

REQUEST FOR TENDER

Bespoke Panel Arrangement for the Provision of Children's Residential Services to complement existing community based residential services operated by / on behalf of Tusla – The Child and Family Agency

This Request for Tender (RFT) is a continuation of a process previously published on 09/03/2026 under eTenders Resource ID: 7641990 and OJEU Reference Number 2026-162039

As a Bespoke Panel Arrangement this process will remain open for submissions by certain predefined dates up to the 30th June 2028

Closing time and date for receipt of submissions (to be returned via the **tenderbox facility** on www.etenders.gov.ie)

12.00 Noon on 12th November

This document should be read in conjunction with the

**Tender Response Document
and
the Competition Rules Document**

Request for Tender – Bespoke Panel Arrangement

Tender Title	Bespoke Panel Arrangement for the Provision of Children's Residential Services to complement existing community based residential services operated by / on behalf of Tusla.
Tusla Ref.	Tusla – The Child and Family Agency
Tender Description	Tusla hereby invites suitably qualified and experienced Tenderers to submit tenders for the provision of Children's Residential Services to complement existing community based residential services operated by / on behalf of Tusla. It is envisaged that all the required services of this tender will be funded and managed by Tusla. Note: Tenderers are requested to only submit a tender if they are confident that they have the requisite capacity, suitably qualified staff, experience and expertise within their organisation to deliver on the project as outlined in the project documentation. Post Employment Restriction Policy 1. It is recognised that former employees of Tusla, the Child and Family Agency may potentially have had access to confidential and / or internal operating information. This may further extend to relationships, knowledge or contacts with persons still employed by the Agency. 2. The Agency recognises that this knowledge / contacts may potentially present (or be reasonably perceived to present) an unfair advantage if the Agency were to engage persons who were formerly in the employment of the Agency in business. 3. Tusla, the Child and Family Agency, recognises the public's interest in free competition and the Agency's need to apply transparent business processes at all times. It may adversely impact the public's perception of the Agency if the Agency were to engage former staff in business immediately after they retire or resign from their role within the Agency. 4. As such, it is the policy of Tusla, the Child and Family Agency that any former staff member where there might be an actual or perceived conflict will need to put forth proposals to mitigate against this potential conflict. The Agency will then assess the proposals provided to confirm that they mitigate against any actual or perceived conflict. If the Agency is of the view, following assessment of the proposals, that conflict remains the Agency may refuse approval or attach conditions to the approval. 5. Such conditions could include the non-assignment of work under this framework for a period of time not exceeding 12 months.

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	6. Further, it is the Agency's policy that any current employee of Tusla, the Child and Family Agency (for example is on career break or sabbatical or seconded to another partner agency) may not engage in business with the Agency where such engagement would lead to actual or potential conflict. All submissions will be reviewed in line with specifications as outlined in this document. Service types will be awarded by Tusla based on the specific and individual tender submissions. This tender process is being conducted under Annex XIV of Procurement Directive 2014/24/EU. The required services are listed as Annex XIV services, and accordingly, only Articles 74 to 77 of Directive 2014/24/EC applies to the award of any contract(s) that arise from this process. As such, Tusla has some flexibility in conducting the tender process. Tusla intends to meet this requirement by putting in place a Bespoke Panel Arrangement with suitable Panel Approved Providers. Tenderers may also apply to join this Bespoke Panel Arrangement at certain times during its lifetime, see section 1.13 TENDER PROCESS – Bespoke Panel Arrangement for further details.
CPV Code/Description	85100000 Health Services 85310000 Social Work Services 85311000 Social Work Services with accommodation 85311300 Welfare Services for children and young people
Contract Duration	From the date of Contract Award up to 30 th June 2028 with an option to extend for a period of up to a maximum of 12 months.
Completed Tenders must be returned to:	The tenderbox facility on www.etenders.gov.ie
Closing Date	12:00 (noon) on 12 th November 2026
Queries Deadline	12:00 (noon) on 30 th October 2026
Tusla Contact	Tusla National Procurement Unit (NPU) via the eTenders messaging facility

Note:

- It is imperative that all questions in the Tender Response Document are completed in the format provided as the Tender Response Document will be used as the basis for evaluation of selection and award.
- If you have any queries or problems completing Tender Response Document, please submit any query in writing via the Q & A facility on the eTenders website which will route to Tusla Procurement.
- For general information on Tusla refer to www.tusla.ie
- Defined terms used in this request for tender include defined terms contained in the Tender Competition Rules.
- This request for tender should be read in conjunction with the Tender Competition Rules.
- All documents should be clearly labelled and cross-referenced to their respective TRD sections. Please combine all files into one ZIP folder, as the eTenders platform does not support uploading multiple separate documents.
- Tenderers should note that, in the event of discrepancy between the information included within the Tusla documents, and the information entered on the eTenders platform, the information entered here in the documentation will take precedence, and will be used for evaluation purposes.

It is the Tenderers responsibility that the application submission is received electronically at the above facility only and in plenty of time. Tenderers should note that uploading documents on the eTenders website does not constitute the submission of the response. The “submit” function must be used to finalise the electronic submission of the response. Please refer to the eTenders helpdesk for assistance.

It is a matter for Tenderers to ensure that they are in a position to upload tenders within the required timeline. In this context, tenderers may wish to consider seeking professional procurement support and assistance.

1. SPECIFICATION OF REQUIREMENT

1.1 Introduction

Tusla is the dedicated State Agency with the statutory responsibility for welfare, safety and protection of children. This includes improving wellbeing and outcomes for children. It represents the most comprehensive reform of child protection, early intervention and family support services ever undertaken in Ireland. Tusla wishes to procure Children's Residential Services to complement existing community based residential services on the basis of need as this is a demand led service.

1.2 The Role of Tusla

On the 1st of January 2014 the Child and Family Agency became an independent legal entity, comprising HSE Children & Family Services, Family Support Agency and the National Educational Welfare Board as well as incorporating some psychological services and a range of services responding to domestic, sexual and gender-based violence.

The Child and Family Agency is now the dedicated State Agency with the statutory responsibility for welfare, safety and protection of children. This includes improving wellbeing and outcomes for children. It represents the most comprehensive reform of child protection, early intervention and family support services ever undertaken in Ireland. It is an ambitious move which currently brings together over 5,500 staff and an operational budget of approximately €1.3bn.

The Agency operates under the Child and Family Agency Act 2013, a progressive piece of legislation with children at its heart, and families viewed as the foundation of a strong healthy community where children can flourish. Partnership and co-operation in the delivery of seamless services to children and families are also central to the Act. The Child and Family Agency's services include a range of universal and targeted services: child protection and welfare services; educational welfare services; psychological services; alternative care; family and locally based community supports; early years services and the funding of domestic, sexual and gender-based violence services.

The establishment represents an opportunity to think differently, where appropriate to behave differently and to seek a wide range of views regarding the most effective way of working together to deliver a wide range of services for children and families. The Agency is committed to delivering an approach which is responsive, inclusive and outward looking.

1.3 Specification of Requirement

The Agency invites tenders for the provision of Children's Residential Services to complement existing community based residential services operated by / on behalf of Tusla.

This process is open to Tenderers from both For Profit and Charitable Organisations. Tenderers will be required to indicate and confirm if they are:

- For Profit with details of Revenue VAT Number and Company Registration Number.
- Charitable Organisation with details of Revenue CHY Number and Registered Charity Number and Legal Structure.

Please note that this tender was previously published on 09/03/2026 under the following eTenders Resource ID: 7641990 and OJEU Reference Number 2026-OJS 47-00162039 with the following title;

'Bespoke Panel Arrangement for The Provision of Children's Residential Services To Complement Existing Community Based Residential Services Operated by / on behalf of Tusla'.

Following that competition a bespoke panel has been established and contracts have been awarded to successful tenderers. The purpose of this Contract Notice is to;

- Fulfil the obligations of the original bespoke panel competition by reopening the competition to interested parties as set out in Section 1.13 of the original request for tender

In that context, Service Providers that believe they have the requisite capacity, suitability qualified staff, experience and expertise within their organisation and the required registration to deliver the services required as outlined in the tender documentation, are invited to submit tenders for the provision of Children's Residential Services to complement existing community based residential services operated by / on behalf of Tusla.

1.3.1 Project Background

Tusla now invites organisations to tender to join a Bespoke Panel Arrangement to provide high quality Children's Residential Services. Requirements which arise under the Arrangement will be procured using spot purchasing whereby placements will be completed on an individual basis and only occupied placements will be funded. It is intended that spot purchased and block book arrangements will be mutually beneficial for Tusla and for the Panel Approved Providers, constituting an on-going continuity of service provision for both parties. Interested parties will, through the evaluation process, be required to demonstrate how they intend to meet the requirements of Tusla.

Please refer to the remainder of this document, and to the tender response document, for further information in relation to the service specifications and the evaluation process. All Tusla regions will work together to determine the most appropriate allocation of beds on the basis of the outcome of the tender process.

1.3.2 Operation of Services

The purpose of this procurement process is to identify suitable residential services to provide care to children and young people, who have been determined by Tusla to be in need of a residential placement, in a registered and robust Children's Residential Centre. The National Placement Team will only engage with panel approved providers when arranging placements for young people. Panel approved providers must only engage with the National Placement Team and should a panel approved provider seek to establish an additional residential service under this framework they must seek agreement from the National Placement Team in advance before proceeding.

The placement of children and young people in these residential centres will be managed by Tusla in the best interests of the child. Tusla will assess the needs and presentation of each child. This assessment will determine which Panel Approved Provider and centre is best placed to meet the child's needs. In line with Tusla National Placement request Pathway when a request is received and considered complete, the National Placement Team will identify one or more centres within the Panel of Approved Providers that may be in a position to meet the needs of the referred young person. The selected centre will be forwarded a copy of the completed case information by the National Placement Team and proceed to Collective Risk Assessment process with the allocated Social Work Team.

Tusla has developed a Care Package Specification Form for placements in for profit organisations and charitable organisations to ensure there exists a clear understanding between the National Placement Team, referring Social Work Team and each panel approved provider operated centre that receives the referral, of the key aspects of care required for the young person referred. This is forwarded with the case information to the selected centres in line with the referral process for individual service types.

The centre that receives the case information of a young person referred for placement will make contact with allocated Social Work Team Leader to schedule a meeting and complete Collective Risk Assessment within 3 working days. The completed Collective Risk Assessment Form will be returned to the National Placement Team, where necessary any escalation process will be completed in line with Collective Risk Assessment Standard Operating Procedure.

When the Collective Risk Assessment process is complete the National Placement Team will notify the Social Work Team, Area Manager, Regional Chief Officer and Service Director Children's Residential Services that a placement has been identified, along with all necessary information on the placement including location and cost, this placement will then proceed to admission. The Panel Approved Provider will also receive confirmation from National Placement Team that the identified placement will proceed to admission and placement funding will commence from this date of notification where there is evidence that the placement is immediately available. If the placement is not immediately available funding will commence from date that evidence of availability is provided.

Should Tusla determine that the Panel Approved Provider is responsible for any delay in admission to an available placement funding will be paused until the date of evidence that placement is available or date of admission whichever is reached first.

Only referrals processed by Tusla National Placement Team (NPT) will be considered valid under this contractual agreement. Any placements agreed and arranged outside of Tusla NPT will be considered invalid and will not be processed for payment.

The National Placement Team will continue to monitor each referral from date of approval until date of admission and update Area Manager and Regional Chief Officer as required. If the allocated Social Work Team notify that an admission will not proceed the funding of this placement will cease on the date that this confirmation is received by National Placement Team and Panel Approved Provider.

If the Panel Approved Provider is approached and the Collective Risk Assessment completed with Social Work Team is not passed the National Placement Team will then approach the next most suitable Panel Approved Provider to determine if they can fulfil the requirement and the process as outlined above will be completed again.

It should be noted that only the National Placement Team are permitted to approach panel approved providers in respect of Placement/ Step-Down Support and / or changes to existing Care Packages.

It is required that the Panel Approved Provider centres procured under this contract are, in their entirety, for the sole and exclusive use by Tusla CRS National Placement Team for the duration of the contract.

