, evolving business requirements, and emerging digital communication needs over the lifetime of the contract. The successful Tenderer shall work closely and collaboratively, regularly communicating with MSLETB and our branding partner to ensure all websites remain secure, accessible, up-to-date, and aligned with the organisation's branding, communications strategy, and digital objectives (layout, branding alignment, typography, imagery, user UI design). Current sites are listed in Appendix 8.

All websites shall include a user friendly Content Management System (CMS) enabling authorised MSLETB personnel to create, edit, publish, and manage website content without requiring specialist technical knowledge. Appropriate user roles and permissions shall be available to facilitate content governance across multiple locations and site administrators.

The Contractor must support a tiered approach to website development, allowing for small websites of fewer than ten pages, medium websites between eleven and forty pages, and large, more complex websites exceeding forty pages.

It is proposed that this contract will take effect in Q4 2026 and that the contract will be subject to regular reviews based on performance and project load.

The Contractor shall be fully responsible for the secure hosting, operation, design, maintenance, monitoring, and protection of all websites within the scope of this contract. This includes, but is not limited to: infrastructure, application platforms, operating systems, data, backups, certificates, DNS changes, monitoring, ticket management, and associated security controls.

The contractor will have oversight of domain registration which will be purchased by the contracting authority. Domain registration and ownership remain the responsibility of the Contracting Authority through its nominated registrar. DNS configuration changes requested by ICT are within scope and must be implemented by the Contractor using controlled change procedures.

The Contracting Authority currently operates 33 websites, and 23 additional domains registered, with no web presence. These are generally legacy domains which have been replaced by .ie websites and used for redirection only. These are being phased out gradually. Some are being used as email domains. All 56 domains are listed on Cloudflare and will need to be managed as part of the contract.

1. Hosting, Security & Operational Requirements

This section sets out the minimum hosting, security, resilience, operational, and data protection requirements applicable to all websites delivered, hosted, and maintained under this contract. These requirements apply to all production, staging, development, and legacy websites where hosting or technical management is provided by the Contractor.

2. Service Management Monitoring and Reporting

The Contractor shall operate a structured service management framework for all websites and services delivered under this contract. The framework shall support the effective management, monitoring, reporting and continuous improvement of all websites, hosting, security, accessibility and support services.

a. Service Management

The Contractor shall maintain a service desk and ticket management system through which all incidents, service requests, support queries, faults, security events, change requests and enhancement requests are logged, tracked, managed and resolved.

The system shall provide:

- Unique reference numbers for all requests.
- Status tracking and escalation mechanisms.
- Audit trails of actions taken.
- Performance measurement against agreed service levels.
- Reporting capabilities.
- Historical records for review and auditing purposes.

All issues shall be responded to and resolved within agreed service levels or be subject to a documented corrective action plan agreed with the Contracting Authority.

b. Service Reporting

The Contractor shall provide a consolidated monthly service report covering all websites and services delivered under the contract.

At a minimum, the report shall include:

- Summary of support activity during the reporting period.
- Number and category of tickets raised.
- Issues resolved and corrective actions undertaken.
- Outstanding tickets and remediation plans.
- Response and resolution performance against agreed service levels.
- Recurring issues and preventative measures implemented.
- Planned maintenance activities completed.
- Planned maintenance and change activities scheduled for the next reporting period.

The Contracting Authority reserves the right to request additional reporting where required.

c. Accessibility Monitoring and Reporting

All websites must fully comply with the European Union (Accessibility of Websites and Mobile Applications of Public Sector Bodies) Regulations 2020 (S.I. No. 358/2020), EN 301 549 V4.1.1 (or any subsequent version), and any other applicable accessibility legislation or standards in force during the contract term. The website shall comply with a minimum of Web Content Accessibility Guidelines (WCAG) 2.2 Level AA standards. The Contractor is responsible for ensuring that all aspects of the websites, including templates, content structures, plugins, and embedded elements, are fully accessible.

As we are an education provider for all, websites must be designed and developed to work seamlessly with assistive technologies including screen readers and keyboard navigation. All

content must be correctly structured using semantic HTML, with appropriate labelling, alternative text, and ARIA attributes where required. Accessibility must not rely solely on content editors the Contractor must ensure compliance at a system and design level.

The Contractor must ensure that the websites shall be in full compliance with the ePrivacy Directive in respect of cookies and tracking technologies, and with any additional statutory, regulatory, accessibility, data protection, or digital compliance obligations that may arise during the duration of the contract.

