



ABBAY THEATRE AMHARCLANN NA MAINISTREACH

RESTRICTED PROCEDURE ABOVE EU THRESHOLD (SERVICES) PRE-QUALIFICATION QUESTIONNAIRE

Scope of the Project	The Contracting Authority is seeking a suitably experienced and qualified firm to supply IT Managed Services for the Abbey Theatre's premises at 26/27 Lower Abbey Street and its associated buildings.
Procedure	Restricted Procedure Above EU Threshold (Services)
PQQ Issue Date	Thursday 17 th September 2026
Closing Date for PQQ Clarifications	1 st October 2026 @ 5pm Irish Time
Closing Date for PQQ Responses	19 th October 2026 @ 5pm Irish Time
Contact for Queries and Format for Submission of PQQ Responses	Questions and Answers facility on www.etenders.gov.ie
Please note that information relating to PQQ, 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.	
The Contracting Authority has provided a PQQ Response Document as a separate document for Tenderers to use in preparing their response. This document and format must be used for all PQQ responses. A failure to use the PQQ Response may result in a Tenderer's response being rejected as non-compliant.	

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1. PREFACE

Each Tenderer's PQQ Submission constitutes its agreement to, and acceptance of, the terms set forth herein.

The Abbey Theatre (the "Contracting Authority") is issuing this PQQ document herewith ("the Document") for information and tendering purposes only and does not constitute, and shall not be interpreted as, an offer for sale, prospectus, or the basis of a contract. These documents must not be used for any other purpose. No contractual rights, express or implied, arise out of the procedures set out in these documents.

These documents are not being distributed to the public and have not been filed, registered or approved in any jurisdiction. Possession or use of these documents in any manner contrary to any applicable law is expressly prohibited. Tenderers shall inform themselves concerning, and shall observe, any applicable legal requirements.

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 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. The information does not purport to be comprehensive or to have been independently verified. Tenderers are recommended to read the documents thoroughly and must make their own assessment of the adequacy, accuracy, and completeness of these documents.

Without prejudice to the foregoing, neither the Contracting Authority nor its advisers, consultants, contractors, servants and/or agents shall have any 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 errors or omission of information. Nor shall they have liability or responsibility in relation to the legality, validity, effectiveness, enforceability, accuracy, adequacy or completeness of any documentation executed, or which may be executed, in relation to the services.

Nothing in these documents is, nor shall be relied upon as a promise or representation to the Contracting Authority's ultimate decision in relation to the award of the Services Agreement for the services which are subject of this procedure (the "Services"). However, the Contracting Authority reserves the right to take such steps as it considers appropriate, including (but not limited to):

- changing the basis of, or the procedures (including the timetable) relating to, the tender process;
- amend these documents, the requirements and any information contained herein at any time by notice, in writing, to the Tenderers;
- rejecting any, or all, of the tenders;
- not inviting a Tenderer to proceed further;
- not furnishing a Tenderer with additional information; or
- discontinue the procurement process at any time

The Contracting Authority is entitled to disclose to any person any information about this procurement process, including the identity of the Tenderers and details of their respective members, the Services, the tender process or the award of the Services Agreement or a Contract (including without limitation, details of the price) at any time.

All exchanges shall be kept confidential by the Tenderer and its advisers, consultants, contractors, servants and agents. Tenderers may also be asked to enter undertakings of confidentiality should it become appropriate to release confidential information to them.

If a Tenderer considers that information it supplies is commercially sensitive or confidential, this should be clearly stated, and clear and substantive reasons should be given. Representations as to confidentiality or commercial sensitivity should give a time after which the information may be disclosed; this would not normally exceed five years.

The Contracting Authority will have regard to such a statement in considering a request for access to the information under the Freedom of Information Act 2014 but is not bound by the Tenderer's view.

Irish law applies to this tender. The Irish courts shall have exclusive jurisdiction in relation to any disputes arising from this tender.

2. INTRODUCTION

2.1 The Contracting Authority

Abbey Theatre – Amharclann na Mainistreach is Ireland's national theatre and occupies a unique position in the hearts and minds of Irish people. It has two theatres: the Abbey, with a capacity of 492 seats and the Peacock, with a capacity of 139 seats. The Abbey Theatre is committed to producing a year-round programme of work both on and off stage, with the priority to create work of excellence, which not only showcases Irish and international drama but also engages with the artistic and civic life of contemporary Ireland.

