



Taste 4 Success Skillnet

Service Level Agreement for Service Providers

Period: **1 January 2027**

Taste 4 Success Skillnet is co-funded by Skillnet Ireland and network companies. Skillnet Ireland is funded from the National Training Fund and the European Union through the Department of Further and Higher Education, Research, Innovation and Science.

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Rialtas na hÉireann
Government of Ireland



Co-funded by
the European Union

1. What this agreement is

This Service Level Agreement (SLA) relates to the programmes / lots you identified in the Call for Tender (CfT) you submitted. This is an agreement to deliver training under the programmes / lots selected in your CfT submission, **subject to demand and funding**.

By signing this SLA, you agree to deliver those programmes and, for every training event, to collect and return to Taste 4 Success Skillnet: **attendance sheets, learner participant profiles, and learner feedback (evaluations)**, unless otherwise agreed with Taste 4 Success Skillnet.

Taste 4 Success Skillnet is a national training network for the agri-food, food, seafood, plant-based and beverage/drinks sector — from micro artisan producers to large international companies and supply-chain firms. Some programmes require professional, industry or national accreditation, so providers may be asked to design, develop or customise certified/accredited programmes and may need to be a registered awarding provider on the QQI Framework or another recognised awarding body.

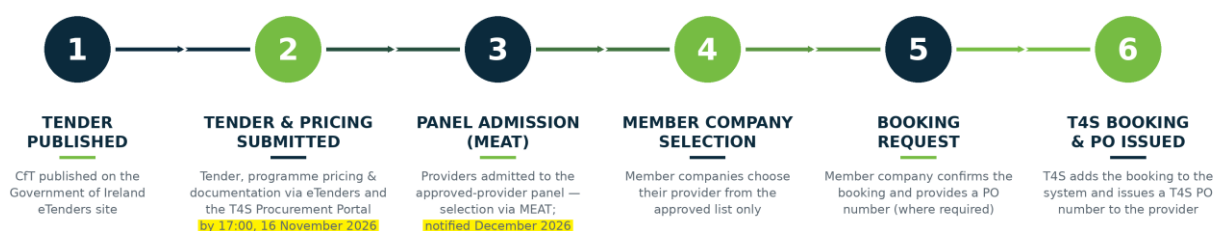
2. Eligibility and declarations (compliance — must be completed)

The provider must complete and sign the **Declaration at Appendix I**. By signing, the provider confirms that none of the exclusion grounds in Article 57 of EU Directive 2014/24/EU apply (broadly: bankruptcy, professional misconduct, unpaid taxes or social security, fraud, money laundering, corruption, terrorist offences, and child labour or trafficking), and that the provider will disclose any conflict of interest.

- **Tax affairs** — the provider's tax affairs must be fully in order for the term of this SLA and the provider must hold a current Irish Tax Clearance Certificate / Tax Clearance Access Number.
- **Insurance** — the provider must hold and maintain relevant professional and public-liability insurance, and indemnify Taste 4 Success Skillnet against accidents, third-party public liability and the normal risks of delivering training.
- **Conflict of interest** — the provider must disclose any actual or potential conflict of interest (for example, delivering similar programmes to another Skillnet network where this could displace taxpayer funds). Failure to disclose may disqualify the provider or invalidate an award.

3. How programmes are awarded

Programme award follows six steps: (1) the tender is published on the Government of Ireland eTenders site; (2) the tender, programme pricing and documentation are submitted on eTenders and the Taste 4 Success Procurement Portal; (3) providers are admitted to the Taste 4 Success approved-provider panel, with selection on the MEAT principle (Most Economically Advantageous Tender); (4) member companies select their provider from the approved-provider list only — Taste 4 Success Skillnet does not make the selection; (5) the member company confirms the booking and provides a PO number where required; and (6) Taste 4 Success Skillnet adds the booking to the system and issues a T4S Purchase Order (PO) number to the provider with the Booking Confirmation.



4. Purchase Order and Booking Confirmation

- **Taste 4 Success Skillnet operates a purchase order (PO) system.**
- The **PO number** is the reference for the service and must be quoted on all correspondence and on every invoice.
- The **Booking Confirmation** email sets out the PO number, dates, costs, LMS links and other details of the service.
- The provider is required to respond to the Booking Confirmation to confirm all details, and/or to report any change to dates, programme names, etc. **before** delivery and invoicing.

5. Funding acknowledgement, data and paperwork (not negotiable)

- **Acknowledge the funding** at the start of each programme using the funding slide/banner provided, and include the Taste 4 Success Skillnet logo on presentations, handouts, materials and notices.
- **Collect and return all course paperwork** for each event, unless otherwise agreed with Taste 4 Success Skillnet.
- **Invoices** are not paid until all paperwork is received, complete, signed and dated, and the member company has paid the funded value of the programme.
- **Paperwork** (attendance sheets and manually completed participant forms, where required) can be completed by online registration (link in the Booking Confirmation) or, where there is no internet, manually — in which case the provider is required to collect the data manually, upload it to the Taste 4 Success LMS, and securely destroy the manual copies.