Panel Approved Providers will notify the National Placement Team of all upcoming placement vacancies within the contracted centres and submit all required information including statement of purpose, centre status form and young person scaling form. This information is utilised by National Placement Team in assessing the centres best placed to meet the needs of referred young people as outlined above.

Panel Approved Providers must at all times comply with all or any relevant legislation, regulations, standards and codes of practice, issued by Department of Children, Equality, Disability, Integration and Youth from time to time.

These may include, but are not limited to:

- National Standards for Children's Residential Centres (2018);
- Childcare (Standards in Children's Residential Centres Regulations, 1996;

- Children First Act (2015);
- EU Working Time Directive;
- Missing Children from Care – A Joint Protocol between the Health Service Executive (2012);
- The Placement of Under 12's in Residential Care;
- United Nations – Rights of the Child (1989);
- Childcare Act, 1991;
- Childcare (Amendment) Act, 2007;
- Childcare (Amendment) Act, 2011;
- Children Act, 2001;
- Health Acts 2004 & 2007;
- Quality and Fairness – A Health System For You 2001;
- Disability Act 2005;
- Trust in Care 2005;
- Mental health Act 2001;
- The Organisation of Working Time Act 1997;
- The Health, Safety & Welfare at Work Act 2005;
- The Freedom of Information Acts 1997 & 2003;
- HIQA National Standards for Safer Better Healthcare;
- Data Protection Act 2018;
- General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679);
- Tusla Significant Event Notification Processes;
- Response to requests for information from Tusla within time frame indicated on individual requests including in response to Parliamentary Questions, Freedom of Information requests and Subject Access Requests.

Panel Approved Providers must ensure full compliance with all other relevant legislation pertaining to the statutory obligations of all agencies; and all Codes of Practice and all Quality and Standards. Procured Centres will at all times comply with all future Legislative Requirement and other Tusla developments when advised by the Agency.

The Centres will be required to be registered with Tusla's Alternative Care Inspection and Monitoring Service at all times, and they must comply with the National Standards appropriate to the service being provided.

Panel Approved Providers will also ensure compliance and registration in line with the requirements of the Health & Social Care Professionals Act 2005, when implemented.

These contracts are intended to provide for high quality Residential services and to generate efficiencies in administration and transactions for Panel Approved Providers and for Tusla. It is intended that there will be a robust contract management process to ensure that high quality services are being delivered and efficiencies are being achieved.

Tenderers are expected to provide assurances that they will be able to provide a responsive and flexible service at the time of award.

Tenderers that fail to provide a responsive, sustainable and flexible service for the required services at the anticipated time of award may be subject to sanctions including suspension and/or removal from the entire agreement. Responsiveness, flexibility and sustainability are key requirements of the contract and any non-compliance may result in breach of contract. Please refer to the Tusla Contract Service Agreement. Sustainable services are required by Tusla to ensure continued service provision and stable services for young people in need of placement.

Panel Approved Providers that become aware that they can no longer permanently or temporarily provide a service that is responsive and flexible to the requirements of placements; referrals for placements and the service requirements of Tusla specifications as outlined in this request for tender, must immediately inform the appropriate Tusla point of contact so that they can be suspended, without penalty.

Tusla reserves the right to assign and transfer all or part of its rights and obligations under this Agreement.

1.4 Specification

The following specification is designed to provide Service Providers with clarity about the nature and quality of services that Tusla wishes to procure.

Should a Panel Approved Provider fail to be registered or fail to otherwise meet any of the following specification requirements at any time, Tusla reserves the right to cancel any contract signed with / without notice as it deems necessary.

The services may be specified as follows, please note the relevant costing that applies to organisation type:

1.4.1 Lot 1:

Community Based Residential Provision (Mainstream & Enhanced)

	SERVICE REQUIREMENT TYPE 1	SERVICE REQUIREMENT TYPE 2****	SERVICE REQUIREMENT TYPE 3	SERVICE REQUIREMENT TYPE 4*****
Service Type:	Medium Term Multi Occupancy Mainstream	Medium Term Dual Occupancy Mainstream	Medium Term Multi Occupancy Enhanced	Medium Term Dual Occupancy Enhanced
Cost For Profit Organisations:	€6,600 per place per week	€10,500 per place per week	€7,400 per place per week	€11,300 per place per week
Cost Charitable Organisations:	€6,000 per place per week	€9,545 per place per week	€6,727 per place per week	€10,273 per place per week
Purchase Type:	Spot Purchase Option	Spot Purchase Option	Spot Purchase Option	Spot Purchase Option
Service Type Numbers:	National	National	National	National
Registration:	Required (Full)	Required (Full)	Required (Full)	Required (Full)
Age Ranges:				

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	Primary Requirement – 10 to 17yrs <i>Other age ranges suitable to specific Purpose and Functions and service need will be considered</i>	Primary Requirement – 10 to 17yrs <i>Other age ranges suitable to specific Purpose and Functions and service need will be considered</i>	Primary Requirement – 10 to 17yrs <i>Other age ranges suitable to specific Purpose and Functions and service need will be considered</i>	Primary Requirement – 10 to 17yrs <i>Other age ranges suitable to specific Purpose and Functions and service need will be considered</i>
Gender:	Male and Female	Male and Female	Male and Female	Male and Female
Placement Duration:	Medium to Long term	Medium to Long term	Medium to Long term	Medium to Long term
Means of Access:	National Placement Team	National Placement Team	National Placement Team	National Placement Team
No of Places per centre:	4	2	Maximum 4	2
Presentation Levels Providers are Required to Manage:	- Young People who present a persistent Child Protection Risk - Young People who frequently or persistently fluctuate between calm and crisis - Young People with Attachment Disorders - Young People who frequently or persistently reject care - Young People in persistent	- Young People who present a persistent Child Protection Risk - Young People who frequently or persistently fluctuate between calm and crisis - Young People with Attachment Disorders - Young People who frequently or persistently reject care - Young People in persistent	- Young People who present a persistent Child Protection Risk - Young People who frequently or persistently fluctuate between calm and crisis - Young People with Attachment Disorders - Young People who frequently or persistently reject care - Young People in persistent	- Young People who present a persistent Child Protection Risk - Young People who frequently or persistently fluctuate between calm and crisis - Young People with Attachment Disorders - Young People who frequently or persistently reject care - Young People in persistent

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	crisis within their current placements • Young People who frequently or persistently intimidate peers, professionals and others • Young People who frequently or persistently create or exploit unsafe situations • Young people who may engage in violence and anti-social behaviour including property damage • Young People who frequently or persistently place themselves and others at high risk** • Young people who have experienced early childhood trauma and are exhibiting the lasting mental and	crisis within their current placements • Young People who frequently or persistently intimidate peers, professionals and others • Young People who frequently or persistently create or exploit unsafe situations • Young people who may engage in violence and anti-social behaviour including property damage • Young People who frequently or persistently place themselves and others at high risk** • Young people who have experienced early childhood trauma and are exhibiting the lasting mental and	crisis within their current placements • Young People who frequently or persistently intimidate peers, professionals and others • Young People who frequently or persistently create or exploit unsafe situations • Young people who may engage in violence and anti-social behaviour including property damage • Young People who frequently or persistently place themselves and others at high risk** • Young people who have experienced early childhood trauma and are exhibiting the lasting mental and	crisis within their current placements • Young People who frequently or persistently intimidate peers, professionals and others • Young People who frequently or persistently create or exploit unsafe situations • Young people who may engage in violence and anti-social behaviour including property damage • Young People who frequently or persistently place themselves and others at high risk** • Young people who have experienced early childhood trauma and are exhibiting the lasting mental and
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	physical effects of same	physical effects of same Young people whose risks frequently escalate in group living	physical effects of same	physical effects of same Young people whose risks frequently escalate in group living
Preferred Location Type:	Semi-Urban	Semi-Urban	Semi-Urban	Semi-Urban
Preferred Transport arrangements:	2 x Cars	2 x Cars	2 x Cars	2 x Cars
Daily Staffing: <i>Qualified, Experienced & Employed Directly by the Provider ***</i>	Min 3 x Core Team Staff Including Day Shift (8am – 11pm) Min 1 x Live Night / Min 1 Sleep-Over	Min 3 x Core Team Staff including Day Shift (8am – 11pm) Min 1 x Live Night / Min 1 Sleep-Over	Min 3 x Core Team Staff including Day Shift (8am – 11pm) Min 1 x Live Night / Min 1 Sleep-Over	Min 3 x Core Team Staff including Day Shift (8am – 11pm) Min 1 x Live Night / Min 1 Sleep-Over
Centre Management	1 x Centre Manager 9am -5pm, 1 x Deputy Centre Manager Note centre management do not form part of the daily centre rota	1 x Centre Manager 9am -5pm, 1 x Deputy Centre Manager Note centre management do not form part of the daily centre rota	1 x Centre Manager 9am -5pm, 1 x Deputy Centre Manager Note centre management do not form part of the daily centre rota	1 x Centre Manager 9am-5pm, 1 x Deputy Centre Manager Note centre management do not form part of the daily centre rota
On-Call:	Emergency Required	Emergency Required	Emergency Required	Emergency Required
Professional Team Support: ***	Required – Staff support no less than once a month	Required - Staff support no less than once a month	Required - Staff support no less than once a month	Required – Staff support no less than once a month
Recreational Programmes:	Required	Required	Required	Required
Cooperative Working within the Region:	Providers will be required to adopt and comply with Regional Processes / Policies when requested to do so by the relevant Tusla	Providers will be required to adopt and comply with Regional Processes / Policies when requested to do so by the relevant Tusla	Providers will be required to adopt and comply with Regional Processes / Policies when requested to do so by the relevant Tusla	Providers will be required to adopt and comply with Regional Processes / Policies when requested to do so by the relevant Tusla

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	CRS Manager.	Regional	CRS Manager.	Regional	CRS Manager.	Regional	CRS Manager.	Regional
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* Panel Approved Providers may be required to switch their Purpose and Function from Type 1 to Type 2 or Type 3 to Type 4 where applicable and in line with the requisite requirements, and vice versa at any time within a contracted period at the request of Tusla Senior Management, the requirements will be based on market directions and needs of young people and service. Any change to Purpose and Function of a centre will be completed in consultation with the Panel Approved Provider.

** Young People who frequently or persistently place themselves or others at high risk may be referred from procured Centres to Special Care Services. Both determinations will be made between Social Work Services, Senior Tusla Management in consultation with the Centre as appropriate. Where a young person is admitted to a placement with Special Care services and their placement with the Panel Approved Provider has not broken down irretrievably, this placement will be held for one month at base placement cost at which time it is expected that the first Child in Care Review following placement in Special Care will determine if the young person is to return to this placement. If it is determined that the young person will return to this placement the Panel Approved Provider will continue to work with the young person and the Professionals involved and prepare for the young person to return, the placement will continue to be maintained at base placement cost. If it is determined at this Child in Care Review (or at any point going forward while the young person is placed in Special Care) that the young person will not return to this placement, discharge will be completed two days after the date of this decision to allow for closing visit with the young person and funding will also cease two days after the date of this decision. If at time of admission to the Special Care placement it has been agreed that the placement with the Panel Approved Provider is not sustainable, discharge will be completed on date of admission to Special Care and funding will cease on this date.

*** Panel Approved Providers should ordinarily endeavour to attain a balance of their staff team with the recognised qualification to those with a relevant qualification.

In the interest of the Children being placed in these residential units, it is of the utmost importance that the providers put appropriate arrangements in place to ensure staff consistency. While Panel Approved Providers will be responsible for the employment relationship between itself and the Centre staff, whether by direct employer / employee relationship, through a contract for services arrangement or otherwise, this consistency of staff service provision will be required to be maintained and staff arrangements, including core relief staff, will constitute an essential part of the tender evaluation process.

Professional team supports in mainstream services can be provided by clinical psychologist or other relevant clinicians/professionals e.g. psychotherapist; CV, copy of qualification, confirmation of membership of professional body and associated registration number must be provided and this person will be external to the core staff team. There is no requirement for this person to be employed full time by the service however evidence of consistency and availability must be provided. This service/support must be available within each centre at least once per month, with a minimum of 4 hours onsite, to attend team meetings and additional supports when required, for the avoidance of doubt, remote working is not acceptable in these circumstances.

