

POBAL

REQUEST FOR TENDER

SINGLE PARTY FRAMEWORK AGREEMENT

Title:	0442 GIS Mapping Solution Framework Agreement
Procedure:	Open Tender
eTenders/OJEU ref:	eTenders ID 9199621
Issue Date:	1 st October 2026
Estimated Value:	€750,000 excluding VAT over the maximum four-year Framework term
Closing Date for Queries:	Thursday 22nd October 2026, 11:00am GMT
Closing Date for Tender Submission:	Monday 2nd November 2026, 11:00am GMT
Submissions and Queries via:	eTenders only Please upload your response as a ZIP FILE to protect the integrity of the file names

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Disclaimer

This document issued herewith ("the Document") is for information only and does not constitute, and shall not be interpreted as, an offer for sale, prospectus, or the basis of a contract.

Tenderers are recommended to read the documents thoroughly. While all reasonable steps have been taken to ensure that the information set out in the Document is accurate and up to date, no representation or warranty, express or implied, is or will be made or given in relation to the accuracy or the completeness of any information contained in the Document or otherwise provided by or on behalf of the Contracting Authority (in writing or otherwise) to any interested party or its advisers. No responsibility or liability for any loss or damage arising as a result of reliance on these documents, or for the information contained in these documents or for any omission is or will be accepted by the Contracting Authority or by any of its officers, employees, agents or professional advisers. No officer, employee, agent, or professional adviser of the company has any authority to give or make any representation or warranty, express or implied, in relation to such information. The Contracting Authority's officers, employees, agents, and professional advisers expressly disclaim any and all liability arising out of such documentation or information and any errors or omissions in or from the documents and information.

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

Note

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

The Contracting Authority have provided a Tender Response Document as a separate document for tenderers to use in preparing their response to this tender. This document and format must be used.

1 About the Contracting Authority

1.1 The Contracting Authority

Pobal (the “Contracting Authority”) invites responses (“Responses”) to this Request for Tender (“RFT”) from economic operators (“Tenderers”) for the requirements as described in Section 3 to this RFT (the “Deliverables”).

Pobal, a registered charity, works on behalf of Government to support communities and local agencies toward achieving social inclusion and development.

Pobal, formerly known as Area Development Management (ADM), was established in 1992 by the Irish Government in agreement with the European Commission to manage an EU Grant for local development.

The role of Pobal today is to provide management and support services to 42 programmes, schemes and services in the areas of Social Inclusion & Inclusive Employment, and Early Years & Young People. We administer these programmes on behalf of the Department of Rural and Community Development and the Gaeltacht, the Department of Children, Disability and Equality, the Department of Social Protection, as well as the Department of Health/HSE, the Department of Justice, Home Affairs and Migration, the Department of Climate, Energy and the Environment, the Department of Transport, and a number of EU bodies. Allocating €1.52billion in 2025.

We work in the areas of social inclusion, early childhood care and education, community development, peace and reconciliation, equality, labour market supports and education and training.

More information on Pobal, our work and the programmes we administer on behalf of the Irish Government can be found on our website <https://www.pobal.ie/>

1.2 Small and Medium Enterprise participation

It is the policy of the Contracting Authority to promote participation by Small and Medium Enterprises (SMEs) on a fair and equal basis.

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

Tenderers may include individuals, partnerships, limited companies, groupings or any combination of the foregoing with or without legal personality. However, a grouping if successful will be required to establish legal personality to enter the framework agreement / contract.

Tenderers are reminded that they may rely on the resources of other entities to establish the requirements on condition that they can prove to the satisfaction of the Contracting Authority that they will have these resources at their disposal when necessary.

If the tender is from a consortium / joint venture, tenderers must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party. Relevant information relates to where a tenderer is relying on the resources to qualify (e.g. turnover, manpower, previous experience) and or to deliver contracts. The consortium must appoint a single point of contact who will assume overall responsibility for delivery, and who is authorised to sign the framework agreement / contract on behalf of all consortia members. The Contracting Authority will not act as an arbitrator between members of consortia.

2 Scope of the Framework Agreement

2.1 Type of Framework

The Contracting Authority proposes to engage in a competitive process for the establishment of a framework agreement. A framework agreement constitutes a means of establishing overall terms and conditions in accordance with which, for a specified duration, individual contracts may or may not be awarded.

This competition relates to the establishment of a single-party framework with one Economic Operator. Thereafter that Economic Operator being entitled to be considered for all contracts within the scope of the framework.

2.2 Scope of Requirements under the Framework.

2.2.1 The Scope of the Framework

Pobal wishes to appoint a Single Supplier Framework Agreement for a GIS mapping solution to include support, development, maintenance and associated services on current and future requirements as summarized in the requirements. The proposed framework is for four years.

See section 3.1.8 in Specifications with regard to Service Continuity and Transition.

2.2.2 The Initial Contract

Once the framework agreement has been established, the Contracting Authority will issue Purchase Orders as and when they are required and as per the specifications in this document.

There is no guarantee of additional contracts/orders, but where they arise, the Contracting Authority will consult the Framework Member in accordance with the rules of operation outlined in this Request for Tender.

2.3 Anticipated Timeline

The following indicative timeline is envisaged for this procurement:

Issue RFT	As specified on title page
Closing Date for Queries	As specified on title page
Closing Date for Tender Submission	As specified on title page
Estimated Award decision	11/01/2027
Framework Agreement Commencement	01/02/2027

The dates provided above are estimates at the time of publication of the Request for Tender. The Contracting Authority will endeavour to run the process to this timetable, but this cannot be guaranteed.

2.4 Numbers admitted to the Framework

The framework agreement will be established as a single-party framework agreement with the tenderer selected following the tender stage and the application of the award criteria and subject to that tenderer meeting the minimum criteria and rules.

2.5 Duration of the Framework Agreement

The framework agreement will be for a maximum period of four (4) years. The agreement will initially be for a period of two years. Pobal reserves the right to extend the Term for a period or periods of up to 12 months with a maximum of two (2) such extensions permitted subject to its obligations at law.

The Contracting Authority confirms that the period of any contracts/purchase orders awarded under the framework agreement may extend beyond the date of expiry of the agreement.

2.6 Estimated Value for the Framework Agreement

It is envisaged that maximum spend under this framework agreement will not exceed €750,000 excluding VAT. It is emphasised, however, that this figure is provided strictly for indicative purposes only as there is no guaranteed expenditure under the framework agreement.

The likely value of orders to be awarded under the framework **in year one** will be in the region of €80,000.

2.7 Awarding Contracts under the Framework Agreement

Single-party framework agreement purchase orders may be awarded directly on foot of the original tenders or by consultation with the Framework Member and invitation to provide a supplementary tender within the constraints laid down in this tender documentation and the framework agreement terms and conditions.

2.8 Right to tender outside of the Framework

The Contracting Authority intends to use the framework for the procurement of requirements falling within its scope during the specified period; however, it reserves the right to go outside the framework for the procurement of any requirement without reference to the Framework Member(s). Admission to a framework does not guarantee the award of any contract to any Economic Operator, nor does it give the member(s) the right to be consulted in respect of, or tender for, any contract.

2.9 Compliance with the Terms and Conditions of the Framework Agreement

Admission to the framework agreement will be conditional upon acceptance of the Contracting Authority's Framework Terms and Conditions as appended at the relevant Appendix. Tenderers are required to review these terms and conditions and indicate their acceptance thereof as part of their tender submission. Any reservation with regard to these terms should be submitted as a query in accordance with the procedure described in the Instructions to Tenderers (*Section 6*) of this document.

2.10 Award to Runner Up

If it is not possible following the conclusion of the competitive process to award the initial contract to the designated successful tenderer from this competitive process; the Contracting Authority reserves the right to award the initial contract to the tenderer with the next highest score based on the original competition, at any time during the tender validity period.

If, following the award of any contract under this framework agreement, the Framework Member cannot, for whatever reason, deliver the required services to the satisfaction of the Contracting Authority; the Contracting Authority reserves the right to award the contract to the next highest scoring tenderer emerging from the process at any time during the contract tender validity period.

3 Specification of Requirements

3.1 Scope of Requirements under the Framework Agreement

3.1.1 Maps Framework Specification

Pobal has a requirement to appoint a Single Supplier Framework Agreement for a GIS mapping solution to include support, development, maintenance and associated services on current and future requirements as summarized in the requirements. The proposed framework is for four years.

The successful contractor shall provide end-to-end GIS services covering infrastructure, platform support, data management, accessibility, integration, analytics, governance, and ongoing support.

Our approach to Business-as-Usual GIS services is centred on standardised, repeatable workflows to ensure consistency, efficiency, and high data quality. This includes structured data templates, validation checks, and defined processing pipelines to minimise manual intervention and reduce errors.

