

RFT 9033717: Request for Tenders to establish a Multi Supplier Framework Agreement for the provision of Interpreting Services (excluding Irish Language Services) – Clarification Question 23/09/2026

Message Ref No	Question	Contracting Authority Response
789590	Please see below a list of clarification questions in relation to this opportunity: 1. Can you confirm if the page count limits for each page are inclusive or exclusive of the templates provided in the Tender Response Document? 2. Please can you confirm what you mean at Question 1 (xi) b. with regard to required approvals? Is this in relation to pre-employment vetting, security clearances, or something else?	Please see the below Contracting Authority response to each of the questions raised. 1. <u>Tenderers should note that, where specified, responses provided in the Tender Response Document must comply with the applicable maximum page limits and minimum font size requirements. Tenderers must provide their responses in the designated sections of the Tender Response Document.</u> Where a page limit is specified, the page count shall apply solely to the Tenderer's response and shall not include any part of the template containing the question, instructions, guidance text, or other pre-populated content. For the avoidance of doubt, such content shall not count towards the applicable page limit. 2. It is assumed that the Tenderer is referring to Award Criterion 1 'Key Account Management', Numeral (v), Part b. in their question. For clarity of response; the wording of the question is as follows: "Identifying gaps across key and rarer languages interpreters within their organisation and <u>where new interpreters are employed by their organisation getting all the required approvals in place before any interpreters are assigned to a Framework Client.</u>" The reference to all required approvals is not intended to be an exhaustive list. The precise approvals required will depend

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	3. Please can you confirm what is expected to be covered in Question 4 (vii) with regard to quality control and standards, as there are other areas across the questions covering Interpreter monitoring, complaints management, and recruitment and vetting? Is this in relation to service levels?	wholly on the assignment in question and the Framework Client in question. These approvals may include where appropriate (but are not limited to); security clearance and Garda vetting and/or any other such approval required by Framework Clients prior to assigning an interpreter to their contract. 3. The published RFT document at Part 3.3 'Award Criteria for Selection as a Framework Agreement Member' and at Appendix 1 'Requirements and Specifications', Section 10 'Award Criteria Questions' sets out the precise Award Criteria that Tenderers are required to respond to. The headings of each umbrella qualitative Award Criterion are as follows: AWARD CRITERION 1: Key Account Management, AWARD CRITERION 2: Service Delivery, AWARD CRITERION 3: Complaints Procedures, AWARD CRITERION 4: Quality Control Processes. Tenderers will note that each Award Criterion places emphasis on a particular aspect of a Tenderer's proposed approach to delivering upon the Requirements and Specifications of the published RFT. The Award Criteria do not overlap and the precise description and nature of what is to be evaluated is clearly stated in the published RFT. Tenderers are therefore required to address the precise questions pertaining to each Award Criterion in turn and in accordance with the instructions contained in the published RFT document.