**** In the interest of young people being placed in Dual Occupancy placement, it must be noted, for the purposes of placement/payment, Dual Occupancy placement is based solely on the behavioural presentation and level of risk posed by the young person as opposed to centres that are registered for 2 places due to staffing, size of premises

etc. Young People will only be placed in Dual Occupancy placement as requested by Regional Chief Officer and Area Manager on Placement Request Form submitted to National Placement Team and with National Placement Team agreement. Agreement must be reached in advance that the nature/frequency of the young person's presenting behaviours is such that they require the intervention of a Dual occupancy placement. This decision will be reviewed as appropriate to each individual young person.

***** In the interest of young people being placed in Dual Occupancy Enhanced placement, it must be noted, for the purposes of payment, if required Dual Occupancy Enhanced placements are based solely on the behavioural presentation and level of risk posed by the young person as opposed to centres that are registered for 2 places due to a staffing, size of premises etc. Young People will only be placed in Dual Occupancy enhanced placement as requested by Regional Chief Officer and Area Manager on Placement Request Form submitted to National Placement Team and with National Placement Team agreement. Agreement must be reached in advance that the nature/frequency of the young person's presenting behaviours is such that they require the intervention of a Dual occupancy enhanced placement. This decision will be reviewed as appropriate to each individual young person.

Lot 1 Service Types

The defining characteristics of the Centres Tusla wishes to procure are responsive to young people, robust, adaptable and resilient. The Centre/Service must be sufficiently robust to care for young people (males and females between the ages of 10 and 17 years) with evolving needs and varying levels of complex presentations.

There are Four Service Types:

- Type 1 Medium Term Multi Occupancy Mainstream
- Type 2 Medium Term Dual Occupancy Mainstream
- Type 3 Medium Term Multi Occupancy **Enhanced***
- Type 4 Medium Term Dual Occupancy **Enhanced***

1.4.1.1 *Enhanced Provision

Enhanced Residential Provision is considered to be a service that provides a high quality, holistic, therapeutic, and stable home to children with very complex needs. Enhanced provision is required to have the ability to maintain children's placements throughout their residential care journey without a discharge disruption.

Enhanced Provider Status (EPS) will only be considered for providers who have a demonstrated track record of providing high quality, consistent, flexible, resilient, holistic, fully integrated care for young people who present with varying thresholds of complex behaviours, vulnerabilities and needs. Enhanced providers must demonstrate clearly the "extras", such as suite of therapeutic and clinically led supports, available to each child in their service and they must also demonstrate how their enhanced provision supports sustaining placements. Providers must clearly demonstrate the ability to support positive outcomes for children and their families and must recognise the value of the overall therapeutic environment while also having established practices in place that evidence same.

An Enhanced provider must evidence a whole service approach when assessing needs of young people. The provider must very clearly demonstrate in full the range of services every young person accessing their service will receive and how they will receive it. This range of services must be holistic in its approach to each individual young person's needs, used to support the child remain in the service, work through the issues and sustain the placement even in times of challenge.

Providers must clearly evidence and demonstrate what “package” of additional support will be provided to each child in their care both those who are ready to engage and to those who are not yet ready.

Providers must demonstrate how they effectively complete their day-to-day business demonstrating in their response their approach to collaboration, inclusive of all resources including staffing, management, clinical team, organisational structures and environment.

Enhanced provider status will only be considered for providers who offer a range of therapeutic supports as part of their ethos and as part of their fully integrated accredited/recognised model of care. This range of therapeutic supports should include, but not limited to, at a minimum a full-time clinical psychologist (CV, qualification, confirmation of membership of professional body and associated registration number must be provided) along with a clinical/therapeutic team involved in the support and delivery of comprehensive inclusive care packages for children with complex needs, availability of occupational therapy to assist with the individual needs of young people would be considered a key resource within a clinical/therapeutic team.

Again, it is very important that providers not only demonstrate the range of services available to children in their centres but also they must demonstrate clearly how these services will support and hold the most complex children through their placement and through times of challenge and adversity.

Providers must be able to evidence and demonstrate the usage of a full time suitably qualified and experienced clinician. The clinical psychologist/team will complete a range of individual assessments and assessment reports as well as carry out on-going individual work with the young person as required. They will support children’s placement planning and contribute effectively to the care received by the young people by providing ongoing input as well as supporting the staff team’s delivery of consistent care in their service, their attendance is required at team meetings minimum fortnightly. These assessments must also be shared with the Social Work Team and other professionals working with the young person.

Enhanced Provider Status will only be considered where a range of services are available to provide cohesive and collaborative therapeutic care to the young people and staff team enhancing their living experience. Any additional requirements or supports required for a young person or a team must be sourced and funded by the provider. Enhanced providers must be able to clearly demonstrate the implementation of an accredited / recognised model of care.

Note: Placement type for each young person is determined by the needs of the individual young person and it is not automatically aligned to the status of the centre e.g. if a young person does not require an enhanced placement, they can be placed with a provider classified as enhanced but on a mainstream basis.

1.4.1.2 Mainstream

The Mainstream Centres procured can be generic i.e. not specialist etc. but should have within their own resources the professional supports they need to support and underpin their work.

Professional team supports in mainstream services can be provided by clinical psychologist or other relevant clinicians / professionals e.g. psychotherapist; CV, copy of qualification, confirmation of membership of professional body and associated registration number **must be provided** and this person will be external to the core staff team. There is no requirement for this person to be employed full time by the service however evidence of consistency and availability must be provided.

This service / support must be available within each centre at least once per month, with a minimum of 4 hours onsite, to attend team meetings and additional supports when required, for the avoidance of doubt, remote working is not acceptable in these circumstances. The availability of occupational therapy resource to assist with the individual needs of young people would be considered a key resource within this service type.

Direct clinical intervention for resident young people will be provided by Tusla/CAMHS where appropriate at a high level of quality. This will serve to ensure that young people do not drift within placements.

With one months' notice, the Centres procured will need to be able to adapt from Mainstream Community based centres to Dual Occupancy Centres and vice versa if requested to do so by Tusla Senior Management. This will provide the flexibility needed to support the on-going strategic management of Residential Services. Providers may be required to switch their Purpose and Function from the various types and vice versa at any time within the contracted period at the request of Senior Tusla Management.

Appropriate consultation will take place between the Senior Manager NPT and the Director of Service to ensure any changes of Purpose and Function are supported and registered; evidence may be required to support discussions and determinations. If a Service wishes to change the Purpose and Function of a procured centre this will also require consultation and agreement between Senior Manager NPT and Director of Service subject to service demands and requirements.

Consideration will also be given to Providers that provide a Live-In Model of Care, e.g. Social Pedagogy, within the four service types outlined above. Full information on the service provided will be required along with evidence of meeting the threshold for Enhanced Provider Status as outlined above, where applicable.

The Panel Approved Provider will work collaboratively with Tusla and other professional services as required, such as the Courts Service of Ireland, and if needed will make representations including the completion of reports and attendance at meetings or Court as required.

1.4.2 Lots 2 - 5: Additional Provision

There are four Additional Service Types required to support the challenges in meeting the needs of children and young people across varying age categories and varying levels of complex needs:

- **Lot 2** Type 1 Semi Independent / Preparation for leaving Care – Multi occupancy
- **Lot 3** Type 1 Complex high dependency – Dual occupancy, **Includes Step up/step down**
- **Lot 4** Type 1 Complex high dependency - Single Occupancy, **Includes Step up/step down**
- **Lot 5** Type 1 Rapid Access / Transitional Support – Multi occupancy

	LOT 2:	LOT 3	LOT 4	LOT 5
	SERVICE REQUIREMENT TYPE 1	SERVICE REQUIREMENT TYPE 1	SERVICE REQUIREMENT TYPE 1	SERVICE REQUIREMENT TYPE 1
Service Type:	Medium Term Multi Occupancy - Semi Independent / Prep for Leaving Care	Medium/Long Term Dual Occupancy	Medium Term Single Occupancy Tailored	

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		Tailored Support - Complex high dependency	Support – Complex High Dependency	Short / Medium Term Multi occupancy with respite provision. Rapid Access / Transitional
Cost For Profit Organisations:	€8,100 per placement per week	€12,500 per place per week	€19,500 per place per week	€8,825 x 2 block bed €6,600 x 2 spot purchase
Cost Charitable Organisations:	€7,364 per placement per week	€11,364 per place per week	€17,727 per place per week	€8,023 x 2 block bed €6,000 x 2 spot purchase
Purchase Type:	Spot Purchase Option	Spot Purchase Option	Spot Purchase Option	2 Beds on Block Book Plus Spot Purchase Option for additional 2 beds
Service Type Numbers:	National	National	National	National
Registration:	Required (Full)	Required (Full)	Required (Full)	Required (Full)
Age Ranges:	Primary Requirement – 16 to 17yrs <i>Other age ranges suitable to specific Purpose and Functions and service need will be considered</i>	Primary Requirement – 10 to 17yrs <i>Other age ranges suitable to specific Purpose and Functions and service need will be considered</i>	Primary Requirement – 10 to 17yrs <i>Other age ranges suitable to specific Purpose and Functions and service need will be considered</i>	Primary Requirement – 10 to 17yrs <i>Other age ranges suitable to specific Purpose and Functions and service need will be considered</i>
Gender:	Male and Female	Male and Female	Male and Female	Male and Female
Placement Duration:	Medium – Long Term	Medium – Long Term	Medium term	Up to 100 days
Means of Access:				

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	National Placement Team	National Placement Team	National Placement Team	National Placement Team
No of Places per centre:	4	2	1	Maximum 4*
Presentation Levels Providers are Required to Manage:	• Young People who present a persistent Child Protection Risk • Young People who frequently or persistently fluctuate between calm and crisis • Young People with Attachment Disorders • Young People who frequently or persistently reject care • Young People in persistent crisis within their current placements • Young People who frequently or persistently intimidate peers, professionals and others • Young People who frequently or persistently create or exploit unsafe situations	• Young People who present a persistent Child Protection Risk • Young People who frequently or persistently fluctuate between calm and crisis • Young People with Attachment Disorders • Young People who frequently or persistently reject care • Young People in persistent crisis within their current placements • Young People who frequently or persistently intimidate peers, professionals and others • Young People who frequently or persistently create or exploit unsafe situations	• Young People who present a persistent Child Protection Risk • Young People who frequently or persistently fluctuate between calm and crisis • Young People with Attachment Disorders • Young People who frequently or persistently reject care • Young People in persistent crisis within their current placements • Young People who frequently or persistently intimidate peers, professionals and others • Young People who frequently or persistently create or exploit unsafe situations	• Young People who present a persistent Child Protection Risk • Young People who frequently or persistently fluctuate between calm and crisis • Young People with Attachment Disorders • Young People who frequently or persistently reject care • Young People in persistent crisis within their current placements • Young People who frequently or persistently intimidate peers, professionals and others • Young People who frequently or persistently create or exploit unsafe situations