This includes robust **enterprise ETL (Extract, Transform, Load), data transformation, and interoperability capabilities** to enable seamless data integration, transformation, validation, automation, and exchange across multiple systems, platforms, and formats. Solutions may utilise industry-standard technologies such as **FME (Feature Manipulation Engine)** or equivalent tools.

This will also require a live transfer of specifiable data from Enterprise CRMS (Dynamics 365) stored on two different platforms. To have data accessible onto Pobal maps in the form of feature layers, downloadable tables via a secure, risk free, compliant manner.

Where appropriate, we incorporate AI-enabled techniques within the ArcGIS platform. These methods enhance, rather than replace, core GIS processes, ensuring a robust and reliable service delivery model for ongoing data maintenance and updates.

3.1.2 Current Technical Setup

Pobal operates a hybrid GIS environment comprising on-premises ESRI server infrastructure integrated with cloud-hosted GIS services and third-party spatial data services. The environment includes enterprise GIS applications, web mapping services, externally hosted basemaps, and a range of authoritative spatial datasets used to support programme management, analysis and decision-making.

On-premises components

- ArcGIS Server technology hosted on Pobal infrastructure.
- Pobal-managed servers and associated GIS applications.
- Internal datasets and services hosted within your own environment.
- Governance, security controls and infrastructure managed through Pobal ICT arrangements.
- The two environments are UAT for testing and PRODUCTION for the live system
- Windows Server 2019 servers, on front end and on back-end SQL database 2019
- Reside with the Government data centre powered by VMware Hypervisor

- Built using ESRI technology. ArcGIS Enterprise, Enterprise Geodatabase, and ArcGIS Online are all components of the system. Pobal Maps uses ArcGIS Enterprise version 11.3
- Mapping components are now delivered through ESRI's ArcGIS platform architecture and are hosted within dedicated Production and UAT environments.
- The solution primarily utilises ESRI Experience Builder applications to provide interactive web mapping experiences with enhanced flexibility and functionality compared to the previous Web AppBuilder (WAB) implementation.
- Pobal Maps is delivered through ArcGIS Hub sites, which provide the primary access point for users and host the suite of mapping applications and associated content across both environments.
- Experience Builder applications consume configured Web Maps which define map layers, symbology, extent, data sources, custom pop-ups and application behaviour presented to end users.
- In addition to Experience Builder applications, Pobal Maps includes a range of supporting application types hosted within the Production and UAT environments, including Dashboards, Story Maps and Instant Apps. These components support different business and user requirements including data exploration, reporting, communication and thematic presentation of geographic information.
- Applications utilise ESRI's out-of-the-box widgets and configurable interface components available within Experience Builder and associated ArcGIS application frameworks. These widgets provide functionality including map navigation, layer management, filtering, searching, querying, data exploration and user interaction.
- The current implementation does not require custom-built widget development, as the standard ESRI capabilities provide functionality required by Pobal Maps. The move from the previous WAB-based solution to Experience Builder has enabled increased flexibility, improved configuration options and broader functionality through supported platform components.
- Mapping content displayed within applications is delivered through web services and hosted spatial layers, including administrative boundaries, thematic datasets and operational data services.
- The solution also integrates selected third-party mapping and geospatial services where required to enhance base mapping, contextual information, visualisation and specialist functionality.
- ArcGIS Online operates as a separate supporting platform to Pobal Maps and is used for application configuration, content authoring, publishing and controlled access to selected mapping resources. ArcGIS Online hosts a range of content and is typically only used where necessary limitations apply to ArcGIS Enterprise.

*Section 3.1.9 below: Existing Pobal Maps Solution, contains the diagrammatic architecture of the Pobal maps solution.

3.1.3 Scope of Requirements

1. Ongoing Technical maintenance, continual upgrade and updates to the latest version of current Pobal Maps solution, infrastructure environments and related services, interaction and customer feel.
2. Future and continuous product and features improvements to the maps solution over the period of the contract
 - Work to migrate solution to the Cloud ie Azure.
 - Migration of systems, systems services and data management to reside in EU servers
 - Avail of new future features and enhancements with the current software solution
3. The platform shall be kept capable of supporting the integration of AI technologies and services where approved by Pobal. Tenderers must demonstrate their capability and relevant experience in implementing AI-enabled GIS solutions and provide demonstrations of such capabilities upon request prior to deployment
4. CRM Geodata utilisation: The Contractor shall provide secure ETL (Extract, Transform and Load) capabilities to enable the extraction of geographic and location-related information from transactional CRM systems. The solution shall support the creation of automated workflows to transform, validate and publish this data for use within the ArcGIS platform including FME or equivalent data integration technologies where appropriate. Appropriate security, governance and access controls shall be applied throughout the data integration process.
5. Eircode Database Integration: The Contractor shall support the integration of Pobal's Eircode dataset with ArcGIS Desktop and necessary GIS environments. The solution shall enable authorised users to perform Eircode-based searches and lookups directly within ArcGIS desktop, ensuring secure, reliable and efficient access to Eircode reference data.
6. Demographic & Deprivation Analysis and Reporting Update the Pobal HP Deprivation Index maps utilizing data provided by Pobal (estimated 2028). Revise and enhance existing Pobal deprivation map layers to reflect the latest index, incorporating any new shapefiles for small area definitions in an ungeneralised format. Modify the map slider functionality to facilitate comparability across multiple census waves. Update the interactive dashboard known as the Pobal Community Profile to showcase the revised deprivation data and improved comparability features.
7. Map Accessibility: The solution shall comply with the EU Web Accessibility Directive, WCAG 2.1 AA and EN 301 549.

The Contractor shall demonstrate how geospatial content, web applications, dashboards and associated digital outputs will be designed, maintained and tested to support accessibility requirements, including compatibility with assistive technologies, keyboard navigation, accessible presentation of spatial information and support for users with visual impairments.

The Contractor shall ensure that key map content, descriptions and contextual information are available in machine-readable formats to support accessibility, discovery and interpretation by assistive technologies, Large Language Models and AI-enabled tools.

3.1.4 Resources Requirement Quality and balance of the proposed resources including Experience

Tenderers must demonstrate their ability to deliver the requirements by providing the following:

- Provide a structure/organisation chart in respect of the proposed team, detailing which team member would deliver each element of the services;
- Identify the Account Manager or key person responsible for regular project status reporting and communication and provide details of their proposed approach for interaction with Pobal;
- Provide details on how activities will be co-ordinated, to include reporting arrangements at all levels;
- Provide a short biography (including title, primary responsibilities, length of service and previous experience of delivering similar services) of the personnel who would be involved in the provision of the technical / support services
- Tenderers must demonstrate that the proposed resources are capable of delivering the services/deliverables as outlined below.

The successful tenderer must be able provide sufficient resources in order to ensure the successful delivery of the agreement.

Tenderer must demonstrate substantial experience supporting and enhancing ESRI environments. ESRI Partner status is highly desirable and will be viewed favourably with the following experience/ability:

- Development of ESRI-based applications and tools; including ArcGIS API for JavaScript, ArcPy and related technologies
- Management of ArcGIS Enterprise and ArcGIS Online environments, including GIS content, users, security, services and application configuration. (essential)
- Publication, management and integration of GIS data services, enterprise geodatabases and automated spatial data workflows.

It is anticipated that the resources proposed will at a minimum include the following:

- **Contract Manager / Account Manager**-Required for contract governance, reporting, reviews, escalation and supplier management
- Project Manager - PRINCE2 qualification or similar.
- GIS Solutions Architect - Demonstrated experience working with national organisations. Experience designing solutions with the Full ESRI Stack, covering both out of the box and custom applications.
- Business Analyst - Specialising in the delivery of GIS workflow driven applications.
- GIS Developers - Demonstrate that there is capacity 2+ developers available for business continuity purposes. Skills as specified throughout this document.
- GIS Developers – demonstrate a professional working Skillset with ArcGIS Pro, publication of GIS data services, GIS data management, automation of processes using Python scripts etc.