The Contractor shall undertake ongoing weekly accessibility monitoring aligned with the National Disability Authority (NDA) across all websites and provide regular reporting demonstrating compliance with accessibility obligations.

Reports shall include:

- Accessibility compliance scores.
- Results of automated and manual accessibility testing.
- Accessibility issues identified.
- Corrective actions completed.
- Outstanding remediation activities.
- Evidence of continuous improvement.
- Compliance status against WCAG requirements and applicable Irish and European legislation.

Accessibility monitoring shall include the frequency of scanning and reporting necessary to ensure ongoing compliance and maintain high accessibility audit scores across all websites.

d. Security Monitoring and Reporting

The Contractor shall implement continuous monitoring of website availability, infrastructure health, performance and security events.

A monthly security and monitoring report shall include:

- Website availability and uptime performance.
- SLA achievement against agreed targets.
- Monitoring alerts generated and actions taken.
- Security incidents and events.
- Malware detection and remediation activity.
- Vulnerability identification and remediation activity.
- Patch management activity.
- Root cause analysis of significant incidents.
- Corrective and preventative actions implemented.

The Contractor shall immediately notify the Contracting Authority of any actual or suspected security incident in accordance with the incident management requirements set out elsewhere in this specification.

e. Platform Maintenance and Update Reporting

The Contractor shall at a minimum provide a monthly maintenance report detailing all updates and maintenance activities undertaken during the reporting period.

This shall include:

- Core platform updates.
- Theme updates.

- Plugin and extension updates.
- Security-related updates.
- Deferred updates and justification for deferral.
- Validation testing completed following updates.

f. Analytics and Performance Reporting

The Contractor shall configure and maintain website analytics across all websites.

Analytics reporting shall be available both:

- For individual websites.
- In an aggregated format across the entire MSLETB website estate.

Reporting should preferably be delivered through an online dashboard accessible to authorised personnel.

Reports shall include, as a minimum:

- Website traffic.
- Traffic sources.
- User behaviour metrics.
- Page views.
- Average time on page.
- Device usage.
- Browser usage.
- Search performance.
- Bounce rates.
- Broken links and website errors.
- Performance metrics.
- Security scan summaries.

Website response times shall be measured using external monitoring tools that reflect real world user experience.

3. Service Review Meetings

The Contractor shall participate in periodic service review meetings with the Contracting Authority as required.

These meetings may include review of:

- Service performance.
- Website development activity.
- Accessibility compliance.
- Security posture.
- User feedback.
- Future website requirements.
- Continuous improvement initiatives.
- Emerging digital and regulatory requirements.

The Contractor shall provide relevant reports and supporting information in advance of review meetings where requested

4. Hosting Architecture, Location, and Availability

All websites must be hosted on infrastructure located within the European Union or EEA. Website data, backups, logs, monitoring data, and replicas must not be stored or processed outside the

EU or EEA. Maintenance and support services, including out of hours support must be managed and provided within the EU or EEA.

Consumer-grade or shared hosting platforms are not acceptable. Hosting must be provided using managed virtual private servers, dedicated infrastructure, or managed cloud platforms.

Each website must be logically and technically isolated to prevent cross-site or cross-tenant impact in the event of compromise.

The hosting environment must be resilient, avoid single points of failure, and support a minimum service availability SLA of 99%, measured monthly and excluding planned maintenance agreed in advance with the Contracting Authority.

On request, the Contractor must provide documentation confirming hosting architecture and data centre locations.

5. Platform, Patch, and Application Security Management

The majority of the Contracting Authority's websites are currently built on WordPress. The Contractor shall be responsible for the secure operation, maintenance, and ongoing protection of all content management system installations and associated components.

This responsibility includes:

- Timely application of core, theme, plugin, and extension updates
- Identification and remediation of vulnerabilities
- Removal or replacement of unsupported or deprecated components
- Enforcement of least-privilege administrative access

A monthly update report must be provided, detailing:

- All updates applied during the reporting period
- Security-related updates
- Updates deferred and the reasons for deferral

Following update deployment, the Contractor must perform validation testing to confirm that websites remain live, accessible, and fully functional. Any defects arising from updates must be remediated by the Contractor without additional charge.

Production, staging, and development environments must be logically segregated. Development or testing activity must not be carried out on live production environments.