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	• Young people who may engage in violence and anti-social behaviour including property damage • Young People who frequently or persistently place themselves and others at high risk** In addition to the above: Young people who have experienced early childhood trauma and are exhibiting the lasting mental and physical effects of same • a disability diagnosis (may or may not have been diagnosed) • mental health issues (may or may not have been diagnosed) such as significant levels of self-harm and/or suicidal ideation resulting in continued hospital admissions or medical treatment • interventions from CAMHS/other services • previous placement	• Young people who may engage in violence and anti-social behaviour including property damage • Young People who frequently or persistently place themselves and others at high risk** In addition to the above: Young people who have experienced early childhood trauma and are exhibiting the lasting mental and physical effects of same• • a disability diagnosis (may or may not have been diagnosed) • mental health issues (may or may not have been diagnosed) such as significant levels of self-harm and/or suicidal ideation resulting in continued hospital admissions or medical treatment • interventions from CAMHS/other services • previous placement	• Young people who may engage in violence and anti-social behaviour including property damage • Young People who frequently or persistently place themselves and others at high risk** In addition to the above: Young people who have experienced early childhood trauma and are exhibiting the lasting mental and physical effects of same. • a disability diagnosis (may or may not have been diagnosed) • mental health issues (may or may not have been diagnosed) such as significant levels of self-harm and/or suicidal ideation resulting in continued hospital admissions or medical treatment • interventions from CAMHS/other services	• Young people who may engage in violence and anti-social behaviour including property damage • Young People who frequently or persistently place themselves and others at high risk** In addition to the above: Young people who have experienced early childhood trauma and are exhibiting the lasting mental and physical effects of same• • a disability diagnosis (may or may not have been diagnosed) • mental health issues (may or may not have been diagnosed) such as significant levels of self-harm and/or suicidal ideation resulting in continued hospital admissions or medical treatment • interventions from CAMHS/other services • previous placement
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	breakdowns due to their presenting behaviours in these placements, placing themselves at risk at home/in the community/or in their current care placement through absconding/MCFC episodes • physical/verbal aggression, threatening and assaultive behaviours, property damage • sexual violence, sexually problematic behaviours • significant criminality • alcohol and substance misuse • negative peer engagement • fire-setting behaviours	breakdowns due to their presenting behaviours in these placements, placing themselves at risk at home/in the community/or in their current care placement through absconding/MCFC episodes • physical/verbal aggression, threatening and assaultive behaviours, property damage • sexual violence, sexually problematic behaviours • significant criminality • alcohol and substance misuse • negative peer engagement • fire-setting behaviours	• previous placement breakdowns due to their presenting behaviours in these placements, placing themselves at risk at home/in the community/or in their current care placement through absconding/MCFC episodes • physical/verbal aggression, threatening and assaultive behaviours, property damage • sexual violence, sexually problematic behaviours • significant criminality • alcohol and substance misuse • negative peer engagement • fire-setting behaviours • Young people whose risks cannot be managed alongside others	breakdowns due to their presenting behaviours in these placements, placing themselves at risk at home/in the community/or in their current care placement through absconding/MCFC episodes • physical/verbal aggression, threatening and assaultive behaviours, property damage • sexual violence, sexually problematic behaviours • significant criminality • alcohol and substance misuse • negative peer engagement • fire-setting behaviours
Preferred Location Type:	Semi-Urban	Semi-Urban	Semi-Urban	Semi-Urban
Preferred Transport arrangements:	2 x Cars	2 x Cars	1 x Car	2 x Cars

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Staffing: <i>Qualified, Experienced & Employed Directly by the Provider ***</i>	Min 3 x Core Team Staff including Day Shift (8am – 11pm) Min 1 x Live Night / Min 1 Sleep-Over	Min 3 x Core Team Staff including Day Shift (8am-11pm) Min 1 x Live Night / Min 1 Sleep-Over	Min 2 x Core Team Staff Min 1 x Live Night / Min 1 Sleep-Over	Min 3 x Core Team Staff including Day Shift (8am – 11pm) Min 1 x Live Night / Min 1 Sleep-Over
Centre Management	1 x Centre Manager 9am -5pm , 1 X Deputy Centre Manager Note centre management do not form part of the daily centre rota	1 x Centre Manager 9am -5pm, 1 X Deputy Centre Manager Note centre management do not form part of the daily centre rota	1 x Centre Manager 9am -5pm, 1 x Deputy Centre Manager Note centre management do not form part of the daily centre rota	1 x Centre Manager 9am -5pm, 1 X Deputy Centre Manager Note centre management do not form part of the daily centre rota
On-Call:	Emergency Required	Emergency Required	Emergency Required	Emergency Required
Professional Team Support:	Required – Staff support no less than once a month	Required - Staff support no less than once a month	Required - Staff support no less than once a month	Required - Staff support no less than once a month
Recreational Programmes:	Required	Required	Required	Required
Cooperative Working within the Region:	Providers will be required to adopt and comply with Regional Processes / Policies when requested to do so by the relevant Tusla CRS Senior Manager.	Providers will be required to adopt and comply with Regional Processes / Policies when requested to do so by the relevant Tusla CRS Senior Manager.	Providers will be required to adopt and comply with Regional Processes / Policies when requested to do so by the relevant Tusla CRS Senior Manager.	Providers will be required to adopt and comply with Regional Processes / Policies when requested to do so by the relevant Tusla CRS Senior Manager.

Panel Approved Providers may be required to switch their Purpose and Function from Lot 2 to Lot 3 or Lot 4 or Lot 5 where applicable and in line with the requisite requirements, and vice versa at any time within a contracted period at the request of Tusla Senior Management, the requirements will be based on market directions and needs of young people and service. Any change to Purpose and Function of a centre will be completed in consultation with the Panel Approved Provider.

Panel Approved Providers should ordinarily endeavour to attain a balance of their staff team with the recognised qualification to those with a relevant qualification.

In the interest of the Children being placed in these residential units, it is of the utmost importance that the providers put appropriate arrangements in place to ensure staff consistency. While Panel Approved Providers will be responsible for the employment relationship between itself and the Centre staff, whether by direct employer / employee relationship, through a contract for services arrangement or otherwise, this consistency of

staff service provision will be required to be maintained and staff arrangements, including core relief staff, will constitute an essential part of the tender evaluation process.

Professional team supports can be provided by clinical psychologist or other relevant clinicians/professionals e.g. psychotherapist; CV, copy of qualification, confirmation of membership of professional body and associated registration number must be provided and this person will be external to the core staff team. There is no requirement for this person to be employed full time by the service however evidence of consistency and availability must be provided. This service/support must be available within each centre at least once per month, with a minimum of 4 hours onsite, to attend team meetings and additional supports when required, for the avoidance of doubt, remote working is not acceptable in these circumstances.

1.4.2.1 Lot 2 Service Type

Semi Independent / Preparation for Leaving Care

Tusla Children's Residential Services has identified a gap in the services available to young people who present with higher level complex needs and vulnerabilities including underlying disabilities, mental health concerns, high levels of violence and aggression, sexual violence, sexually problematic behaviours, self-harming and suicide ideation, significant criminality and significant substance misuse.

The young people that this service will provide care for will be young people, with an age range of between 16 years to 17 years, who present with complex/difficult needs and behaviours which would include one or more of the following:

- a disability diagnosis (may or may not have been diagnosed);
- mental health issues (may or may not have been diagnosed) such as significant levels of self-harm and/or suicidal ideation resulting in continued hospital admissions or medical treatment;
- interventions from CAMHS/other services;
- previous placement breakdowns due to their presenting behaviours in these placements, placing themselves at risk at home/in the community/or in their current care placement through absconding/MCFC episodes;
- physical/verbal aggression, threatening and assaultive behaviours, property damage;
- sexual violence, sexually problematic behaviours;
- significant criminality;
- alcohol and substance misuse;
- negative peer engagement;
- fire-setting behaviours.

The objective of the semi-independent/preparation for leaving care services is to support young people of the required age in community settings with a Model of Care appropriate to meet their needs where behaviours have exceeded capabilities of general residential services.

The semi-independent/preparation for leaving care services will have fully registered centre(s) and will provide a resilient and flexible approach in working with young people to encourage growth and development while meeting their needs and managing the complex risks and vulnerabilities they present with.

The semi-independent/preparation for leaving care service will have a robust staff team who will provide an integrated service approach with appropriately trained and qualified staff. The staff team will fully understand and have the ability to respond to the behaviour profile and presentation coupled with an understanding of the relevant diagnosis.

Professional team supports must be provided by clinical psychologist or other relevant clinicians/professionals e.g. psychotherapist; CV, copy of qualification, confirmation of membership of professional body and associated registration number must be provided, and this person must be external to the core staff team. There is no requirement for this person to be employed full time by the service however it must be provided in a consistent and professional manner and the service must be available to provide the support as required. This service/support must be available within each centre at least once per month, with a minimum of 4 hours onsite, to attend team meetings and additional supports when required, for the avoidance of doubt, remote working is not acceptable in these circumstances.

The availability of occupational therapy resource to assist with the individual needs of young people would be considered a key resource within this service type.

The panel approved provider will work collaboratively with Tusla and other professional services as required, such as the Court Service Ireland, and if needed will make representations including the completion of reports and attendance at meetings or Court as required.

To ensure the quality of service being delivered the service provider will be required to demonstrate the level of care being provided relevant to the care specification and evidence the continued implementation of the care programme with detailed supporting outcomes and submitting progress reports as required. All referrals for these semi-independent/preparation for leaving care placement arrangements will be directed via the Tusla National Placement Team.

The Panel Approved Provider must provide live/waking night shifts from existing staffing levels to meet the needs of the young person as required and/or following a risk assessment by the NPT or as required following inspection by ACIMS.

In addition, Tusla are seeking centres to provide a service under the semi-independent/preparation for leaving care model, where young people in crisis are more likely to engage with a lighter touch residential setting and are provided with safe accommodation, support for a range of complex needs as outlined above and access to services. Panel Approved Provider must demonstrate the particulars that they can provide under this model clearly outlining how the service will operate.

It is required that the properties, in their entirety, that are engaged for this service are for the sole and exclusive use by Tusla CRS National Placement Team (NPT) for the duration of the contract.

Procured Centres will be expected to be able to manage the following behavioural presentation as a matter of course:

- Young People who present a persistent Child Protection Risk;
- Young People who frequently fluctuate between calm and crisis;
- Young People with Reactive / Disorganised Attachment Disorders;
- Young People who frequently / persistently reject care;
- Young People with queried or diagnosed conditions e.g. physical / intellectual / psychiatric / psychological;
- Young People in persistent crisis within their current placements;
- Young People who frequently or persistently intimidate peers, professionals and others;
- Young People who frequently or persistently create or exploit unsafe situations;
- Young people who may engage in violence and anti-social behaviour including property damage;
- Young People who occasionally, frequently or persistently place themselves and others at high risk;
- Young people who have experienced early childhood trauma and are exhibiting the lasting mental and physical effects of same.

1.4.2.2 Lot 3 Service Type

Tailored Support Complex High Dependency – Dual Occupancy

Tusla Children's Residential Services has identified an urgent and immediate need to provide a high-quality service to young people (ages 10 years to 17 years) with higher level complex needs and vulnerabilities including underlying disabilities, mental health concerns, high levels of violence and aggression, sexual violence, sexually problematic behaviours, self-harming and suicide ideation, significant criminality and significant substance misuse.

Tusla will identify the children and young people in need of these higher complex services.

The young people that this tailored support complex high dependency service will provide care for will be young people aged between 10 years to 17 years, who present with complex/difficult needs and behaviours which would include one or more of the following:

- a disability diagnosis (may or may not have been diagnosed);
- mental health issues (may or may not have been diagnosed) such as significant levels of self-harm and/or suicidal ideation resulting in continued hospital admissions or medical treatment;
- interventions from CAMHS/other services;
- physical/verbal aggression, threatening and assaultive behaviours, property damage;
- sexual violence, sexually problematic behaviours;
- significant criminality;
- alcohol and substance misuse;
- negative peer engagement;
- fire-setting behaviours.

A prominent feature of the young people that will require access to this service is, possibly multiple, previous placement breakdowns due to their presenting behaviours, placing themselves and/or others at risk at home/in the community/or in their current care placement through absconding/MCFC episodes. This service will prevent placement disruption for the young people admitted, they will engage with Tusla Social Work and National Placement Team in relation to risk management and maintain placement.

Tailored support complex high dependency services will also provide placements to young people progressing to and out of Special Care Services, as well as young people awaiting placement in Special Care Services.

Professional team supports must be provided by clinical psychologist or other relevant clinicians/professionals e.g. psychotherapist; CV, copy of qualification, confirmation of membership of professional body and associated registration number must be provided, and this person must be external to the core staff team. There is no requirement for this person to be employed full time by the service however it must be provided in a consistent and professional manner and the service must be available to provide the support as required. This service/support must be available within each centre at least once per month, with a minimum of 4 hours onsite, to attend team meetings and additional supports when required, for the avoidance of doubt, remote working is not acceptable in these circumstances.

The availability of occupational therapy resource to assist with the individual needs of young people would be considered a key resource within this service type.

The service provider will work collaboratively with Tusla and other professional services as required, such as the Courts, and if needed will make representations including the completion of reports and attendance at meetings or Court as required.

To ensure the quality of service being delivered the service provider will be required to demonstrate the level of care being provided relevant to the care specification and evidence the continued implementation of the care programme with detailed supporting outcomes and submitting progress reports as required. All referrals for these dual occupancy tailored support high dependency placement arrangements will be directed via the Tusla National Placement Team.