For further information on the Contracting Authority, please see: www.abbeytheatre.ie

2.2 The Procurement Process

The Contracting Authority is conducting an above EU threshold Restricted Procedure. Therefore, the Procurement Procedure is governed by EU Directive 2014/24/EU as implemented in Ireland by the EU (Award of Public Authority Contracts) Regulations 2016 (SI No. 284 of 2016).

The procurement process is being conducted over two stages – the PQQ and Tender. The PQQ Stage involves interested parties completing and submitting the PQQ Submission in the form of the PQQ Response Document. Tenderers will be assessed on the basis of the rules, criteria and weightings set out in this PQQ, and the Contracting Authority will create a shortlist of 11 Tenderers in accordance with this PQQ.

After completing the PQQ Stage, the Contracting Authority will commence the Tender stage by issuing a Request for Tender document to the 11 Tenderers who have been shortlisted by the Contracting Authority during the PQQ Stage. The Request for Tender document will include the award criteria and any associated rules and weightings to identify the most economically advantageous tenders.

The Contracting Authority is issuing this document to commence the PQQ Stage, during which the Contracting Authority will shortlist 11 Tenderers in accordance with this PQQ. Please note that submitting a PQQ Submission does not guarantee that the Tenderer will be invited to participate in the next stage of this procurement process. Tenderers not shortlisted during the PQQ Stage will not proceed any further in this procurement process.

Any contract that may result from this competition (the "Services Contract") will be issued for a term of three years ("the Term"). The Contracting Authority reserves the right to extend the Term for a period or periods of up to 12-months with a maximum of two such extensions on the same terms and conditions, subject to the Contracting Authority's obligations at law.

The Contracting Authority estimates that the expenditure on the Services to be covered by the proposed Services Contract may amount of sum €1,000,000 (excl. VAT) over the Term and any possible extensions. Tenderers must understand that this figure is an estimate only based on both current and future expected usage. This sum is expected to include the fixed yearly price for IT Managed Services over the Term of the Services Contract, as well as any additional services the Contracting Authority may undertake, such as projects, consultancy and assessments.

3. SELECTION CRITERIA

3.1 Overview

The Contracting Authority is using the Restricted Procedure via an Above EU Threshold Competition for the award of this contract. Therefore, while all interested parties may submit a PQQ response, only those demonstrating that they have the required level of financial and technical capacity will have their tender considered in the next stage. In order to demonstrate a tenderers' qualifications, tenderers are required to provide the information set out below in the PQQ Response Document, which is based on a self-declaration model, however tenderers are required to provide the minimum information required. The criteria and rules outlined below are assessed on a pass/fail basis. Failure to comply with the requirements will result in the tender being considered inadmissible.

The following Selection Criteria are assessed on a Pass / Fail basis	
Tenderer Summary	
Provide contact and general information on the tendering organisation - company name, address and contact details for individual responsible for this tender, as well as information on sub-contractors and consortium members if applicable.	
Tax Compliance	
Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant in accordance with the rules of the Irish Revenue Commissioners. Tenderers must demonstrate this via Declaration Options 1, 2 or 3 within the Response Document.	
Insurances	
Provide evidence that the following levels of insurance cover are currently in place or provide an undertaking that the required insurance cover will be put in place if your tender is successful: • Employer Liability - €13 million • Public Liability - €6.5 million • Product Liability - €6.5 million • Professional Indemnity - €1.5 million • Cyber Liability - €1.5 million	
Turnover	
Confirmation that the Tenderer / all parties associated with the Tenderer have generated a minimum average annual turnover of €400,000 for each of the three preceding financial years or pro-rata if more recently established. Tenderers must have been in existence for at least 6 months. When requested to do so, Tenderers will be required to provide evidence in relation to this by way of Auditor's letter together with a statement from the Tenderer's bank that the account is in good standing.	
ESPD	

Complete the ESPD which has been provided as a separate document

Declaration of Bona Fides

Complete the Declaration of Bona Fides as per Art. 57 of Directive 2014/24/EU as implemented by SI 2814 of May 2016 as contained in the Response Document.