The paperwork required for every programme:

1. **Attendance Sheet** — signed by each learner on each training day;
2. **Learner Participant Profile Form** — completed by each learner via the Taste 4 Success LMS (unless otherwise agreed);
3. **Evaluation / Feedback Form** — learner feedback, completed by each learner via the LMS on completion.
 - ESF+ programmes — the **ESF+ Participant MS-Form** must be completed by each learner before or on the first day of training (it asks additional indicator questions; learners may decline specific questions). This registers the participant for DFHERIS and EU reporting so the member company can claim funding. If Learner Participant forms are not completed, funding may be withdrawn for all attendees. The provider should contact the Taste 4 Success office immediately if a learner needs help or there is any concern.

Participant forms (the ESF+ Participant MS-Form and the NTF Participant Profile Form) are provided to you by link, with a manual option, on award of each programme — see Appendix III.

6. Costs and payment

- Agree all costs in advance on **Appendix II** — the pricing document submitted via the T4S Procurement Portal, where it is labelled “**Appendix 2**” — stating whether the rate is per day, per person, or per programme (with minimum–maximum learner numbers), and including materials, certification and any VAT.
- **Travel and subsistence** cannot be paid separately — build them into your rate.
- Send invoices **only** to accountspayable@taste4success.ie, showing: programme name, date(s), number of participants and costs; your ROS Tax Reference and Access Number (top right, clearly labelled); the T4S PO number for each item (one PO per item); and your bank details.
- **Payment is subject to:** successful delivery; a valid invoice; receipt of all completed paperwork; receipt of member-company cash matching (Taste 4 Success is a not-for-profit); and a current Tax Clearance Certificate.

7. Cancellation, postponement and substitutes

- **Taste 4 Success Skillnet Cancellation:** Where may cancel or postpone a programme (subject to funding, quality review, or low bookings). This is rare; we give as much notice as possible and reschedule where we can, in agreement with the participating member companies.
- **Provider Substitute:** You may provide a substitute provider of an acceptable standard **only** with the prior written agreement of all parties.
- **Provider Cancellation:** If a provider cannot deliver substitute (ill health, accident or other personal circumstances) and/or provide a suitably agreed substitute with Taste 4 Success Skillnet the course or programme will be deemed to be cancelled in full by the provider.

8. Confidentiality, intellectual property and GDPR

You will keep confidential all information learned from Taste 4 Success Skillnet (trade secrets, business, financial and process information, know-how, intellectual property and the like), use it only to deliver the contracted training, and return all documents and copies on completion. Both parties comply with all applicable Data Protection legislation. Taste 4 Success Skillnet will hold information provided under this SLA in confidence, subject to its obligations under law, including the Freedom of Information Act.

9. Signature and acceptance

By signing, I/we confirm that we have read and understood this Service Level Agreement and its appendices; that we will meet the requirements for collecting and submitting learner data; that completed paperwork is a requirement for payment; and that failure to comply makes this SLA null and void, so that payment for services cannot be made by Taste 4 Success Skillnet.

Service Provider name	
Signed by	
Position	
Date	

Appendix I — Declaration (compliance — to be completed by all providers)

Where the provider is a corporation or partnership, this declaration must be completed by a duly authorised representative.

Name of Provider	
Address	

I confirm that I am duly authorised to make this declaration, and I certify that the Service / Training Provider:

- **(1)** The Service / Training Provider is not bankrupt or being wound up, is not having its affairs administered by a court, and has not entered an arrangement with creditors or suspended its business;
- **(2)** The Service / Training Provider is not the subject of proceedings for bankruptcy, compulsory winding up, administration, or any similar proceedings;
- **(3)** The Service / Training Provider and none of its directors or partners has been convicted of an offence concerning professional conduct, or been guilty of grave professional misconduct;
- **(4)** The Service / Training Provider has fulfilled its obligations relating to the payment of taxes and social security contributions, and can provide a valid tax clearance certificate on request;
- **(5)** The Service / Training Provider has not been guilty of serious misrepresentation or omission in providing information to a public buying agency;
- **(6)** The Service / Training Provider and none of its directors or partners has been convicted of fraud, money laundering, corruption, or membership of a criminal organisation;
- **(7)** The Service / Training Provider has not been convicted of terrorist offences, or offences relating to child labour or human trafficking;
- **(8)** The Service / Training Provider is not aware of any conflict of interest in completing the assignment, and will advise Taste 4 Success Skillnet of any such conflict if it arises.

I declare that the information above is accurate and complete to the best of my knowledge and belief. This declaration is made for the benefit of Taste 4 Success Skillnet, which will comply with all applicable Data Protection legislation in processing the information provided.

Signature	
Name	
Position	
Date	
Telephone / Email	