These services will provide residential services in fully registered centre(s) and will provide a resilient and flexible approach in working with young people to encourage growth and development while meeting their needs and managing the complex risks and vulnerabilities they present with.

It is required that the properties, in their entirety, that are engaged for this service are for the sole and exclusive use by Tusla CRS National Placement Team (NPT) for the duration of the contract.

The Panel Approved Provider will not have the right to refuse a first admission to a vacant centre or cause a delay to a placement. NPT will have full autonomy over decisions regarding first admission. All placements requested by the National Placement Team are following a risk assessment completed by the National Placement Team deeming the placement as suitable and sustainable. The Panel Approved Provider will complete the NPT collective risk assessment process for a second admission to the dual occupancy centre.

1.4.2.3 Lot 4 Service Type

Tailored Support Complex High Dependency – Single Occupancy

Tusla Children's Residential Services has identified an urgent and immediate need to provide a high-quality single occupancy service to young people (ages 10 years to 17 years) with higher level complex needs and vulnerabilities including underlying disabilities, mental health concerns, high levels of violence and aggression, sexual violence, sexually problematic behaviours, self-harming and suicide ideation, significant criminality and significant substance misuse.

Tusla will identify the children and young people in need of these higher complex services.

The young people that this tailored support complex high dependency service will provide care for will be young people aged between 10 years to 17 years, who for various reasons cannot live alongside other young people or whose risks cannot be managed alongside others requiring a single occupancy setting for a period of time.

The young people requiring this service type present with complex/difficult needs and behaviours which would include one or more of the following:

- a disability diagnosis (may or may not have been diagnosed);
- mental health issues (may or may not have been diagnosed) such as significant levels of self-harm and/or suicidal ideation resulting in continued hospital admissions or medical treatment;
- interventions from CAMHS/other services;
- physical/verbal aggression, threatening and assaultive behaviours, property damage;
- sexual violence, sexually problematic behaviours;
- significant criminality;
- alcohol and substance misuse;
- negative peer engagement;
- fire-setting behaviours.

Panel Approved Providers must offer a range of therapeutic clinical support in line with the needs of children and young people placed.

A prominent feature of the young people that will require access to this service is, possibly multiple, previous placement breakdowns due to their presenting behaviours, placing themselves and/or others at risk at home/in the community/or in their current care placement through absconding/MCFC episodes. This service will prevent placement disruption for the young people admitted, they will engage with Tusla Social Work and National Placement Team in relation to risk management and maintain placement

Tailored support complex high dependency services will also provide placements to young people progressing through and out of Special Care Services, as well as young people awaiting placement in Special Care Services where behaviours have exceeded capabilities of current services.

Professional team supports must be provided by clinical psychologist or other relevant clinicians/professionals e.g. psychotherapist; CV, copy of qualification, confirmation of membership of professional body and associated registration number must be provided, and this person must be external to the core staff team. There is no requirement for this person to be employed full time by the service however it must be provided in a consistent and professional manner and the service must be available to provide the support as required. This service/support must be available within each centre at least once per month, with a minimum of 4 hours onsite, to attend team meetings and additional supports when required, for the avoidance of doubt, remote working is not acceptable in these circumstances.

The availability of occupational therapy resource to assist with the individual needs of young people would be considered a key resource within this service type.

The service provider will work collaboratively with Tusla and other professional services as required, such as the Courts, and if needed will make representations including the completion of reports and attendance at meetings or Court as required.

To ensure the quality of service being delivered the service provider will be required to demonstrate the level of care being provided relevant to the care specification and evidence the continued implementation of the care programme with detailed supporting outcomes and submitting progress reports as required. All referrals for these single occupancy tailored support complex high dependency placement arrangements will be directed via the Tusla National Placement Team.

These services will provide residential services in fully registered centre(s) and will provide a resilient and flexible approach in working with young people to encourage growth and development while meeting their needs and managing the complex risks and vulnerabilities they present with.

It is required that the properties, in their entirety, that are engaged for this service are for the sole and exclusive use by Tusla CRS National Placement Team (NPT) for the duration of the contract.

The Panel Approved Provider will not have the right to refuse admission to a vacant centre or cause a delay to a placement. NPT will have full autonomy over decisions regarding first admission. All placements requested by the National Placement Team are following a risk assessment completed by the National Placement Team deeming the placement as suitable and sustainable.

1.4.2.4 Lot 5 Service Type

Rapid Access Service / Transitional Services

These services will be regionally located Rapid Access Services with bespoke responsive care, providing immediate (rapid) residential placements from 30 to 100 days, they will also offer respite services. A young person can only be referred to this service and allocated a placement by Tusla CRS NPT.

Where existing services are operational and there is a successful tender application, these will be awarded a contract for immediate implementation. A bespoke panel will be created for Lot 5 from which future development of regional services in specific geographical locations will be drawn, these are subject to registration of centres before award of contract. Services will be engaged on the basis of need as this is a demand led service, this will be determined by service types and geographical locations. The National Placement Team will only engage with panel approved providers when arranging placements for young people. Panel approved providers must only engage with the National Placement Team and should a panel approved provider seek to establish an additional residential service under this framework they must seek agreement from the National Placement Team in advance before proceeding.

Where provision of a new residential service for Lot 5 is required, Tusla will provide the detail of the service provision specific to what is required. This will include, but is not limited to, the service category Lot type, the geographical area the service is required to be located in and the timeline for which the service is to be fully operational.

Tusla intends to use this established Bespoke Panel Arrangement to further complement Tusla's existing services and Contracts will be awarded on a service needs basis with no guarantee of business or income.

Tusla will require flexibility and adaptability from providers and commitment in working with Tusla to ensure that the best interest of the young person is paramount to all decisions that are made. Providers must clearly demonstrate and evidence their experience and ability to provide emergency services and emergency placements to vulnerable children where there may be a minimum level of information available regarding the child. The provider must demonstrate and evidence their ability to provide a safe and effective standard of care alongside other vulnerable children in high-risk situations. Providers must evidence their ability to be responsive and dynamic at all times.

Referrals to rapid access/transitional services will be subject to a one day risk assessment process with immediate admission, in many cases minimal supporting referral information will be available apart from risk assessment completed by allocated Social Work Team. Providers must demonstrate in detail their ability to be able to provide a 1 day turnaround and respond to the "rapid" admission to the service as well as how they will manage changing and complex dynamics with limited initial information. The service must be responsive and robust in order to respond to emergency needs of vulnerable children and complete admissions in quick succession.

Each centre will hold 2 reserved beds and up to 2 spot purchase beds, total of a 4 bed centre.

The placement types offered will be:

- Rapid Access: young people living in the community / foster care whose living arrangement has broken down and who require a placement for up to 100 days while a longer-term placement is being sought;
- Young people who are currently in Special Emergency Arrangements who require a medium to long term placement when such a placement becomes available. Rapid Access will provide up to a maximum one-hundred-day placement and assist with an onward placement assessment. These placements will be priorities and consequentially planned respite breaks will be subject to availability;
- Sibling Groups: siblings who require emergency respite when their current living arrangements have broken down;

- **Planned Respite Breaks:** Young people whose community / foster care living arrangement can be maintained through the provision of planned respite breaks. As noted above this respite will only be considered where it is the case it can be managed in tandem with children already in placement.

The 2 reserved/block booked placements will be required to maintain an 80% occupancy rate.

Professional team supports must be provided by clinical psychologist or other relevant clinicians/professionals e.g. psychotherapist; CV, copy of qualification, confirmation of membership of professional body and associated registration number must be provided, and this person must be external to the core staff team. There is no requirement for this person to be employed full time by the service however it must be provided in a consistent and professional manner and the service must be available to provide the support as required. This service/support must be available within each centre at least once per month, with a minimum of 4 hours onsite, to attend team meetings and additional supports when required, for the avoidance of doubt, remote working is not acceptable in these circumstances.

The service provider will work collaboratively with Tusla and other professional services as required, such as the Courts, and if needed will make representations including the completion of reports and attendance at meetings or Court as required.

To ensure the quality of service being delivered the service provider will be required to demonstrate the level of care being provided relevant to the care specification and evidence the continued implementation of the care programme with detailed supporting outcomes and submitting progress reports as required. All referrals for these rapid access/transitional placement arrangements will be directed via the Tusla National Placement Team.

These services will provide residential services in fully registered centre(s) and will provide a resilient and flexible approach in working with young people to encourage growth and development while meeting their needs and managing the complex risks and vulnerabilities they present with.

To note a pilot programme in relation to staffing may be implemented within rapid access/transitional services for a period of 12 months which would allow for up to a maximum of 3 staff with QQI Level 5 qualification in a health related field per centre. These centres will be subject to additional staffing related governance and oversight procedures.

It is required that the properties, in their entirety, that are engaged for this service are for the sole and exclusive use by Tusla CRS National Placement Team (NPT) for the duration of the contract.

Should the Panel Approved Provider have restrictions imposed by Children's Services Regulator / Alternative Care Inspection and Monitoring Services Tusla / HIQA which results in the reduced occupancy of the block booked placements within the Rapid Access Service/Transitional Service the associated weekly payment will be proportionately reduced.

1.5 Personnel Requirements

In addition to the required qualifications and experience of the Centre Manager, Deputy Manager and Team Leader, all panel approved providers should ordinarily endeavour to attain a balance of their staff team with the recognised qualification to those with a relevant qualification and ensure that all other staff including clinicians supporting Staff Teams are qualified in a relevant profession.

Each Centre will be required to have:

Centre Manager x1 –

- QQI Level 7 Social Care Qualified and hold or be enrolled in a programme leading to management qualification suitable for a health or social care setting and 4 years post qualification full time work experience in a children's residential setting. Evidence of enrolment must be provided.
- QQI Level 8 Social Care Qualified with 3 years post qualification work experience in a children's residential setting or hold a relevant qualification with 4 years post qualification full time work experience in a children's residential setting
- QQI Level 7 relevant qualification with 4 years post qualification full time work experience in a children's residential setting and hold or be enrolled in a programme leading to management qualification suitable for a health or social care setting. Evidence of enrolment must be provided.
- Professional qualification in Social Work with 3 years post qualification experience and hold or be enrolled in a programme leading to a management qualification suitable for a health or social care setting. Evidence of enrolment must be provided
- A recognised qualification in social care includes equivalent social care qualifications from other jurisdictions
- An individual who does not hold a recognised or relevant qualification but is entered on the CORU register of Social Care Workers and has the requisite 4 years full time work experience may be considered for position of centre manager where they have demonstrable management and or supervisory qualifications, competencies and experience appropriate to their appointed role.

Deputy Centre Manager x1 –

- Social Care Qualified or relevant qualification plus 3 years' experience working in social care residential setting with children and young people
- An individual who does not hold a recognised or relevant qualification but is entered on the CORU register of Social Care Workers and has the requisite 3 years full time work experience may be considered for position of deputy centre manager

Team Leaders x3 –

- Social Care Qualified or related qualification and 2 years full time relevant experience of working at social care grade with children and young people
- An individual who does not hold a recognised or relevant qualification but is entered on the CORU register of Social Care Workers and has the requisite 2 years full time work experience may be considered for position of Social Care Leader

The Social Care qualified staff members can include those who hold a professional qualification on Social Work, be a student in final year / year 4 of a Level 8 programme leading to a recognised Social Care qualification where they have successfully completed the 3rd year of their programme and hold an equivalent Social Care/Pedagogy qualification from another jurisdiction.

Other relevant minimal level professional qualifications (equivalent) accepted are:

- QQI Level 7 in Psychology;
- QQI Level 7 or Professional Practice Qualification in Child & Adolescent Psychotherapy;
- QQI Level 7 or Professional Practice Qualification in Counselling/ Psychotherapy;
- QQI Level 7 or Professional Practice Qualification in Addiction Counselling;
- QQI Level 7 on Youth and Community or similar;
- QQI Level 7 in Social Science/Social Studies;
- QQI Level 7 in Family Support;
- Professional Qualification in Teaching (Not TEFL);
- Professional Qualification in Nursing Studies;

- QQI Level 7 in Disability Studies;
- QQI Level 7 in Applied Behavioural Analysis;
- QQI Level 7 Early Years Care, where centre caters for children aged 12 and under;
- BA in Applied Policing or equivalent;
- Holder of Higher Certificate in Custodial Care (Irish Prison Service) or equivalent.
- No recognised qualification or non-relevant qualification but holder of CORU registration and recognised as meeting the requirements to hold professional title of a Social Care Worker.