Declaration of Statutory Obligations

Complete the Declaration regarding compliance with relevant Statutory Obligations as contained in the Response Document.

Tenderer's Statement

Complete the Tenderer's Statement as contained in the Response Document.

4. AWARD CRITERIA

4.1 Overview

Only Tenders that meet the Selection Criteria and are 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 PQQ Response to be assessed under each of the award criteria set out below. This will enable the Contracting Authority to assess fully the extent of the response.

11 Tenderers will progress to the next round on the basis of the highest scoring compliant PQQ responses received, taking into account the following award criteria and weightings. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Contracting Authority.

Tenderers may include supporting information where relevant, including:

- Organisation Charts
- CVs of Key Personnel (max of 5 CVs, 1 page per CV)
- Professional Certifications

Supporting information shall be clearly referenced within the relevant Quality Response and shall not be used to circumvent the specified maximum response lengths.

Please note that the maximum marks available is 10,000.

Section	Award Criteria	Maximum Marks	Minimum Qualifying Threshold (60% of Score)	Maximum Page Count
A	Organisation, Experience and Capacity	3,000	1800	3
B	Understanding of the Contracting Authority's Requirements	7,000	4200	5
	Total Marks for Sections	10,000		

4.2 Assessment of Award Criteria

A. Organisation, Experience and Capacity

The Contracting Authority will consider organisational capability, relevant experience, resource capacity, key personnel and capacity to successfully deliver the Services. Tenderers shall provide sufficient information to demonstrate, including but not limited to:

- Examples of comparable organisations or operating environments where similar managed ICT services were successfully delivered, highlighting the relevance of that experience to the Abbey Theatre.
- Organisation overview and ownership structure
- Key personnel involved in the delivery of the services
- Three customer references

B. Understanding of the Contracting Authority's Requirements

Please demonstrate an understanding of the Abbey Theatre, its strategic objectives and operational environment, and provide an overview of how the proposed managed service delivery model will meet the organisation's current and future requirements. The Contracting Authority will consider understanding, credibility, practicality and alignment with business objectives. Tenderers shall provide sufficient information to demonstrate, including but not limited to:

- Understanding of the Abbey Theatre's operating environment, including its mix of corporate operations, theatre production, front-of-house services and public performances.
- Understanding of the objectives of the procurement
- Appreciation of key challenges and delivery risks
- Summary of the proposed operating solution, key features and differentiators.
- How the proposed operating model will support these differing operational requirements, including flexibility to support daytime, evening and event-based activities.
- How an understanding of the Abbey's business, culture and strategic priorities will be developed during mobilisation and throughout the contract.

4.3 Methodology for Calculating Scoring of the Qualitative Criteria

Evaluation of PARTS A – B

Minimum Marks Required to Pass

Tenderers **MUST ACHIEVE** the minimum qualifying threshold for Award Criteria A - B to be considered a valid tender. Tenderers that do not achieve the minimum marks set out in the award criteria table above for award criteria A - B will be eliminated from this Competition.

Tender Response

Scoring of the qualitative criteria will be based on an assessment of the full provision of the information requested by the Contracting Authority from Tenderers. Tender responses to Award Criteria A - B will be assessed using the scoring methodology outlined in the table below.

Scoring Methodology for Qualitative Award Criteria A - B

The following table sets out how marks for the qualitative award criteria A – B will be awarded.

A 0 – 5-mark system will be used, where a mark will be awarded to each criterion from 0 to 5. This mark, or multiplier, will be used to calculate the score to be awarded. For example, if a maximum score of 2,000 is available, the base score will be 400 (2,000/5). If the Tenderer is marked 5 (excellent), a score of 2,000 marks will be awarded (400 x 5). If the Tenderer is marked 2 (a response where reservations exist), a score of 800 marks will be awarded (400 x 2).