6. Network Security, DNS, and Certificate Management

All domains must operate behind Cloudflare DNS and security services and support DNS delegation, proxying, and Web Application Firewall functionality. Origin server IP addresses must not be publicly exposed.

DNSSEC must be supported end to end between the registrar, DNS provider, and hosting environment.

The Contractor shall be fully responsible for TLS/SSL certificate lifecycle management for all hosted websites, including:

- Provisioning and secure configuration
- Continuous monitoring
- Timely renewal and replacement
- Revocation where required

All costs associated with certificates and lifecycle management must be included in the Contractor's pricing. Certificate expiry or misconfiguration resulting in service disruption will be treated as a service failure.

DNS changes requested by ICT must be implemented promptly, logged via the ticketing system, and validated post-implementation.

7. Monitoring, Alerting, Malware Detection, and Incident Response

The Contractor must implement continuous automated monitoring covering website availability, platform health, performance indicators, and security events.

Alerting must be in place to ensure timely and compliant notification to the Contracting Authority of website unavailability, service failures, critical health issues or any security incidents subject to GDPR requirements. All alerts and subsequent actions must be logged and managed through the ticketing system. It is expected that the Contractor shall notify the Contracting Authority of any actual or suspected cyber security incident, data breach, unauthorised access, malware infection, denial of service attack, website compromise, credential compromise, or security event affecting any website or service within scope of this contract.

Confirmed or suspected security incidents, including but not limited to data breaches, cyber-attacks, unauthorised access, loss of data, or service compromise, shall be reported to the Contracting Authority within one hour of identification. The contractor shall ensure that such incidents are promptly communicated, contained, investigated, and remediated in accordance with robust, incident response and escalation procedures. The Contractor shall provide an initial assessment within four hours, a preliminary written incident report within 24 hours, and regular updates at intervals agreed with the Contracting Authority while the incident remains active. A detailed root cause analysis, including corrective and preventive actions, shall be provided within five (5) working days of incident closure, unless otherwise agreed with the Contracting Authority.

The Contractor shall maintain a documented cyber incident response plan and shall test its incident response procedures at least annually. Evidence of the plan and the results of testing shall be provided to the Contracting Authority upon request.

Automated malware detection and scanning must be enabled to identify injected code, unauthorised modifications, or malicious activity. Any identified malware must be investigated, remediated, and recorded.

As a standard, a monthly monitoring and security report shall be provided, including:

- Availability and SLA performance
- Monitoring alerts and incidents

- Malware detection and remediation activity
- Security events and corrective actions

8. Backup, Recovery, and Business Continuity

The Contractor must provide automated daily backups of website files, databases, and configurations.

Backups must:

- Be retained for a minimum of ninety days
- Be stored separately from production systems
- Be protected against unauthorised access, deletion, or alteration

The Contractor must be able to demonstrate backup integrity and successful restoration capability on request and support restoration of individual websites or components within agreed recovery objectives.

9. Access Control, MFA, and Audit Logging

Access to hosting, management, monitoring, backup, and content management systems must be role-based and attributable to named individuals.

Multifactor authentication (MFA) is mandatory for all administrative and privileged access, including Contractor personnel.

Shared or generic accounts are not permitted. All administrative access and actions must be logged and retained for audit purposes. Access must be revoked immediately when no longer required.

10. Change Management

Material changes to hosting platforms, security controls, architecture, or core configurations must be communicated to the Contracting Authority in advance and managed through the Contractor's change control and ticketing processes.

Emergency changes required for security or stability may be applied without prior approval but must be notified as soon as practicable thereafter.

11. Data Protection, Compliance, and Sub-processors

For the purposes of this contract, the Contractor acts as a data processor on behalf of the Contracting Authority and must comply with GDPR and applicable Irish data protection legislation.

Processing must be limited to the delivery of services under this contract. All sub-processors must be disclosed and must meet equivalent data protection and security standards.

Website data must not be accessed, reused, or processed for any other purpose. Secure deletion of, access to, or return of the Contracting Authorities data must be supported on request and at contract termination.

12. Exit, Portability, and Contract Termination

On contract expiry or termination, or upon request, the Contractor must provide a full and usable handover, including:

- Complete website files and all MSLETB data associated with each site
- Databases in open, standard formats
- Configuration information necessary for migration
- Passwords
- DNS zone information excluding registrar-controlled elements

The Contractor shall provide full transition support to facilitate migration to an alternative provider at the end of the contract where necessary. Ownership of all website data, configurations, DNS records, and certificates remains with the Contracting Authority at all times.