In respect of Lots 1, 2, 3 and 5 service types procured Centres are required to have a minimum of three staff on duty by day (8 am – 11 pm) and at least one waking night staff available, with one or more staff sleeping-over at all times. In instances where young people's needs dictate same, all procured centres must have the ability to provide up to 2 waking night staff as required. Lot 4 service types are required to have minimum of two staff on duty by day.

A Centre Manager will also be on-site between the hours of 9am-5pm on weekdays and each centre is required to have a full time deputy centre manager who will act up for the manager, take on specific tasks including but not limited to supervision of staff, and administrative roles. The person would be identified as being in charge in the absence of the manager and would assist in supporting the team and manager in delivering service role. The Deputy Centre Manager hours are not required as 9am-5pm however they are full time and should be reflective of service needs. The centre manager and deputy centre manager do not form part of the working roster. Procured Centres will have Management on call at all times.

Should the occupancy of a centre temporarily decrease e.g. a multi or dual occupancy centre temporarily has one young person in placement, the centre can temporarily decrease staffing levels to be reflective of same, ensuring that there is a minimum of two staff on shift at all times. Tusla NPT must be notified and agree to this reduction. As required during this period if another young person is on transition to placement the centre must revert to full staff compliment

Use of other Staff in support capacity

There may be occasions where the needs of a young person may require additional supports to be provided to the core staff team which would allow for the enhanced supervision and intervention with the resident young people. Support staff can be used as required to alleviate the need for the core staff to complete ancillary duties in the centre and can assist in some care duties strictly under direct supervision of the care team which **do not** involve one to one or social care intervention duties. They are not permitted to supervise young people alone or become part of the relief staffing cohort. Support workers must hold a relevant qualification to level 5. Such support staff are not included or considered part of the core staff team but can be used to provide additional staffing support, where assessed, as necessary. This category of staff should not exceed one per shift (24-hour period). Support staff must only be used in addition to the staffing requirement as outlined above.

The relevant staffing qualifications and requirements are subject to change in accordance with any Tusla Alternative Care Inspection and Monitoring Services regulatory notice that may be published in the future.

All staff must have experience of and be physically / emotionally / psychologically capable of working with young people with complex needs and challenging behaviour.

Procured Centre staff must be trained in an accepted method of Crisis Intervention (e.g. T.C.I., P.M.A.V., MAPA), Ligature Training, Fire Safety Awareness, Fire Evacuation, Emergency Fire Fighting, Fire Training for Residential Centres, Fire Warden training, Health & Safety, Manual Handling, GDPR, Children First, Complaints, Child Sexual Exploitation training and all staff must have training in relevant policies and standards including regulatory requirements.

Panel Approved Providers must ensure that an appropriate percentage of staff per centre are First Aid Responder trained, this must be based on site specific risk assessment considering, for example but not limited to, location of services, any significant health issues to be considered, service type and the profile of referrals for placement. The First Aid Responder training must be PHECC accredited. All other staff must be trained in basic emergency first aid.

Panel Approved Providers must agree that staff will complete any further mandatory training that becomes available during the lifetime of the contract.

Alternatively, the centre can include the co-ordination of outdoor pursuits on a weekly basis within the role of a dedicated centre staff member while outsourcing the delivery of activities to an external company.

Panel Approved Providers are required to provide details of how the organisation intends to provide recreational programs to the children and young people under your residential care. These programs must demonstrate a capacity to engage positively with the children in care. One or more staff per Centre will have qualifications in outdoor pursuits with enhanced First Aid training as appropriate to the activities engaged. A qualification in outdoor pursuits would be a certificate in one or more of the following examples, however, is not limited to this list:

Hill walking (Mountain Skills including map & compass skills and navigation), Sailing Skills, Windsurfing, Kayak Instruction Skills (Canoeing Ireland Level 2 or 3 certificate, Level 1 kayak instructor training), rock climbing, outdoor recreation, adventure activities, outdoor leadership and safety, Expedition Planning.

Alternatively, the centre can include the co-ordination of outdoor pursuits on a weekly basis within the role of a dedicated centre staff member while outsourcing the delivery of activities to an external company. Full details of this company and service should be provided in tender response.

All Centre staff, Consultants, Service Management and all staff that will be providing services require full in date Garda Vetting and proof of International Police Clearance/Security/Vetting for each country where they lived outside of the Republic of Ireland for 6 months or more when aged 18 or older, work permit where applicable, along with validated/verified identification and three checked references i.e. with evidence that the references have been followed up. Panel Approved Providers must provide assurance that Garda Vetting has been completed for each staff member within the service and that a vetting disclosure has been received with a statement that there is no criminal record or specified information, in relation to the person. This assurance includes confirmation that the required documentation has been obtained, reviewed and meets all conditions, and must be provided by the Service Director or equivalent Senior Service Manager.

In cases where particulars of a criminal record and a statement of the specified information are returned these should be outlined and confirmation of any required risk assessment(s) that may be in place in relation to same. Panel Approved Provider should also provide assurance that 3 written references are on file for each employee including mandatory reference from the most recent employer, referees will only be accepted if insufficient work experience means references available are limited.

It is the responsibility of Panel Approved Providers to ensure that all vetting requirements are maintained while staff member is in their employment.

Where a Panel Approved Provider engages third party employment companies/agencies to support the provision of care the children and young people in placement they:

- Must notify Tusla NPT of the agencies/employment company that they engage to provide services to children and young people;

- Must assume responsibility for ensuring that the agency/employment company staff, engaged to fulfil the requirements of their service/contract, satisfy Tusla's requirements with regard to their suitability, qualifications, experience and training for the position;
- Must ensure all staff engaged through the third party meet the requirements in line with Garda Vetting/Police Clearance Requirements in accordance with the National Vetting Bureau (Children and Vulnerable Persons) Act 2012 including International Police Clearance/Security/Vetting for each country where they lived outside of the Republic of Ireland for 6 months or more when aged 18 or older.

Panel Approved Providers must ensure that all staff who are providing services have provided original qualifications and membership of registered/professional associations or accrediting bodies as required, for example but not limited to CORU, Psychological Society of Ireland, Nursing and Midwifery Board of Ireland.

Procured Centres must be Line-Managed by suitably qualified and experienced professionals who are responsible for the safe and effective operation of the Centres at all times in line with all legislative and Regulatory requirements.

1.6 Building Specifications

The buildings employed for the Centres procured will meet all Building Control /Planning requirements/ Child Care Regulations and be modern, bright, spacious, fitted out and maintained to a high domestic standard. Wherever possible, the buildings will be detached with space on all sides and parking for at least four cars. They will have front and rear gardens and ideally, will not open out onto a main road. The buildings will not be located in densely populated areas or areas of difficult socio-economic conditions but should be within commuting distance from Towns / Cities and be on or near public transport routes. Schools and other amenities will be located nearby. A labelled floor plan should be provided for each centre, with the use of space clearly outlined.

1.7 Discharges and Transfers

The continuity of placements for children and young people is crucial with an emphasis on preventing unplanned discharges.

Supports and interventions to ensure stability and prevent placement disruption are critical and must be implemented as required. Panel Approved Providers must engage with National Placement Team and Social Work Team to work collaboratively to safeguard placements, protect from breakdown and commit to the ongoing provision of residential care for the young person.

Discharges from all procured Centres will take place in accordance with young people's Care Plans as a matter of course. Unplanned Discharges i.e. discharges that are not Care Plan mandated but with a minimum of 60 days' notice is given by the procured Centre will take place by agreement with Senior Tusla Management following consultation with the relevant Social Work Department(s).

Emergency Unplanned Discharges i.e. discharges that are not Care Plan mandated and where less than 60 days' notice is given by the procured Centre will take place by agreement with Senior Tusla Management following consultation with the relevant Social Work Department(s). It is expected that in cases where the Centre is seeking to immediately discharge a young person from their service, they have alternative plans in place, within the existing funding arrangement.

This is required to accommodate and support the young person in a safe and appropriate environment, in consultation with young person's Social Worker and the Regulatory body, to allow appropriate time to identify alternative appropriate accommodation. This alternative plan will be required to be covered under the panel approved provider's insurance, or with confirmation that the third party premises hold the correct insurances in respect of employer's liability and public

liability, and a minimum of 2 staffing arrangement 24/7 will be required to ensure safe and effective care for the young person. The young person remains admitted to their primary placement during this time.

Transfers between procured, Statutory and Voluntary Centres will take place by agreement with Senior Tusla Management following consultation with the relevant Social Work Department(s).

Senior Tusla Management and Social Work Departments reserve the right to take decisions which they believe are in the best interests of an individual child and/or children. This includes the discharge young people from Centres or to transfer young people between Centres as required. Panel Approved Providers will be provided with minimum 7 days' notice of the discharge of a young person.

1.8 Agreement

It is intended that Panel Approved Providers for spot purchase requirements will sign formal contract service agreements with Tusla for the provision of those services. Tusla guarantees no level of business through these spot purchase agreements to any Panel Approved Provider.

The Panel Approved Provider will be required from time to time to provide service reports to Tusla, outside of contract review process, as outlined by NPT as required. Tusla shall be given a reasonable opportunity to review deliverables. If Tusla is not satisfied with the deliverables or the service provided, Tusla shall inform the Panel Approved Provider in writing of its dissatisfaction and reasons for such dissatisfaction. The Panel Approved Provider undertakes, at its expense, to use all reasonable efforts to implement such remedy as soon as reasonably practicable.

Tusla agrees to give the Panel Approved Provider a reasonable opportunity to remedy any failure or shortcoming in the provision, by the Panel Approved Provider, of services or delivery comprised in the project, including, without limitations any failure to achieve specified service levels. The Panel Approved Provider undertakes, at its own expense, to ensure that such remedies are implemented as soon as reasonably practicable after any such failure is reported by the client.

Successful tenderers will enter into formal contracts with Tusla for the provision of these required services. These contracts will be finalised with successful Panel Approved Providers by the signing of Contract Service Agreements with Tusla.

Any further services/centres that the Panel Approved Provider wishes to open and add to contract post award must comply with the requirements of individual centres under the tender lots as outlined in the procurement documentation and contractual arrangements. Panel approved providers must only engage with the National Placement Team and should a panel approved provider seek to establish an additional residential service under this framework they must seek agreement from the National Placement Team in advance before proceeding. Tusla guarantees no level of business through these spot purchase agreements to any Panel Approved Provider.

The contracts will be subject to continuous performance monitoring and ongoing review, biannual contract reviews will be in place for all panel approved provider centres procured. These meetings will be informed by information requested and supplied by the provider and information provided from Regulatory, monitoring services or relevant information from alternative sources. All aspects of care practice/supporting care practice and evidence of outcomes will be reviewed and monitored during the bi-annual reviews to ensure continued compliance and positive outcomes for young people placed within the Panel Approved Provider.

Supplementary meetings will be called when deemed necessary by Tusla Senior Management and providers will be required to submit any documentation necessary.

The placement of children in these centres will be managed by Tusla in the best interests of the child.

Tenderers are being invited to submit tenders per Lot including details for each individual residential centre.

It is intended that the contracts will be from the date of contract award up to June 2028 and will be extendable for further period, up to a maximum of twelve months in total, at the discretion of the Tusla.

Tusla locations nationally and organisations funded by the Tusla can participate as customers of the agreements.

1.9 Performance monitoring and on-going review

Senior Tusla Management or a person duly appointed by the Senior Manager National Placement Team, Monitoring Officers, HIQA and Tusla Alternative Care Inspection and Monitoring Service reserve the right to visit, observe practice, review Care / Case records in procured Centres at any time, subject to agreed processes this may include the removal of records/copies of records. Appointments will generally, but need not necessarily, be made with procured Centres for the above actions to take place.

Senior Tusla Management reserve the right to request any documentation from procured centres relating to safe care, effective practice, governance and oversight of services. This documentation must be made available within the timeframe outlined in individual requests.

Senior Tusla Management reserve the right to instigate or direct the instigation of an investigation into circumstances that are or have the potential to impact the safe and effective operation of a procured Centre. Any investigation will be conducted in line with due process. Procured Centres will cooperate fully with any such investigation and take appropriate agreed actions to address any presenting issue or concern.