- SQL Database Admin - Demonstrated experience working with SQL Server databases, SQL Server Reporting Services, and Enterprise Geodatabases hosted on SQL Server environments.
- Must have experience in manipulation of data within geodatabase using stored procedures, T-SQL and .NET services.
- Infrastructure Architect - Solution design experience in Enterprise GIS solutions.
- Test Analysts - Experience in functional testing, regression testing, bug tracking systems. Use of Selenium or similar for automated UI testing

3.1.5 Technical Solution Capability Requirements

To support Pobal Maps Solution, the solutions proposed by Tenderers must be capable of providing the following:

1. Web GIS Solution Architecture & Design

- a) Application Design for Web GIS applications in on-premises and cloud environments
- b) Integration of GIS data services across Pobal systems for spatial and non-spatial data
- c) Design and development of bespoke GIS functionality for spatial analysis and spatial querying
- d) Design and implementation of workflows driven by spatial parameters and integrated with Microsoft Dynamics 365 and other line-of-business applications
- e) Security architecture and configuration design within GIS environments
- f) Web GIS development using ESRI technologies (ArcGIS Enterprise, ArcGIS Online, Portal, Experience Builder, UX Design)
- g) Enterprise Geodatabase design, installation and optimisation
- h) Integration of GIS applications with Single Sign-On (SSO) and identity management solutions
- i) BI and Analytics integration (ArcGIS for Power BI, Dashboards, Insights)
- j) Documentation of system architecture, technical design and configurations

2. GIS Platform Management

- a) Installation, support and maintenance of ESRI software, including upgrades and updates
- b) ArcGIS Enterprise administration and support
- c) ArcGIS Server administration and support
- d) Desktop GIS support (ArcGIS Pro)
- e) ArcGIS Online administration, including:
- f) Users, Groups and Roles
- g) Security Management
- h) Content Management & Content Sharing
- i) Credit Management
- j) ArcGIS Online application administration and support, including: Experience Builder, Story Maps, Dashboards, Hub, Survey123
- k) Licensing, deployment and version management
- l) System monitoring, troubleshooting, performance tuning and operational support

3. Data Management and Data Migration/Transformation

- a) Development of data management, automation and transformation solutions.
- b) Data architecture and geodatabase design.
- c) Spatial data management, metadata and governance.
- d) ETL, data migration and transformation.
- e) Integration with internal and external systems.
- f) Automation of data processing and management workflows (preferably with FME or equivalent).
- g) Data lifecycle management, version control and auditability.
- h) Data quality management and QA/QC.

4. Application Development

- a) .NET Development
- b) Angular / Bootstrap.
- c) Services' Integration
- d) ArcGIS API for JavaScript
- e) Performance & Penetration Testing
- f) Agile delivery methodologies
- g) Application of best practice security and data protection practices (E.g. ISO 27001)
- h) CI/CD Pipelines

5. Accredited **ISO/IEC 27001** standard with scopes for Information Security in the provision of

- a) Software Development,
- b) Software as a Service (SaaS) hosting and support,
- c) Data analytics,
- d) Consultancy to business

6. Infrastructure Support & Management

- a) Environments' Design and Configuration; PRODUCTION & UAT
- b) Support & Maintenance
- c) Cloud Migration Strategy
- d) Performance monitoring
- e) On-premise & Cloud; Azure, AWS, Integration with Dynamics 365

7. Project Management & Delivery

- a) Project management (PRINCE2 or equivalent)
- b) Business Requirements specification
- c) Testing and support of user acceptance testing
- d) Leading user requirements workshops with a range of stakeholders
- e) Working with senior stakeholders and supporting decision making

8. Data Analytics & Business Intelligence in multiple domain

- a) Development of systems (including mobile applications) allow to capture data and analyse data through custom reporting tools, and perform analysis on raw data.

9. Software Development house ; full-stack development team engaged in end-to-end systems' development to perform the following

- a) Web application development (cross-browser)
- b) Support for ESRI mobile products such as Survey123 or mobile consumption of Poba! Maps
- c) Database design and development
- d) Testing
- e) UI/UX Development
- f) Web Content Accessibility Guidelines

10. Knowledge Transfer and Training

- a) Knowledge transfer and skills development.
- b) Collaborative working alongside in-house GIS resources.
- c) Technical documentation and mentoring.
- d) Support for organisational capability development.

11. API & Integration Capability

- a) REST API endpoints and web services.
- b) Geospatial service integration (e.g. Feature Services, Hosted layers).
- c) Integration with internal and external business systems.
- d) Data exchange and interoperability.

12. Quality Assurance

- a) Testing of GIS platforms, applications and integrations.
- b) Quality assurance and quality control methodologies.
- c) Test planning, execution and documentation.
- d) Issue tracking, resolution and change management.
- e) Quality reviews of GIS applications, web maps, dashboards and digital products, including recommendations for improvement.
- f) Data quality, validation and integrity management.

3.1.6 Security, Compliance & Governance

The proposed solution must operate within a secure and compliant framework aligned to GDPR, Pobal Data Governance policies, and recognised industry standards. The solution must support both ArcGIS Enterprise (on-premises) and ArcGIS Online deployments within Pobal's hosting environment.

The supplier must demonstrate strong governance, traceability and accountability, robust security controls, appropriate security assurance processes, including:

Security & Access Management

- Encryption of data in transit using TLS 1.2 or higher.
- Encryption of data at rest using industry-standard encryption.
- Integration with Microsoft Entra ID (Azure AD) using industry-standard authentication protocols.
- Support for Multi-Factor Authentication (MFA) for all accounts in line with Pobal policy.
- Role-based access controls to restrict access based on user roles and responsibilities.
- Secure API integration.

Audit, Monitoring & Data Governance

- Dataset classification and controlled sharing of data.
- Audit logging of user activity, administrative actions, system changes, data access and data modification.
- The ability to identify who accessed or modified data and when the activity occurred.
- Searchable and exportable audit logs.
- Full audit trail capability in support of governance, compliance and operational oversight.

Vulnerability Management & Assurance

- Evidence of vulnerability management process.
- Timely application of security updates and patches.
- Provision of evidence of the most recent penetration test upon request.

Business Continuity & Data Residency

- Support backup and recovery processes to protect against data loss and service disruption.
 - Confirm the location(s) where Pobal data will be stored and processed.
 - All processing, storage and access* to personal data must occur within the EEA
- *By 'access' is meant the viewing or using of any personal data by an individual or system such as for support services, incident management or information security processes.

3.1.7 Support Requirements

Operational Support

The successful tenderer will be required to provide an annual support agreement (SLA) to support ICT and Data teams on some and not exclusive to the following

- Reactive support- Phone and email support
- Proactive support day/s
- Software renewal/advanced software support ie ESRI ArcGIS
- Ongoing Patching of the mapping software/s
- Ticketing / Service / Incident Management and Escalation System: Provision of an electronic service management or ticketing system for the logging, tracking and management of incidents, service requests and support activities. Service records shall be retained and made available to Pobal upon request.

Proactive Support and advice

The successful tenderer will be required to provide ongoing advice, support on how Pobal can support continuous GIS improvements to our customers as required but limited to the area:

a. General GIS Services

- Digitising, inputting and structuring spatial and non-spatial data
- Development and management of geo-processing routines, using ArcGIS software and its extensions; and
- Testing of social inclusion and development customer projects that have a location based functionality.
- Development of tools, applications and services for general public or internal decision support systems

b. Data management advice and support

- Advice on spatial data management structures for Pobal's existing needs;
- Advice on future development of data management structures;
- Spatial data quality assurance;
- Integration of data from multiple systems;
- Creation of databases – e.g. SQL/ Enterprise GIS;
- Creation of database schemas;
- Migration of data between databases;
- Provide development expertise, and
- Proactive boundary change management.

c. Analysis of spatial data & tool development

- Spatial analysis, conducted in both desktop and web environments, including: -
 - Accessibility Analysis; -
 - Service demand analysis; -
- Advice on and development of new analytical and programming techniques within

the GI system/databases; and

- Advice on and development of Business Intelligence dashboards and with GIS and other Pobal Business Intelligence systems.

d. High quality visualisations

- High quality templates and output of spatial data and data visualisations of spatial and non-spatial data;
- High quality map presentation of data; and
- Development of house style for use in visualisation, reports and web-based.

e. Third party data management

- Census data updates
- Spatial deprivation indices
- GeoDirectory / Eircode updates

f. GIS Infrastructure and management

- Setup, configuration and maintenance of GIS environments
- Proactive monitoring of underlying infrastructure and applications; health checks
- Integration of spatial and non spatial data flows across the organisation; integration with CRM type systems
- Ensure infrastructure is secure and appropriate information security standards are applied.

g. Specialised advice on

- Integration of data from multiple systems;
- Cloud computing, Platform as a Service and Software as a Service;
- Advances in GIS, automation, AI and emerging geospatial technologies.
- Advances in GIS that are specific to demographics and longitudinal change
- Upgrade impact on forward and backward compatibility

3.1.8 Service Continuity and Transition

Pobal notes that the term of the Framework Agreement coincides with a period during which significant Census-derived datasets are expected to become available. These datasets will support the development and publication of an updated Pobal HP Deprivation Index and associated GIS products. Continuity of GIS services during this period is considered critical to maintaining operational effectiveness, data quality and the timely delivery of statistical and spatial outputs.