13. Templates and Brand Compliance

The Contractor must develop and provide agreed templates that align fully with the Contracting Authority brand guidelines and overall brand strategy. These templates must be suitable for use across schools, colleges of further education and training, and other affiliated websites. While templates will ensure consistency, individual schools and centres must have the ability to influence the look and feel of their website within the constraints of the approved design framework. Website templates will be agreed post contract with the winning Tenderer. See Appendix 9 for branding guidelines.

All visual elements, including logos such as EU, Government of Ireland, and Contracting Authority branding, as well as imagery and content, must be agreed with the Contracting Authority Communications Department. The Contractor must also demonstrate the ability to contribute to digital brand development including the provision of graphic design services where required. As website designers, they are expected to possess strong graphic design capabilities including layout, typography, visual consistency and adherence to brand guidelines across digital platforms.

The Contractor must manage the website design and build process in a structured manner in conjunction with the MSLETB Communications Department. Development will not commence until the requesting school or centre has met all requirements associated with the selected template, including the provision of content, images, and other required materials.

Website development will be a two step process, paid for in equal parts upon completion as agreed by the Contracting Authority; 1. Design Phase 2. Content Phase.

Each school or centre will select a template and may customise aspects of the site within the approved framework. Core features, accessibility, branding and functionality must remain consistent across all websites and in line with branding guidelines.

14. Content Management System (CMS)

The solution shall include a user friendly Content Management System (CMS) that enables authorised personnel to create, edit, publish, organise and manage website content without requiring specialist technical knowledge.

The CMS must be intuitive, efficient, and require minimal technical knowledge, ensuring that routine updates can be completed quickly and easily.

The Contractor must provide training and comprehensive user guides for all relevant staff. The CMS must support structured and accessible content creation, ensuring that all published content meets accessibility requirements.

The CMS must support search engine optimisation to maximise visibility across major search engines. The Contractor must configure analytics tools such as Google Analytics or equivalent across all websites.

Analytics must be provided both at individual website level and in an aggregated format for the Contracting Authority as a whole. Monthly reporting must include metrics such as traffic sources, browser usage, page views, average time on page, bounce rate, device usage, errors, and security scans. Reports should preferably be delivered through a client dashboard.

Response times must be measured in a way that reflects real-world usage, for example through external monitoring probes, and must report on average page response times.

15. Multilingual Support

The Contractor must provide the ability to develop websites in the Irish language where required and must include a translation plugin to support Official Languages Act obligations.

16. Design Concept Submission Requirements

As part of this submission, the proposed contractor will be provided with draft brand guidelines, including an illustrative website mock-up of the MSLETB website, to convey the intended visual direction and tone. The draft brand guidelines are included within the additional documentation provided as part of this tender.

The proposed contractor is required to develop and include a draft concept design outlining their proposed approach to the MSLETB corporate website. This should clearly demonstrate how the contractor would interpret and apply the provided brand guidelines in a practical website design context.

The concept submission must include:

- A visual mock-up (e.g. homepage and one internal page)
- An outline of the design approach and supporting rationale, including how accessibility principles will be incorporated into the proposed design

This exercise is intended to assess the contractor's creative vision, user experience approach and alignment with the project's branding and strategic objectives.

Please note that MSLETB is currently finalising a major rebrand; therefore, the brand guidelines provided are in draft form and will be finalised prior to the commencement of the contract.

The Brand Guidelines Appendix 9 and the MSLETB logos are available as separate documents to this Call for Tender

Appendix 2: Pricing Schedule

Please complete and submit the attached with your response Appendix 2 Pricing Schedule.

Appendix 3: Tenderers' Statement

Please complete and submit the attached with your response Appendix 3 Tenderers Statement

Appendix 4: Declaration as to Personal Circumstances of Tenderer

Please complete and submit the attached with your response Appendix 4 Declaration as to Personal Circumstances of Tenderer

Appendix 5: Services Contract

Attached for Review, Services Contract which will agreed post tender

Appendix 6: Confidentiality Agreement

Attached for completion post tender only.

Appendix 7: Not used

Not used

Appendix 8: List of MSLETB Websites

See attached for Information

Appendix 9: MSLETB Brand Guidelines

See attached for Informatio