Procured Centres will address recommendations made by HIQA, Tusla Alternative Care Inspection and Monitoring Service and Tusla Monitoring Officers in every instance and without delay, failure to address or meet these recommendations may have contractual implications.

Procured Centres will work in partnership with Tusla Services generally and with the Statutory and Voluntary Centres within their area of operation specifically and will operate Tusla Policies if requested to do so by Senior Tusla Management.

Issues raised with Tusla by procured Centres through their Line Managers will be addressed by appropriate Senior Tusla Management. Issues raised by Tusla personnel or by third parties working with or on behalf of Tusla in respect of Centres will be addressed by Senior Tusla Management.

1.10 Service Development

The provision of residential services is demand led therefore panel approved providers must engage with Tusla National Placement Team and attend a meeting for discussions prior to the progression or development of services. To meet varying demands Tusla have preferred locations and service types required so consultation is required in advance of service development as Tusla does not provide any guarantee of business.

Tusla will provide the following resources to support the project:

Tusla Project Manager to act a single point of contact for Tusla to liaise with the contracted Panel Approved Provider.

1.11 General Requirements:

(a) Confidentiality & Data Protection:

The Tender Documents remain the property of Tusla and are issued only in connection with the Tender Process. The Tender Documents may not be copied, or their contents may not be divulged to any third party without the prior written consent of Tusla. All information contained in the Tender Documents must be treated in the strictest confidence by the Tenderer and by its staff. Any third party involved in completing the Tender must also comply with these confidentiality requirements. Please refer to the Tender Competition Rules for further information in regard to confidentiality.

The contracted Panel Approved Provider will be obliged to manage and process any Information which they acquire from Tusla in accordance with the Data Protection Act 2018, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) Data Protection Act 1988, The Data Protection (Amendment) Act 2003 and Directive 2002/58/EC of the European Parliament and of the Council.

In the course of providing the service, the contractor on behalf of Tusla will have access to highly confidential information pertaining to personal data of clients of Tusla. The Panel Approved Provider's staff and agents will have access to this highly sensitive information and may also have access to and/or hear information concerning the medical or personal affairs of Tusla clients and/or staff or other Tusla business. **Such records and information are strictly confidential, and divulgence or discussion of such information by the staff of the contractor is strictly prohibited and is likely to result in immediate termination of the Contract.** All staff of the contracted Panel Approved Provider to be engaged in the provision of services under this contract will be required to sign a confidentiality declaration.

The Panel Approved Provider will also be required to demonstrate it has satisfactory Technical and Organisational Measures (TOMs) in relation to maintaining data protection and security of information.

The Panel Approved Provider will be obligated to report any and all Data Breaches to Tusla within a required timeline as outlined in a Tusla Provided SOP

Title to all young people's data shall vest and remain vested in Tusla. The nominated panel approved provider(s) will be required to maintain the confidentiality of all data required by or obtained from Tusla. Private young person's data may not be used for any purpose that is not directly required by the provision of the agreed service. This includes marketing or research initiatives carried out on behalf of the nominated panel approved provider(s). All young person's data generated by the fulfilment of this contract must be returned to Tusla upon the discharge of young person from placement or upon completion of the contract. The nominated panel approved provider(s) will be obliged to maintain the confidentiality of all data required by or obtained from Tusla.

Panel approved providers must return to Tusla CRS all Tusla Data, all personal data that is provided by Tusla to the Panel Approved Provider and all personal data that the Panel Approved Provider may collect and process in furtherance of the provision of the agreed Services, by secure file transfer within the timeframe and by method as set out by Tusla at time of contract award. Any changes to this will be notified by Tusla.

The panel approved provider reserves the right to break client confidentiality as indicated in legislation, to implement its Tusla's Safeguarding Policy should a child protection/safeguarding issue arise and will comply with Children First National Guidance for the Protection and Welfare of Children, DCYA, 2017 and Children First Act, 2015. In such cases, Tusla must be informed.

A Data Processing Agreement will be included as an appendix to the Contract Service Agreement issued on award of contract.

Please refer to the **Confidentiality Agreement Clauses** of the Tusla's Contract Service Agreement and the Data Processing Agreement for full details of the Panel Approved Provider's obligations in this regard.

(b) Staff Vetting & Training:

The Panel Approved Provider will also be required to demonstrate and provide assurance of satisfactory staff qualifications, training and vetting as well as the procedures in place and in operation in order to meet the requirements of Tusla. This assurance includes confirmation that the required documentation has been obtained, reviewed and meets all conditions, and must be provided by the Service Director or equivalent Senior Service Manager. This includes but is not limited to in date Garda Vetting and International Police Clearance/Vetting/Security for each country where they lived outside of the Republic of Ireland for 6 months or more when aged 18 or older.

Note: Please refer to the **Confidentiality Agreement Clauses** of the Tusla's Contract Service Agreement and the Data Processing Agreement for full details of the Panel Approved Provider's obligations in this regard.

(c) Payment:

The Panel Approved Provider must submit their monthly invoice in advance to Tusla on the 1st calendar day of the month for charges relating to services to be provided for that same month. All relevant milestones for that period must be met. Invoices that contain additional costing, as detailed in the Contract Service Agreement, which is activity based, must include all relevant and substantial detail to support same.

(d) Insurance

Insurance requirements

Insurance Type	Requirement
Professional Indemnity (a) Where appropriate, the Tenderer must apply for professional indemnity coverage under the Clinical Indemnity Scheme. (b) To the extent professional service is provided and not otherwise covered have Professional Indemnity in accordance with the following thresholds or such other thresholds as may be specified by the Executive from time to time: High risk: Professional Indemnity with a Limit of Indemnity of €6,500,000 (€6.5million) any one occurrence and in the aggregate.	€ 6.5m
Public Liability with a limit of indemnity of €6,500,000 (€6.5million) any one occurrence, with an indemnity to the Executive arising from the provision of the Services.	€ 6.5m
Employers Liability insurance with a limit of indemnity of €13,000,000 (€13 million) any one occurrence,	€ 13 m

with an indemnity to the Executive arising from the provision of the Services.	
Motor Insurance (if services involves use of motor vehicle by service provider on business of the Tusla) with a third party property damage limit of €2,600,000 (€2.6million) any one occurrence with an indemnity to Tusla arising from the use of motor vehicle in the provision of the Services.	€2.6m
Cyber Insurance for an amount of €1,000,000 (€1million) for each and every claim to be maintained at all times during the Term	€1m

(e) Sustainability: Responsible Business Conduct

Environmental Considerations and Sustainability

As part of the All of Government Plan on Climate Action 2019 and giving regard to Circular 20-2019, all Government Departments are seeking to reduce the environmental impact of the goods and services that they procure.

Tenderers are requested to provide detail of any environmental initiatives or practices they have implemented linked to the services required under this RFT.

Tenderers must submit a detailed statement of environmental initiatives or practices planned, with related timelines, for reducing the environmental impact of the services provided as part of their offering.

Corporate Social Responsibility

Tenderers are requested to provide detail on measures they have in place to ensure equality of access to services

Tenderers should include details of any measures in place to communicate with non-abled clients, e.g. clients who do not have English as a first language, non-verbal clients, visually impaired clients; hearing impaired clients.

(f) Post Employment Restriction Policy

1. It is recognised that former employees of Tusla, the Child and Family Agency may potentially have had access to confidential and / or internal operating information. This may further extend to relationships, knowledge or contacts with persons still employed by the Agency.
2. The Agency recognises that this knowledge / contacts may potentially present (or be reasonably perceived to present) an unfair advantage if the Agency were to engage persons who were formerly in the employment of the Agency in business.
3. Tusla, the Child and Family Agency, recognises the public's interest in free competition and the Agency's need to apply transparent business processes at all times. It may adversely impact the public's perception of the Agency if the Agency were to engage former staff in business immediately after they retire or resign from their role within the Agency.
4. As such, it is the policy of Tusla, the Child and Family Agency that any former staff member where there might be an actual or perceived conflict will need to put forth proposals to mitigate against this potential conflict. The Agency will then assess the proposals provided to confirm that they mitigate against any actual or perceived conflict. If

the Agency is of the view, following assessment of the proposals, that conflict remains the Agency may refuse approval or attach conditions to the approval.

5. Such conditions could include the non-assignment of work under this framework for a period of time not exceeding 12 months.
6. Further, it is the Agency's policy that any current employee of Tusla, the Child and Family Agency (for example is on career break or sabbatical or seconded to another partner agency) may not engage in business with the Agency where such engagement would lead to actual or potential conflict.

1.12 PROCUREMENT PROCESS – Bespoke Panel Arrangement

Without prejudice Tusla has endeavoured to give potential respondents an accurate description of the requirements. The information given in these tender documents are indicative only and Tusla does not make any commitment or any guarantee of business resulting from the tender process.

This tender process is being conducted under Annex XIV of Procurement directives 2014/24/EU. The required services are listed as Annex XIV services, and accordingly, only Articles 74 to 77 of Directive 2014/24/EC applies to the award of any contract(s) that arise from this process.

As such, there is some flexibility in conducting the tender process, and a Bespoke Panel Arrangement is being adopted for Lots 1-5. This differs from a standard Framework Agreement in that service providers may apply to join this Bespoke Panel Arrangement at certain times during its lifetime.

When applying to join as a new tenderer, for the first time engaging with Tusla for these services, during the lifetime of the agreement, the following steps are to be undertaken.

1. The tenderer must apply via the eTenders platform and comply with the process regarding timelines and specifications as outlined;
2. The tenderer will have 30 days to complete and submit their tender;
3. Tusla will evaluate the tender under the above mentioned criteria with as far as practicable the same evaluation group members who took part in the original process;
4. Tusla will notify the provider of the outcome within two calendar months from the date set for receipt of a tender submission;
5. If a tenderer has failed the exclusion stage or does not meet the selection criteria or achieve the required minimum scoring under the award criteria, they can reapply by making a new submission after a minimum period of 10 weeks have passed from the date of the notification letter under a newly opened tender process.

1.13 TENDER PROCESS – Bespoke Panel Arrangement

1.13.1 Format of Tender:

Tusla now invites tender submissions as a Bespoke Panel Arrangement tender process for Lots 1-5, under which it will qualify tenderers on the basis of the Exclusion Criteria, Mandatory Minimum Requirements, and Qualitative Selection Criteria. Tenders that sufficiently meet the requirements under Qualitative Selection Criteria will be evaluated under the published Award Criteria.

Please see the **Tender Response Document** template to be completed. Please refer to the **Tender Competition Rules** provided as part of the request for tender documentation in advance of completing the Tender Response Document.

1.13.2 Clarification of Tenders

During the evaluation period clarifications may be sought in writing via tenderers. Clarifications may include testimonials from customers in support of particular aspects of a tender, whether such aspects are contained in the original submission or in subsequent responses to requests for clarification. Deadlines will be imposed for the receipt of such clarifications and failure to meet these deadlines may result in the disqualification of the tender or loss of marks. Responses to requests for clarification shall not materially change any of the elements of the proposals submitted. Unsolicited communications from tenderers will not be entertained during the evaluation period.

1.13.3 Timeframe

Without prejudice, it is anticipated that a contract will be awarded as soon as possible after the tender deadlines and the completion of the tender evaluation process.

Tusla requests that Tenderers respond to this request for tender **only** if they are confident that they have both the level of expertise and the capacity within their company to meet the requirement of Tusla within this timeframe. Tenderers will be required to state estimated timeframes for completion of mains task and document any foreseen limiting or delaying factors.

1.13.4 Conditions of Contract

Tusla's Standard Conditions of Contract (these are detailed in the Contract Service Agreement) will apply to any contract awarded as a result of this tender competition which is available on request. The Terms and Conditions of the Contract Service Agreement are not subject to change by your organisation or your organisation's representative.

1.13.5 Cost

In relation to Ultimate Cost, Tusla has considered a fair price for the delivery of these services, taking into account the requirements, the current rates paid, and the need to achieve value for money for the State, while balancing this with the security of supply offered to successful tenderers through these agreements.