The Framework Member must ensure continuity of service throughout the term of the Framework Agreement and any contracts awarded under it. The Framework Member must maintain accurate and up-to-date technical, operational and configuration documentation to support ongoing service delivery, effective knowledge management and future transition arrangements.

The Framework Member must facilitate an orderly and effective transition of the services to Pobal or to a future supplier nominated by Pobal on the expiry or termination of the Framework Agreement or any associated contract. Transition arrangements must include, as applicable:

- appropriate knowledge transfer;
- provision of current technical, operational and configuration documentation;
- secure return or transfer of Pobal data in an agreed, commonly readable and reusable format;
- data portability;
- export of relevant configurations, workflows, scripts, schemas, data models and associated metadata, insofar as these are owned by or licensed for use by Pobal;
- identification of relevant integrations, interfaces, dependencies, licences and outstanding technical issues; and
- reasonable migration and transition support.

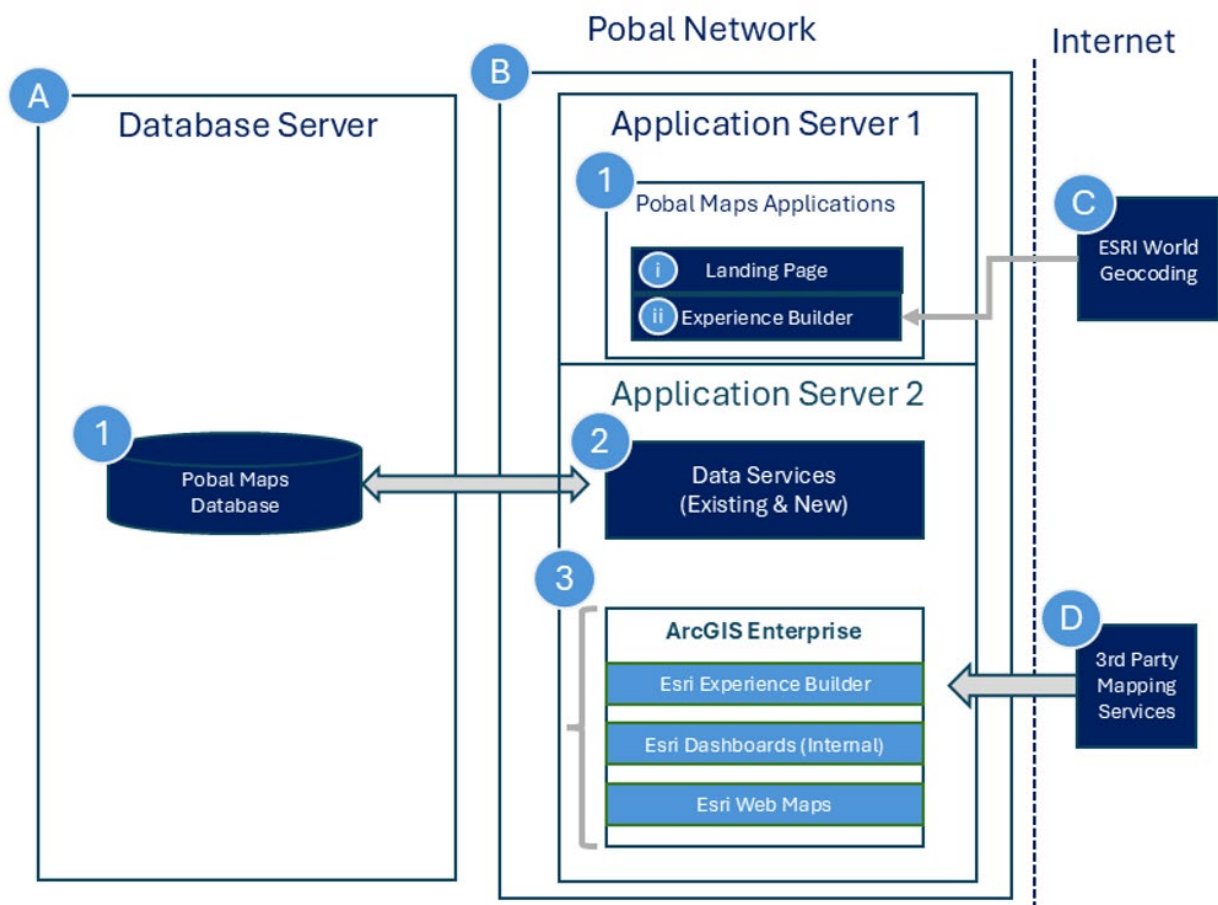
The Framework Member must ensure that all Pobal data remains accessible to Pobal throughout the Framework Agreement and during any transition period. The Framework Member must also ensure that Pobal is not subject to avoidable supplier or technology lock-in that would unreasonably restrict Pobal's ability to access, use, transfer or migrate its data, configurations or associated GIS services.

Routine knowledge transfer, documentation, data return and configuration export must be included within the Framework Member's service delivery arrangements. Any additional technical migration or transition services requested by Pobal must be agreed in advance and charged in accordance with the applicable rates included in the Pricing Schedule.