TABLE: Methodology for Calculating Scores when evaluating Qualitative Award Criteria A – B

Definition	Weighting
An Excellent response providing comprehensive and convincing assurance that the Tenderer will deliver to an excellent standard.	5
A very good response which demonstrates real understanding and assurance that the Tenderer will deliver to a good or high standard.	4
A satisfactory response which demonstrates a reasonable understanding of requirements and gives reasonable assurance of delivery to an adequate	3

standard but does not provide sufficiently convincing assurance to award a higher mark.	
A response where reservations exist. Lacks full credibility/convincing detail, and there is a risk that delivery will not be successful.	2
A response where serious reservations exist. This may be because, for example, insufficient detail is provided, or the response has fundamental flaws, or is seriously inadequate or seriously lacks credibility with a high-risk delivery will be unsuccessful.	1
No Response or response completely fails to address the criterion under consideration.	0

Marks in the score ranges outlined above can be awarded where responses so merit additional marks. Failure to achieve the pass mark specified will result in the elimination of the Tender from the competition.

Number	Award Criteria Ranking
1.	Understanding of the Contracting Authority's Requirements
2.	Organisation, Experience and Capacity

5. INSTRUCTIONS FOR PQQ SUBMISSIONS

5.1 Overview

The Contracting Authority is using Etenders for this procurement process and therefore, responses must be submitted electronically to via www.etenders.gov.ie only. Tenders submitted by other means (including email, post or hand delivery) will **not** be accepted. PQQ responses must be submitted in English.

It is the responsibility of Tenderer to log on to www.etenders.gov.ie regularly to ensure that they are aware of any new activity and should not rely solely on e-mail notifications from the Contracting Authority via www.etenders.gov.ie. All Tenderers should include noreply@eu-supply.com in their spam filters (if they use a filtering tool) in order to receive notifications. The Contracting Authority shall have no liability in respect of an Tenderer not receiving e-mail notifications or any failure on the part of an Tenderer to regularly check www.etenders.gov.ie.

It is the responsibility of the Tenderer to ensure that both their clarification queries and PQQ response are complete and submitted by the designated deadline. Submissions that are received late or via other means will not be considered in this procurement competition.

To submit a document to the electronic post-box, please note that Tenderers must click "Submit Response". After submitting, Tenderers can modify and re-send their submission until the response deadline. Tenderers should be aware that the 'Submit Response' button will be disabled automatically upon the expiration of the response deadline.

Tenderers who are unfamiliar with uploading to eTenders should ensure they familiarise themselves with the process before the submission deadline.

In case of any discrepancy or conflict between the documents forming part of this PQQ, the Contracting Authority will resolve such discrepancy or conflict at its absolute discretion.

Any costs associated with the submission of a PQQ response are the sole responsibility of the Tenderer and will not be reimbursed.

5.2 Anticipated Timeline

The closing date for Clarification Queries	1 st October 2026 @ 5pm Irish Time
The closing date for PQQ Responses	19 th October 2026 @ 5pm Irish Time
Issue of Invitation to Tender to shortlisted Tenderers	29 th October 2026
Closing Date for Tender Submissions	19 th November 2026 @ 5pm Irish Time

The dates provided above are estimates at the time of publication of this PQQ. The Contracting Authority will endeavour to run the process to this timetable, but this cannot be guaranteed. In its sole discretion, the Contracting Authority reserves the right to extend the timelines identified above by giving notice in writing via www.etenders.gov.ie to Tenderers at any point.

5.3 Clarification Queries

All queries regarding this PQQ should be through the questions and answers facility on www.etenders.gov.ie. Please submit queries as soon as possible and before the closing date for queries.

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

It is the responsibility of the Tenderer to ensure that the correct incoming e-mail address for the receipt of all electronic correspondence is stored on www.etenders.gov.ie. If the links are not working in any electronic correspondence (due to internal firewalls or IT security), Tenderers should log in directly via the www.etenders.gov.ie portal to view any new activity.

5.4 Completing the PQQ Response

Tenderers are invited to submit a completed PQQ Response in the form of the template of the Response Document using the text boxes provided.

PQQ Responses will be assessed per the Selection and Award Criteria set out within this document. Submitting a PQQ Response does not guarantee that the Tenderer will be invited to submit a tender as part of the Request for Tender stage.

Failure to submit a complete response or failure to comply fully with the instructions in this document in any way may result in the PQQ Response being rejected as non-compliant.

All responses should be relevant to the subject matter of this procurement process and must address the question asked. For the avoidance of doubt, it is emphasised that the information requested in the PQQ is aimed solely at determining the suitability and choice of the Tenderers for entry to the RFT Stage.

Tenderers are permitted to add lines to the tables and boxes set out within the Response Document if required but must comply with the formatting and page limits set for each question.

All financial information should be denominated in euro (€), except where financial information is being provided in a certified or audited supporting document such as a set of financial statements, in which case it is sufficient for the information to remain in its original currency.

Failure to provide sufficient detail or to explain any relevant matters adequately may result in such data or information not being taken into account during the evaluation process.

No general marketing or promotional material from any member of the Tenderer, either in answer to any of the questions or for any other reason, should be included. Where supporting information is specifically requested, it should be clearly marked with the number of the question in the Response Document to which it relates.

5.5 Verification / Clarification of Responses

The Contracting Authority is entitled, but not obliged, to seek clarification of PQQ responses in the course of the evaluation process. To assist in finalising evaluation, selected Tenderers may be invited to attend clarification meetings with the Contracting Authority. 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. If required, Tenderers will be notified of the date, time, agenda and format for such meetings as soon as possible.

5.6 Extension and Validity of the PQQ Period

The Contracting Authority reserves the right, at its sole discretion, to extend the closing date for receipt of PQQ responses by giving notice in writing via Etenders to all parties who have expressed an interest in the notice no later than three days before the original closing date. To allow sufficient time for tender assessment a PQQ Validity period of two (2) months is required, this period commencing on the closing date by which the responses are to be returned.

6. TENDER TERMS AND CONDITIONS

6.1 Right Not to Award

The tender documents are 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 at any time. It also reserves the right to accept or reject in whole or in part any or all tenders received, and, in particular, to source the requirement with more than one provider.

6.2 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 official award of the contract.

6.3 Discrepancies Between Documents

A PDF version of the Pre-Qualification Questionnaire and Specification Overview has been made via Etenders. These documents will be considered as the primary source in this procurement process. Word versions of documents, where they are provided, are being made available to assist Tenderers in responding to the tender competition. Where there is a discrepancy between a PDF version and a word version, the pdf version will take precedence. Tenderers are requested to notify the Contracting Authority immediately of any anomaly. Where applicable the Contracting Authority will issue amended versions.

6.4 Formatting of Tenders / Amending Tender Documents

Tenderers must ensure they use the PQQ Response Document when preparing their submission of both the Selection Criteria and Award Criteria.

Tenderers are prohibited from amending any text, content or templates provided as part of this tender competition in their tender responses unless otherwise specified by the Contracting Authority. Where amendments have been identified, the Contracting Authority may at its discretion eliminate the tenderer from further consideration.

6.5 Collusive Tendering

Tenderers should take notice of the Competition Act 2002 (as amended, the “2002 Act”), which makes it a criminal offence for tenderers to collude on prices or any other aspects relating to this procurement competition.

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.

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.

6.6 Confidentiality

After the official opening of PQQ responses, information relating to the examination, clarification, evaluation and comparison of submissions 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.

6.7 Irish Legislation and Law

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

6.8 Conflict of Interest

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 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, in the event of this information only coming to their notice after the submission of a bid and prior to the award of the contract. Failure to disclose a conflict of interest may disqualify a tenderer or invalidate an award of contract, depending on when the conflict of interest comes to light.

6.9 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.

6.10 Publicity

Tenderers shall not undertake (or permit to be undertaken) at any time, whether at this stage or after the award of the contract, any publicity activity with any section of the media in relation to this tender/agreement other than with the prior written consent of the Contracting Authority. Such consent shall extend to the content of any publicity. For the purposes of this paragraph, the word “media” includes (but is not limited to) radio, television, newspapers, trade and specialist press, the Internet and email, accessible by the public at large and the representatives of such media.

The Contracting Authority will have the right to publicise or otherwise disclose to any third-party information regarding this process and the agreement.

6.11 Change in the composition of a Tenderer

Where a change in composition of a Tenderer arises, this must be notified in writing to the Contracting Authority and formally approved by them. Where the original party to the tender was critical to the Tenderer meeting some or all Selection Criteria, any replacement party must meet or exceed the same selection criteria standard.

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.

6.12 Notification of PQQ Evaluations

All information regarding the evaluation process or potential outcomes shall remain confidential until after the conclusion of the tender process.

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

6.13 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".