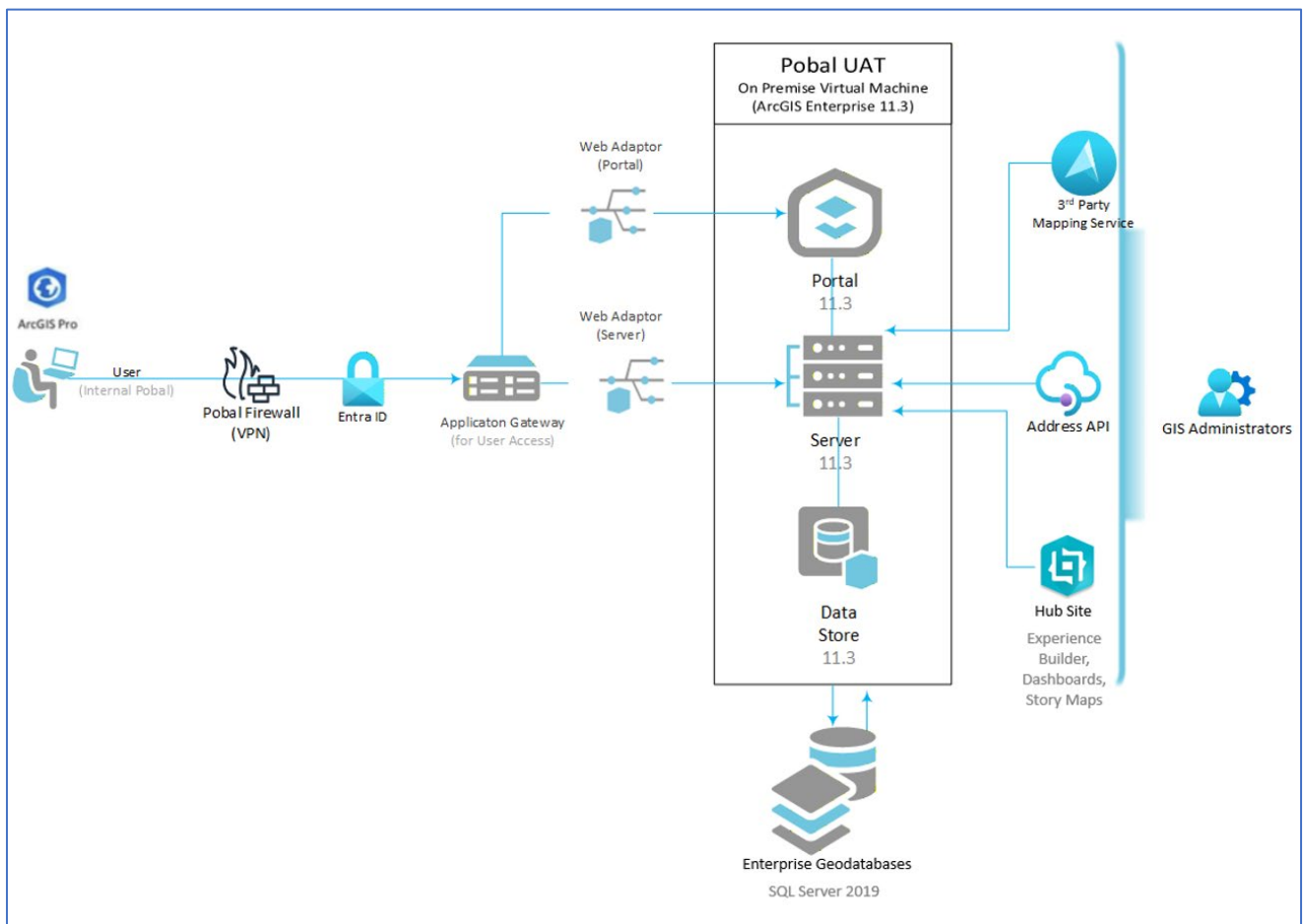
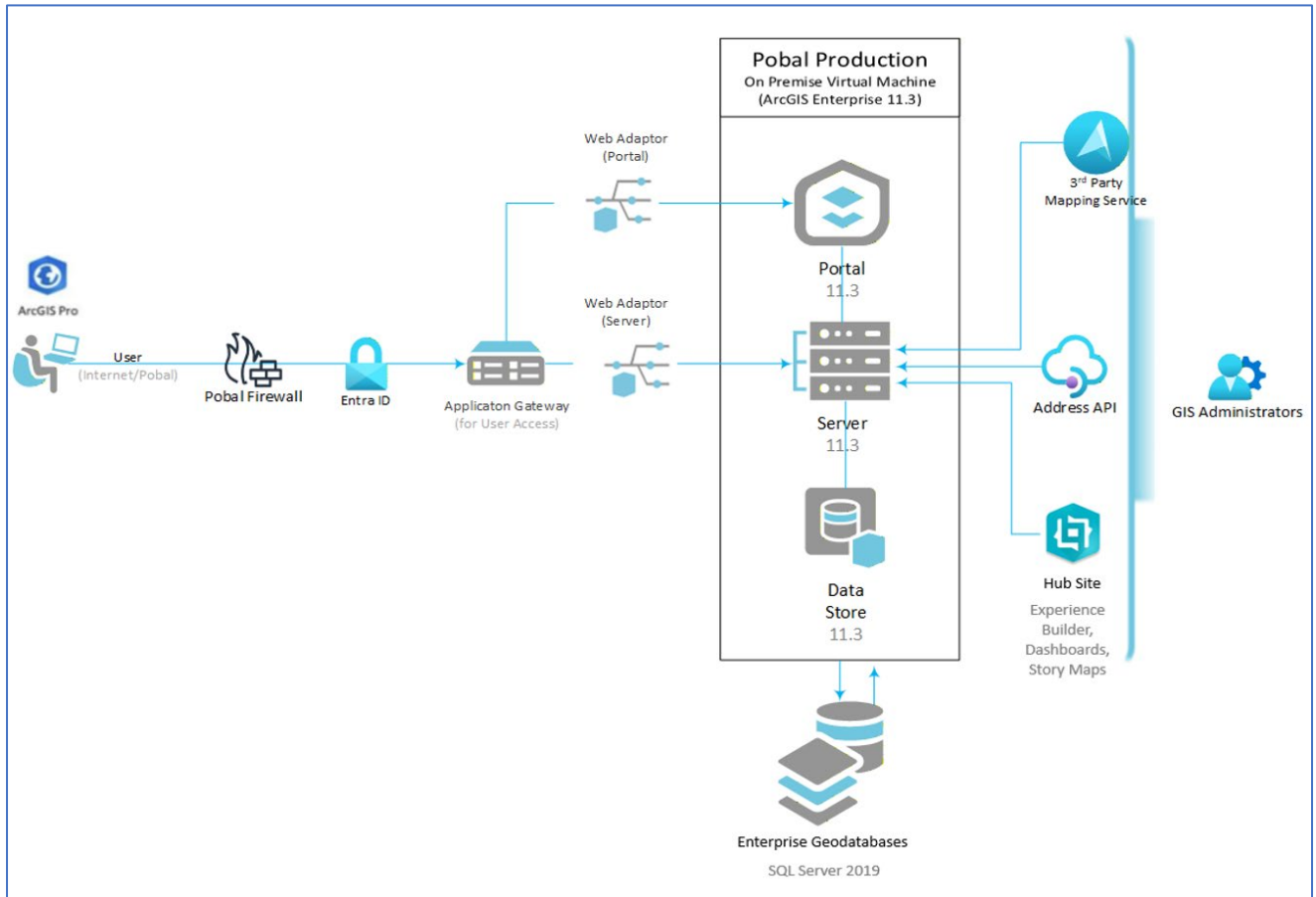
3.1.9 Existing Pobal Maps Solution

The diagram below illustrates the components of the existing system, and their interactions.

An explanation of these components is provided:



8. Detail Outline of Current Components Ref		
	Component Name	Component Description
A	Database Server	SQL Server 2019 database server used to host the Pobal Maps application database.
B	Pobal Maps Applications	The Pobal Maps user interface consists of a suite of web-based applications deployed across Production and UAT environments. These applications are primarily delivered through ArcGIS Hub sites and Experience Builder applications, with supporting Dashboards, Story Maps and Instant Apps also forming part of the solution.
B1 i	Landing Page / Hub Site	ArcGIS Hub-based landing page providing a central access point for Pobal Maps applications, documentation, and supporting content. It includes links to Experience Builder applications, Dashboards, Story Maps, and other hosted content, along with user guidance and supporting media.
B1 ii	Esri Experience Builder Applications	Primary interactive mapping applications for Pobal Maps. These applications consume ArcGIS Web Maps and provide user-facing functionality including map navigation, layer interaction, searching, filtering, and data exploration. Applications utilise Esri out-of-the-box widgets and configuration options; no custom widget development is required as native functionality meets all current requirements.
B2	Data Services Updates	All updates to Pobal Maps site are done manually as and when required. The exception to this is 'Childcare Facilities' which is updated via an FME workspace as it requires regular updates. Pobal run SQL scripts to get generate lists for updates to feature layers.
B3	ArcGIS Server	ArcGIS Server 11.3. Used to host ArcGIS REST services; data for services are populated from the Pobal Maps database, and these services are consumed by Pobal Maps Experience Builder, and external applications, e.g. GeoHive.
C	Address API	ESRI's built in geolocator -ESRI World Geocoding service is used in all search tools.
D	3rd Party Mapping Services	Currently only OSI MapGenie services are consumed within Pobal Maps.



3.2 Contract Management

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

- Overall responsibility for a good working relationship with the Contracting Authority
- Provide regular reports on performance as agreed with the Contracting Authority
- Meet as and when required to review and examine performance
- Deal with disputes, complaints or concerns that cannot be adequately resolved
- Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general and providing suggestions for improvement and cost savings

Supplier Engagement and Review Frequency

- The Contract Manager shall arrange formal performance review meetings with the Supplier at a frequency proportionate to the contract value, complexity, and risk rating, ensuring that engagement is sufficient to effectively monitor delivery and address any emerging issues.

Performance Management and KPIs

- The Contract Manager shall agree, implement, and actively monitor appropriate Key Performance Indicators (KPIs) and/or Service Levels for the contract. These shall be established at framework initiation (with reference to the tender submission where applicable) and used to assess Supplier performance on an ongoing basis.
- The Supplier shall provide periodic service reports detailing incidents raised and resolved, outstanding issues, service performance, support effort utilised, proactive activities completed and recommendations for continuous improvement.
- Where services are provided on a drawdown or allocated effort basis, the Supplier shall provide periodic reports detailing effort utilised and any remaining balance.

Minimum Review Requirement

- Notwithstanding the above, formal performance review meetings between the Contract Manager and the Supplier shall occur no less than annually over the framework duration.

4 Selection Criteria

The Contracting Authority is using the **Open** procedure for the award of this framework agreement, therefore, while all interested parties may submit a tender, only those demonstrating that they have the required level of financial and technical capacity will have their tender considered. In order to demonstrate a tenderer's qualifications, tenderers are required to provide the information set out below in the Tender Response Document (TRD) which is based on a self-declaration model. However, tenderers are required to provide the minimum information required.

4.1 Use of the European Single Procurement Document

In accordance with Directive 2014/24/EU, tenderers may have compiled a European Single Procurement Document (ESPD), either electronically via the eESPD on eTenders or as a separate uploaded attachment with the tender response, which will be accepted as evidence of compliance with *Section 4.3* on condition

that all information self-declared will be provided promptly on request at any time prior to an award decision.

4.2 Relying on the standing of other Entities

Tenderers are reminded that they may rely on the resources of other entities in order to meet criteria and/or deliver elements of the contract requirements on condition that they can prove to the satisfaction of the client that they will have these resources at their disposal when necessary.

Therefore, a Tenderer may consist of a grouping of any number of economic operators where a group come together in whatever form i.e. consortium, joint venture, subcontractors etc. to submit a Tender in response to this Request for Tender and regardless of the legal relationship between them, the Contracting Authority will deal with all matters relating to this competition through the entity (the “Lead Tenderer”) who will carry overall responsibility for the performance of the contract only, if successful irrespective of whether or not tasks are to be performed by a subcontractor or other consortium member.

The Lead Tenderer must clearly and comprehensively set out the name, title, telephone number, postal address, and email address of the nominated contact personnel authorised to represent the Tenderer and to whom all communications shall be directed and accepted until this competition has been completed or terminated. Correspondence from any other person (including from any subcontractor) **will not** be accepted or responded to.

All Lead Tenderers relying on the capacity of other entities must:

- a. Identify in Section A of the TRD as the Lead Tenderer for the grouping with whom the Contracting Authority will communicate and with whom any subsequent contractual arrangements will be made if successful.
- b. Identify in Section A of the TRD the relevant 3rd parties upon whose capacity the Lead Tenderer is relying upon to meet selection criteria and/or deliver elements of the contract and identify the relevant criteria and elements of the contract.
- c. Ensure Section A of the TRD including all subsections are completed and submitted for all relevant 3rd parties upon whom the Lead Tenderer is relying on to meet criteria and/or deliver elements of the contract if awarded.
- d. In all tenders, the Lead Tenderer must nominate the reference contracts for inclusion in the assessment and selection process. The number of reference contracts for which details are to be provided will be nominated in section B of the TRD of the Lead Tenderer. If more reference contracts are provided than required only the first listed reference contracts to the number specified (e.g. 3 reference contracts) will be considered. Where relying on the experience of others, at least one of the references provided should include reference to their relevant experience.

Where the Applicant consists of a grouping of economic operators and the Applicant is subsequently successful at tender stage the Contracting Authority may require the members of the Applicant to enter into a formal arrangement that can support the provision of collateral warranties to the Contracting Authority for the Applicant members’ performance, etc. of the contract.

4.3 General Declarations and Financial Capacity Requirements

Tenderers are required to provide information on the following in the Tender Response Document. 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.

General Information

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

Financial and Economic Standing

Tax Compliance	Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant. Please refer to the tax rules contained in the Tender Response Document.
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Financial Capacity	(a) Confirmation of financial standing ensuring the tendering party has the financial capacity to pay its debts identified on the current statement of assets and liabilities as being the debts as they fall due. (b) Confirmation that the tendering party turnover exceeded €200,000 during each of the last three years or pro-rata if more recently established firms are tendering – however the firm must have been in existence for at least 6 months.
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Evidence of both statements will be required prior to the award of any contract.

Insurance	The successful Tenderer shall be required to hold for the term of the Contract the insurances in the below table: In the tenders response form the Tenderers confirm, that if awarded a Contract under this Competition, they will, from the Effective Date of the Contract (as defined in the Contract hold the types and levels of insurance as specified at table below the territorial limits and jurisdiction of the insurance policies will include the Republic of Ireland and they are not aware of any exclusions, restrictions, conditions or warranties or, in the case of policies with an aggregate limit of indemnity, any outstanding claims, which could have a material adverse impact on the level of coverage specified above. A formal confirmation from the Tenderer's insurance company or broker to this effect will be requested from the successful Tenderer(s) prior to the award of (and shall be a condition of) any Contract.
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The successful Tenderer will, during the term of the Contract, be required to:

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

Insurance Type	Required Level
Employer's Liability	€13 million
Public Liability	€6.5 million
Product Liability	€6.5 million
Professional Indemnity	€1 million
Cyber Liability	€1 million

Declaration

Complete the Declaration of Bona Fides as per Art. 57 of Directive 2014/24/EU as implemented by Regulation SI 284 of May 2016 and as contained in the Tender Response Document.

Complete the Declaration regarding compliance with relevant statutory obligations as contained in the Tender Response Document. Where tenderers are established and operating outside of the jurisdiction of supply, compliance with equivalent legislation as applicable in the country of establishment / operation is required.

Complete the Article 5K Declaration regarding the EU regulation 2022/576 on restrictive measures in the Context of Russian Actions in the Ukraine.

Tenderers are required to provide information on the following in the Tender Response Document. 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.

4.4 Technical Capacity Requirements

a. Personnel and Skills
Tenderers must confirm access to suitably qualified resources. As a minimum, Tenderers must confirm access to:
Roles Required
1.Contract Manager / Account Manager -Required for contract governance, reporting, reviews, escalation and supplier management.
2.Project Manager -Required for enhancements, upgrades, workshops, testing, deployments and project delivery. <i>Should have PRINCE2 qualification or similar.</i>
3.GIS Solution Architect -Required to support ArcGIS Enterprise, ArcGIS Online, cloud evolution, GIS architecture and roadmap development plus designing solutions with the Full ESRI Stack, covering both out of the box and custom applications.
4.Business Analyst - Specialising in the delivery of GIS workflow driven applications.
5.GIS Developer -Required for Experience Builder, application development, integrations, automation, APIs and ongoing enhancements with a professional working skillset with ArcGIS Pro, publication of GIS data services, GIS data management, automation of processes using Python scripts etc.
6.SQL Database Admin – required for working with SQL Server databases, SQL Server Reporting Services, and Enterprise Geodatabases hosted on SQL Server environments. <i>Must have experience in manipulation of data within geodatabase using stored procedures, T-SQL and .NET services.</i>
7.Infrastructure / Cloud Services Architect -for ArcGIS Enterprise environments, Enterprise GIS solutions, cloud strategy, hosting, security and infrastructure support.
8.Test Analysts - for functional testing, regression testing, bug tracking systems using Selenium or similar for automated UI testing
An organisational chart will be required to demonstrate these resources. Note: The same individual may fulfil <i>more than one role</i>, provided the Tenderer demonstrates that the individual possesses the necessary skills, experience and capacity to perform the relevant functions. However, Tenderers must demonstrate adequate resource cover and business continuity arrangements. The Contracting Authority reserves the right to assess whether the proposed resource model presents an unacceptable level of dependency on any individual resource. Where a single individual is proposed to fulfil multiple key roles, Tenderers should clearly explain how service continuity, absence cover and peak workload requirements will be managed.
b. Previous Comparable Experience
Tenderers must demonstrate successful delivery of three (3) comparable GIS projects/contracts completed within the previous five years.
Comparable projects/contracts must collectively demonstrate experience in: • Enterprise GIS support and maintenance and enhancement • GIS application development; • GIS data integration; • ArcGIS Enterprise and/or ArcGIS Online environments; and

- Contracts of a comparable scale, complexity or scope to the requirements of this Framework Agreement.

The three references are not required to individually demonstrate all of the above requirements; however, the references submitted must collectively demonstrate the required experience.

c. Information Security Management

- (i) The Tenderer must hold **ISO/IEC 27001** certification. The certification scope must encompass the information security management of the services proposed, including software development, GIS solutions, cloud/SaaS services (where applicable), hosting, support and data management services.
- (ii) Security Management
 - The Tenderer shall confirm that the proposed solution is supported by:
 - A documented vulnerability management process.
 - Regular identification and remediation of security vulnerabilities.
 - Timely application of security patches and updates.
 - Independent penetration testing of external-facing services at least annually.
 - Backup and recovery arrangements.
 - A documented security incident management process.
 - Appropriate audit logging and security monitoring capabilities.
 - The successful Tenderer shall maintain evidence of these controls and provide such evidence to Pobal upon reasonable request during the contract term.

d. Data Protection and GDPR Compliance

Applicants must confirm they agree to the following:

- Applicants will comply with the requirements of the GDPR and will be considered a Processor under the agreement with Pobal as the Data Controller.
- All processing, by the successful Applicant and any approved sub-processors appointed by them, (including storage of and access* to personal data) must occur within the EEA
- Any Pobal documents you download must be stored on suitably secure (encrypted) devices. At the end of contract attestation, the secure deletion / destruction of any data relating to this consultancy work must be confirmed within one month of the end of the contract.
- The requirements under Art 28 of the GDPR, including the right to audit by Pobal (or an appointed auditor on their behalf) will apply to successful applicants for this role.

*By 'access' is meant the viewing or using of any personal data by an individual or system such as for support services, incident management or information security processes

e. Health & Safety Management System

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

f. Environmental Management System

Tenderers must confirm compliance with all environmental legislation applicable to their organisation and the proposed service delivery activities. Please complete the TRD.

5 Award Criteria

Only tenders which 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 tenders to be assessed under each of the award criteria set out below.

The framework will be awarded on the basis of the most economically advantageous compliant tender taking into account the following award criteria and weightings. Please refer to the Framework Terms and Conditions for details of the award criteria which would apply in the case of mini-tenders under the framework agreement.

Summary:

	Award Criteria	Weighting Percentage	Maximum Marks Available
A	Cost	30%	3,000
B	GIS Technical Solution & Platform Capability	20%	2,000
C	Service Delivery, Support & Continuous Improvement	20%	2000
D	Data, Integration, Analytics & Innovation	15%	1,500
E	Security, Compliance & Accessibility	5%	500
F	Resources & Key Personnel & Resource Business continuity	5%	500
G	Sustainability & Social Aspects	5%	500
	Total		10,000

Details:

Criterion A	Cost		
	Weighting	Maximum Marks	Minimum Marks
	30%	3000	n/a
Description	Assessment will be based on the Total Evaluated Cost derived from the Pricing Schedule, including annual support and maintenance costs, professional services day rates, licensing and subscription costs, ArcGIS Online credit costs, proactive support costs and enhancement/development costs.		
Criterion B	GIS Technical Solution & Platform Capability		
Title	Weighting	Maximum Marks	Minimum Marks 60%
	20%	2000	1200
Description	Tenderers shall describe how their proposed solution and service delivery model will support the current and future requirements of Pobal Maps. Responses should demonstrate how the Tenderer will deliver, support, maintain and enhance the GIS environment throughout the duration of the Framework Agreement. The response should clearly explain the proposed technical approach and roadmap for the ongoing evolution of the platform Assessment will consider (not individually marked):		

	• Understanding of the existing Pobal Maps environment and technical architecture. • Proposed technical approach for support, enhancement, maintenance and evolution of the GIS platform. • Cloud migration, platform roadmap and lifecycle management approach. • Quality assurance, testing and release management approach. Maximum response: 10 pages		
Criterion C	Service Delivery, Support & Continuous Improvement		
	Weighting	Maximum Marks	Minimum Marks 60%
	20%	2000	1200
Description	Tenderers shall describe their proposed approach to operational support, service management and continuous improvement throughout the Framework Agreement. Responses should demonstrate how support services will be delivered, monitored, reviewed and enhanced over time to ensure the continued effectiveness, stability and evolution of the Pobal Maps solution. Assessment will consider (not individually marked): • Service management and SLA approach. • Incident, escalation, governance and reporting arrangements. • Proactive support, and continuous improvement. • Knowledge transfer and strategic advice • Service continuity, transition planning and avoidance of supplier or technology lock-in. Maximum response: 8 pages		
Criterion D	Data, Integration, Analytics & Innovation		
	Weighting	Maximum Marks	Minimum Marks 60%
	15%	1500	900
Description	Tenderers shall describe their capability and approach to delivering GIS data management, system integration, analytics and innovation services in support of current and future Pobal Maps requirements. Responses should demonstrate how data, integration and analytical requirements will be delivered securely, efficiently and in a scalable manner. Assessment will consider (not individually marked): • Data integration, ETL and interoperability capability. • Dynamics 365, Eircode and third-party data integration approach. • Data management, governance, analytics and reporting capability. • Approach to innovation, AI-enabled GIS and future analytical requirements. Maximum response: 5 pages		
Criterion E	Security, Compliance & Accessibility		
	Weighting	Maximum Marks	Minimum Marks 60%
	5%	500	300
Description	Tenderers shall describe how their proposed solution and service delivery arrangements will meet Pobal's security, compliance, accessibility and governance requirements. Responses should address the controls, processes		

	and technologies that will be applied to safeguard the confidentiality, integrity and availability of Pobal data and systems. Assessment will consider (not individually marked): • Security architecture, governance and compliance approach. • Identity, access management, monitoring and auditability approach • Vulnerability, patch management and security assurance approach • Business continuity and data residency as per Specifications 3.1.8 • Accessibility approach and compliance with WCAG 2.1 AA and EN 301 549. Maximum response: 4 pages		
Criterion F	Resources & Key Personnel and resource business continuity		
	Weighting	Maximum Marks	Minimum Marks 60%
	5%	500	300
Description	Tenderers shall provide details of the personnel proposed for delivery of the Framework. Whilst resource assignments may change over the term of the Framework, the information supplied will be used to assess the experience, suitability and capability of the proposed team. Tenderers should provide short CVs/resource profiles <u>using the template provided in the TRD</u> Contract Manager / Account Manager - Experienced in contract governance, reporting, reviews, escalation and supplier management. • Project Manager - PRINCE2 qualification or similar. • GIS Solutions Architect - Demonstrated experience working with national organisations. Experience designing solutions with the Full ESRI Stack, covering both out of the box and custom applications. • Business Analyst - Specialising in the delivery of GIS workflow driven applications. • GIS Developers - Demonstrate that there is capacity 2+ developers available for business continuity purposes. Skills as specified throughout this document Must demonstrate a professional working Skillset with ArcGIS Pro, publication of GIS data services, GIS data management, automation of processes using Python scripts etc. • SQL Database Admin - Demonstrated experience working with SQL Server databases, SQL Server Reporting Services, and Enterprise Geodatabases hosted on SQL Server environments. Must have experience in manipulation of data within geodatabase using stored procedures, T-SQL and .NET services. • Infrastructure / Cloud Services Architect - Solution design experience in Enterprise GIS solutions. • Test Analysts - Experience in functional testing, regression testing, bug tracking systems. Use of Selenium or similar for automated UI testing Tenderer must also detail the business continuity arrangements in place for key resources Assessment will consider (not individually marked): • Suitability of the proposed team structure. • Relevant experience of the proposed key personnel. • Depth of GIS, technical and delivery expertise.		

	• Resource resilience, continuity and ability to meet Framework requirements. Note: The same individual may fulfil more than one role, provided the Tenderer demonstrates that the individual possesses the necessary skills, experience and capacity to perform the relevant functions. However, Tenderers must demonstrate adequate resource cover and business continuity arrangements. The Contracting Authority reserves the right to assess whether the proposed resource model presents an unacceptable level of dependency on any individual resource. Where a single individual is proposed to fulfil multiple key roles, Tenderers should clearly explain how service continuity, absence cover and peak workload requirements will be managed. CVs will be evaluated collectively as a single response. A single score will be awarded for the overall quality and combined expertise of the proposed team. Individual CVs will not be scored separately, and no marks will be allocated per person. Individual CVs/Profiles: Maximum 2 pages per person Business continuity arrangements in place for key resources: Maximum 1 page.		
Criterion G	Sustainability & Social Aspects		
	Weighting	Maximum Marks	Minimum Marks
	5%	500	n/a
Description	Tenderers will be assessed on how they will contribute to social value and environmental sustainability in the delivery of the GIS Mapping Solution Framework. Tenderers should demonstrate: Social Aspects • Their approach to promoting accessibility and inclusion beyond minimum legislative requirements, including how GIS applications, dashboards, reports and digital services can be designed to support a diverse range of users and communities. • Their approach to training and skills development to support Pobal staff and reduce dependency on the Supplier. • Their approach to ethical use of technology. • How they will work collaboratively with Pobal to support continuous improvement, and effective stakeholder engagement. Environmental Aspects • How cloud services, infrastructure and technology resources will be managed efficiently to minimise environmental impact. • How data management, automation and GIS processes will be designed to minimise unnecessary processing, storage and resource consumption. • Their approach to sustainable solution design, including the use of supported platform functionality, minimising technical debt and reducing the need for unnecessary redevelopment or replacement.		

	• How remote support, collaboration and service delivery approaches will be used where appropriate to minimise travel and associated emissions. Tenderers should provide practical examples where possible demonstrating how these commitments will be applied throughout the duration of the Framework Agreement. Assessment for this section will consider (not individually marked): • Approach to inclusion and social value. • organisational capability development. • Ethical use of technology and data. • Environmental sustainability and efficient use of technology resources. Maximum response: 2 pages
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Tenderers should ensure in their tenders that they provide detailed information in respect of all aspects of the framework award criteria as stated above. This will enable the awarding authority to assess fully the extent of their offers.

5.1 Methodology for calculating the Cost Score

The following formula will be applied to the cost score:

The lowest cost tender that also meets all 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:

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

A 5-mark system will be used. 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.

Score	% of Available Marks	Category	Description
5	100%	Exceptional	An exceptional response demonstrating extensive understanding offering full assurance to client – fully supported with no reservations.
4	90%	Excellent	An excellent response demonstrating excellent understanding offering assurance to client – fully supported.
3	80%	Very good	A very good response demonstrating very good understanding offering assurance to client – strongly supported.
2	70%	Good	A good response demonstrating good understanding offering assurance to client – well supported.

1	60%	Acceptable	An acceptable response demonstrating a minimum understanding offering assurance to client - satisfactorily supported.
0	0%	Unacceptable	A response which is either missing a specific response or fails to address the criteria, lacks credibility and/or causes major concerns or where no supporting evidence is provided where required.

Example:

For example, when a score of 3000 is available, if the Tenderer is marked 5 (Exceptional), a score of 3000 marks is awarded i.e. 100% of available marks under the criteria being scored. If the Tenderer is marked 1 (Acceptable), a score of 1800 marks will be awarded i.e. 60% of available marks under the criteria being scored.

Tenderers must score 1 or above to pass the criteria in all cases where a minimum pass score is stated.

Ultimate Cost

The Contracting Authority gives no warranty that the outlined indicative volumes will be met or exceeded in any given period and are to be used as an evaluation tool in order to determine the ultimate cost of the Contract.

5.2 Post Tender Clarification

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

5.3 Verification

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

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

5.4 Clarification of Abnormally Low Tenders

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

5.5 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 establishment of the framework and award of any contract.

6 Instructions for Tenderers

6.1 Closing Date for Tenders

The closing date for tender submission is specified on the title page.

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

It is important to note that only persons who have downloaded and accepted a document can upload a submission.

6.2 Submission of Tenders

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

Tenderers 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. Tenderers should consider the fact that upload speeds vary. In order to submit a response to the electronic mailbox, 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.

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

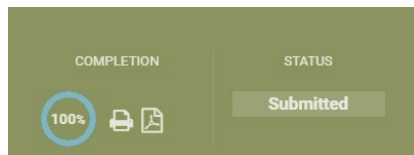
6.3 Accessing Documents

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

6.4 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, 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 Tenderer to ensure that their tender is complete and is uploaded in accordance with the instructions provided on eTenders prior to the deadline as per the front page.

6.5 Queries

The closing date for submitting queries is 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 tenderers from submitting a comprehensive tender. 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.

6.6 Extension of the Tender Deadline

The Contracting Authority reserves the right, at its sole discretion, to extend the closing date for receipt of tenders by giving notice in writing (by post or electronic means) to all parties who have expressed an interest in the notice via eTenders no later than six days before the original closing date.

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.

6.7 Tender Validity Period

To allow sufficient time for tender assessment a tender validity period of 12 months is required, this period commencing on the closing date by which the tenders are to be returned.

6.8 Discrepancies between Documents

A pdf version of the Request for Tender has been made available on eTenders. This document will be considered as the primary source document 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.

6.9 Formatting of Tenders / Amending Tender Documents

Tenderers must ensure they use the Tender Response Document (TRD) when preparing their submission.

Tenderers are prohibited from amending any text or content of forms or declarations or templates provided as part of this tender competition in their tender responses. Where amendments have been identified, the Contracting Authority may at its discretion eliminate the tenderer from further consideration. Likewise, failure to use the template documentation provided particularly in relation to costing / pricing may result in tenders being eliminated.

6.10 Collusive Tendering

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

6.11 Confidentiality

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

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

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

6.12 Clarification of Tenders

The Contracting Authority is entitled, but not obliged, to seek clarification of tenders, including pricing breakdowns in the course of the evaluation process. No change in the price or substance of the tender shall be sought, offered or permitted. To assist in finalising the tender evaluation, selected tenderers may be invited to attend clarification meetings with the Contracting Authority.

6.13 Correction of errors

Detailed pricing of all tenders will be examined for errors that might alter the tender pricing as determined from the figures on the tender form or as between the hard copy and electronic versions of the tender (if applicable). In general, the following approach will be applied to manifest errors - where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern.

The amount stated in the tender form will be adjusted by the Contracting Authority in accordance with the above procedure and, with the agreement of the tenderer, shall be considered as binding upon the tenderer. Without prejudice to the above, a tenderer not accepting the correction of their tender as outlined may have their tender rejected.

Where the Total Quote function has been activated on eTenders and a discrepancy arises between the amount in the Total Quote box and the tender submission, the amount in the tender submission shall take precedence.

6.14 Change in the composition of a Tender

Where a change in composition of a tender arises, this must be notified in writing to the Contracting Authority and formally approved by them.

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.

6.15 Interference and Inducement to Purchase

Any effort by the tenderer to unduly influence the Contracting Authority, relevant agency personnel or any other relevant persons or bodies in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning the Award of Contract shall have their tender rejected. The presumptions (including as to any gift, consideration or advantage) and other provisions under the Criminal Justice Act 2018, and all other measures for the time being governing the subject-matter in any applicable jurisdiction, shall be applicable.

6.16 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.

6.17 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.

6.18 Right Not to Award

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

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

6.19 Notification of Tender Evaluations

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

Potential outcomes can be:

- Establishment of Framework/Award of Contract
- Letter of Regret
- Decision not to proceed with the establishment of the Framework

The following information will be provided in the Letter of Regret – name of successful tenderer designate; the applicable standstill period (for EU tenders only); scores of tenderer being notified and that of the successful tenderer; the features and characteristics of the successful tenderer where they scored higher marks in specific criteria.

In the case of EU tenders only, the Contracting Authority will undertake not to award the contract for a period of at least 14 (or whatever period is stated in the notification letters) days from the date of notification of unsuccessful tenderers ('standstill period').

6.20 Award Notices

Following the award of contract, an award notice will be dispatched to the Official Journal of the European Union announcing the results of the competition. It should be noted that it is standard practice for the Contracting Authority to include the price of the winning tender or the range of prices of tenders received in the publication of the award notice as required under European procurement rules.

6.21 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.

6.22 Copyright

The Contracting Authority will have copyright ownership of any material developed for use by the Contracting Authority under the terms of this tender. The service provider may have a non-exclusive license to use such material but only for its own purposes (to be agreed with the successful tenderer).

6.23 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".

6.24 Environmental Aspects

The Contracting Authority is committed to the principles of environmental management in its activities, and it encourages the implementation of sustainability principles in its procurement practices and throughout the delivery of all contracts.

6.25 Knowledge and Skills Transfer

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

6.26 Currency and Payments

The currency and invoices in which all prices and rates shall be tendered, and which payments under the contract will be paid, shall be euro (€).

All prices and rates must be quoted in euro (€) and exclusive of VAT, with the applicable rate of VAT identified separately.

A schedule of payments will be agreed with the successful tenderer and invoices shall be submitted in accordance with the terms agreed with the Contracting Authority.

6.27 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.

6.28 Anti-Competitive Conduct

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.

6.29 Accessibility / Dignity at Work

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

In line with the Disability Act 2005, accessibility requirements should be clearly stated in request for tenders / quotations where applicable. Under Section 27 of the Act the Contracting Authority is required to ensure that both the goods supplied, and services provided to it are accessible to persons with disabilities.

6.30 Withholding Tax

Where applicable, payments shall be subject to Irish 'Professional Services Withholding Tax' at the prevailing rate (currently at 20%) as laid down by the Revenue Commissioners in Ireland. Non-residents may be able to reclaim such deducted Tax from the Office of the Revenue Commissioners in Ireland, International Claims Section located currently at Government Buildings, Nenagh, Co. Tipperary, Ireland (Tel: +353 (0) 67 63400).

6.31 Freedom of Information

All responses to this Request for Tender will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the tenderer except insofar as is specifically required for the consideration and evaluation of the response or as may be required under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement Procedures, or in response to questions, debates or other parliamentary procedures in or of the Oireachtas (the Irish Parliament).

Tenderers are asked to consider if any of the information supplied by them in response to this request for tenders should not be disclosed because of its sensitivity. However, any blanket or all-encompassing request for exemption from disclosure is not acceptable; tenderers must identify explicitly any such information and give relevant reasons for considering it to be economically sensitive or confidential in nature. If this is the case, tenderers should specify the information that is sensitive and the reasons for its sensitivity. The Contracting Authority cannot guarantee that any information provided by tenderers, either in response to this tender or in the course of any contract awarded as a result thereof, will not be released pursuant to the Contracting Authority's obligations under law, including the Freedom of Information Act 2014, or to those under EU and Irish Government Procurement rules. The Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released, or in respect of any consequential damage suffered as a result of such disclosure.

6.32 Late Payment

The Contracting Authority operates in accordance with Directive 2011/7/EU on combating Late Payment in commercial Transactions transposed into national legislation as S.I. 580 of 2012 and amended by S.I. No. 281 of 2016.

6.33 Data Protection

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

The Contracting Authority will be a Controller (where 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 Request for Tender.

The tenderer, as Controller in respect of any Personal Data provided by it in its Tender, is required to confirm by way of statement in the "Declarations" section of the accompanying Tender Response Document 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

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.

All processing, (including storage and access *to) personal data by the successful tenderer must occur within the EEA.

*By 'access' is meant the viewing or using of any personal data by an individual or system such as for support services, incident management or information security processes.

The requirements under Art 28 of the GDPR, including the right to audit by Pobal (or an appointed auditor on their behalf) will apply to successful applicants. The successful tenderer will be required to enter into a Data Processing Agreement with the Contracting Authority for the processing of any personal data when entering into contract.

6.34 Responsibility of Successful Party

As a condition of award, it shall be the successful tenderer's sole responsibility to ensure they have taken account of all obligations under the Contract including factors which might arise based on the withdrawal of the United Kingdom from membership of the EU.