Tenderers who wish to be considered for these spot purchase requirements are therefore required to sign the compulsory pricing declaration in the Tender Response Document confirming that they will provide the required services for the weekly rate applicable to each service type:

		For Profit Organisations	Charitable Organisations
Lot 1	Type 1 Medium Term Multi Occupancy Mainstream	€6,600 per placement per week	€6,000 per placement per week
Lot 1	Type 2 Medium Term Dual Occupancy Mainstream	€10,500 per placement per week	€9,545 per placement per week
Lot 1	Type 3 Medium Term Multi Occupancy Enhanced	€7,400 per placement per week	€6,272 per placement per week
Lot 1	Type 4 Medium Term Dual Occupancy Enhanced	€11,300 per placement per week	€10,273 per placement per week
Lot 2	Medium Term Multi Occupancy - Semi Independent / Preparation for leaving Care	€8,100 per placement per week	€7,364 per placement per week

Request for Tender – Bespoke Panel Arrangement

Lot 3	Medium - Long Term Dual Occupancy Tailored Support - Complex high dependency	€12,500 per placement per week	€11,364 per placement per week
Lot 4	Medium Term Single Occupancy Tailored Support -Complex High Dependency	€19,500 per placement per week	€17,727 per placement per week
Lot 5	Short / Medium Term Multi occupancy with respite provision - Rapid Access / Transitional	€8,825 per placement for 2 block bed placements €6,600 per placement for 2 spot purchase placements	€8,023 per placement for 2 block bed placements €6,000 per placement for 2 spot purchase placements

For spot purchased placements funding details for individual placements will be confirmed via the Care Package Specification document.

The Panel Approved Provider will receive confirmation from National Placement Team when an identified placement will proceed to admission and placement funding will commence from this date of notification where there is evidence that the placement is immediately available. If the placement is not immediately available funding will commence from date that evidence of availability is provided.

Should the Panel Approved Provider be responsible for any delay in admission to an available placement funding will be paused until the date of evidence that placement is available or date of admission whichever is reached first.

Only referrals processed by Tusla NPT will be considered valid under this contractual agreement. Any placements agreed and arranged outside of Tusla NPT will be considered invalid and will not be processed for payment.

The National Placement Team will continue to monitor each referral from date of approval until date of admission and update Area Manager and Regional Chief Officer as required. If the allocated Social Work Team notify that an admission will not proceed the funding of this placement will cease on the date that this confirmation is received by National Placement Team and Panel Approved Provider.

The placement cost as outlined for each service type is an all-inclusive cost for the operational costs of the centre and the provision of services to children and young people placed. This includes medical, educational, activities, clothing, pocket money/allowances, self-care, Christmas gifts, birthday gifts, mobile phones & credit etc. This is not an exhaustive list of routine requirements.

Non routine requirements that may require agreement with and funding from Social Work Area could include high cost dental work, exceptional medical expenses, additional holidays/trips abroad with family members. This also is not an exhaustive list.

It is to be understood that Tusla will not provide additional funding for any reason other than additional staffing requirements to manage challenging at risk situations as determined by Tusla and outside of the agreed contract staffing structure. Additional funding for property damage and any associated costs will not be provided.

This additional funding for staffing requirements will be set at an agreed all-inclusive maximum hourly rate of €35 for day and night cover. Evidence of hourly and/or sleepover rates may be requested by NPT. All documentation to support additional staffing requirements as requested by National Placement Team must be submitted in order to process such

request for approval before payment can be made. This *may include, but is not limited to placement reports, care/aftercare plans, rotas, Clinical reports/opinions, education reports.*

Please note that hourly rate cannot be invoiced at time and a half or double rate times. The rate is based on the hourly rate of SCW plus a % or Premia payments and PRSI.

The requirement for additional supports will be reviewed regularly as set out in the confirmation of approval and are subject to on-going reviews by Tusla Social Work Department in consultation with the provider and the National Placement Team.

Transitions

Where a placement is identified and agreed for a young person with a Panel Approved Provider but is not immediately available the funding of this placement will not commence from date of notification to Regional Chief Officer, Area Manager and Service Director Children's Residential Services.

In such cases if a transition plan is undertaken with the young person, funding may be considered for the hours that are provided to meet with young person. This will be funded at maximum of €35 per hour and evidence of hourly and/or sleepover rates may be requested by NPT. All documentation to support transitional funding requests as requested by National Placement Team must be submitted in order to process such request for approval before payment can be made.

Placement Protection

To safeguard placements of young people placed in a **dual** occupancy setting and mitigate the risk of placement disruption due to the inability of the Panel Approved Provider to admit a second young person due to the presenting vulnerabilities and behaviours of the young person placed in the dual occupancy placement, Tusla National Placement Team will permit a 2-week period for the consideration of referrals for suitability.

Following a review, the NPT will determine whether or not to temporarily alter the service type from dual occupancy to single occupancy, at the contracted funding level of €19,500 per week, for an agreed period of time subject to review. This will be processed in line with Tusla NPT processes.

During the period that the centre is temporarily altered to single occupancy the NPT will continue to complete the Collective Risk Assessment process to identify further young person for admission to dual occupancy placement. When this process is complete the original placement will also revert to dual occupancy.

Where the Panel Approved Provider continuously does not agree to a young person's referral through the collective risk assessment process during this single occupancy period, which are considered suitable by NPT, the risk management placement protection funding will cease with immediate effect.

To safeguard placements of young people that were originally placed in a **single** occupancy setting, but are now deemed suitable by Tusla for a dual occupancy setting, and to mitigate the risk of placement disruption due to the inability of the Panel Approved Provider to admit a second young person due to the presenting vulnerabilities and behaviours of the young person in placement, Tusla will permit a 2 week period for the consideration of referrals for suitability.

Following a review the NPT will determine whether or not to maintain the service type as single occupancy, at the contracted funding level of €19,500 per week, for an agreed period of time subject to review. This will be processed in line with Tusla NPT processes.

During the period that the centre continues to provide single occupancy placement the NPT will continue to complete the Collective Risk Assessment process to identify further young person for admission to dual occupancy placement. When this process is complete the original placement will also revert to dual occupancy.

Where the Panel Approved Provider continuously does not agree to a young person's referral through the collective risk assessment process during this single occupancy period, which are considered suitable by NPT, the risk management placement protection funding will cease with immediate effect.

The risk management placement protection payment as outlined is only applicable to referrals through NPT.

In relation to block booked placements in Lot 5 Short / Medium Term Multi occupancy Mainstream with respite provision -

Rapid Access / Transitional Service should the Panel Approved Provider have restrictions imposed by Children's Services Regulator / Alternative Care Inspection and Monitoring Services TUSLA / HIQA which results in the reduced occupancy of block booked placements, or block booked placements not available to referrals, the associated weekly payment will be proportionately reduced.

The funding levels as outlined will be applicable only to panel approved providers successful in this tender from date of contract award.

TUSLA undertakes to complete an annual review of ultimate costs as outlined in this document. To complete this review TUSLA may request supporting documentation from Panel Approved Provider including but not limited to most recent audited accounts and management accounts.

2. COMMUNICATIONS

As noted in Section 1 above, the sole point of contact for this tender competition shall be:

Tusla National Procurement Unit (NPU) (via eTenders messaging facility).

All consultation will be conducted through the Communications Protocol for this competition. Tenderers may submit clarification queries during the tender process in respect of matters contained in the Tender Documents (including the Specification). All clarification requests must be forwarded via the eTenders website and should include "Tusla Provision of Children's Residential Services to complement existing community based residential services operated by / on behalf of Tusla" in the subject line. Such requests received will be collated and responses issued to all tenderers.

Please refer to the Communications Protocol set out in the Tender Competition Rules. Please note the final date for receipt of queries in regard to this **competition phase is 12 noon 30th October 2026**.

Any necessary meetings or discussions will be arranged and/or facilitated by the point of contact. In all phases of this procurement, all communication among tenderers and Tusla related to the Request for tender must be in writing, preferably by email via the eTenders messaging facility. All tenderers will be advised via eTenders of any significant issues raised by any tenderer. Copies of all questions received and answers given will be forwarded to all participants via eTenders. It is the responsibility of all tenderers to check the portal on a daily basis.

Questions received, in respect of this competition phase, after **12:00 (noon) on 30th October 2026** will not be entertained.

Tenderers shall not contact any other personnel about this tender between the issuance of this document and the date of award unless previously authorised to do so.

The closing date for tender submissions is 12:00 (noon) 12th November 2026. Please note that late submissions cannot be submitted through the eTenders facility or email after the closing time has lapsed.

Failure to comply with any of the above procedures may disqualify the tenderer.

3. TENDER DOCUMENTATION AND CONTRACT SERVICE AGREEMENT

The tender documentation for this competition consists of the following:

Request for tender document – describes the structure and procedures for the tender competition and the evaluation process.

Tender Competition Rules document – This tender process shall be subject to the Tender Competition Rules.

Tender Response Document – Tenderers must complete this document in full in order to participate in the competition.

Tusla Contract Service Agreement – the successful Panel Approved Provider will sign a contract service agreement with Tusla.

Frequently Asked Questions – document of frequently asked question related to the tender specification and process

Responses to clarification requests received will also form part of the tender documentation.

It is intended that the Contract Service Agreement will have a duration from the date of award of a contract up to the 30th June 2028. The Contracting Authority reserves the option to extend the contract by up to 12 months. The Contract Service Agreement will be subject to review on an on-going basis. The successful tenderers will be expected to participate in monitoring (including providing periodic management reports for the term of the Contract Service Agreement) and continuously improving the services required under the Specification.

Please note that Tusla does not guarantee any level of business to any Panel Approved Provider.

4. EVALUATION PROCESS

Tusla intends to conduct this competition in a fair, equitable and transparent manner and in accordance with the methodologies defined in this and the other tender documentation. This procurement process is being conducted in two phases as follows:

Phase One: Minimum Requirements.

Tenderers must sign all relevant declarations, and demonstrate that they meet all minimum mandatory requirements, before being considered and evaluated under Phase Two.

Phase Two: Tender Evaluation.

Tenderers having met the minimum requirements under phase one will be evaluated and scored against the award criteria to determine which tenders meet the minimum scoring requirements.

The methodology for evaluation of tender proposals is outlined below.

4.1 Minimum Requirements

Tenderer's must, in the first instance, complete all relevant declarations, and comply with tax clearance and insurance requirements and supply a financial viability statement prepared and signed by an independent professional.

As part of this process, Tenderer's must complete (in full) and submit the European Single Procurement Document ("ESPD"). The ESPD must be completed and submitted through the eTenders website/ Irish Government Procurement Opportunities Portal. See Guidance to completing the ESPD on www.etenders.gov.ie.

In addition to completing the ESPD, all Tenderer's are required to provide:

- a) all of the supporting documentation/information set out herein to allow Tusla conduct an evaluation against service specifications exercise to determine the Tenderer's' suitability. Tenderers are required to provide supporting documentation requested under the criteria. If the supporting documentation is not provided or is withheld or if there is a serious misrepresentation in supplying such supporting documentation, the Tenderer in question shall be eliminated from the process.

For the avoidance of any doubt, Tenderer's who do not, in the opinion of Tusla, confirm and/or demonstrate satisfactory compliance with the criteria will be excluded from further consideration in this process.

Where a Tenderer is relying on the capacity of other entities for the purpose of fulfilling any of these criteria it must ensure that each such entity:

- a) Completes and submits a separate ESPD in respect of each such entity; and
- b) Submit proof, to the satisfaction of Tusla, that each such entity will place the necessary resources at the disposal of the Tenderer.

Tenderers must declare by way of ESPD that either:

- (i) No mandatory grounds for exclusion pursuant to Regulation 57 of the Procurement Regulations (equivalent of Article 57 of Directive 2014/24/EU) apply to them; or
- (ii) In circumstances where any mandatory exclusion grounds apply to the Tenderer (and where the Tenderer is not precluded from doing so under Regulation 57 of the Procurement Regulations (equivalent of Article 57 of Directive 2014/24/EU) that it can provide evidence to the effect that measures taken by it are sufficient to demonstrate its reliability despite the existence of any such relevant exclusion ground.

A completed declaration of the ESPD provides a formal statement that the organisation making the declaration has not breached any of the exclusions grounds. Tusla requires all the organisations that the Tenderer will rely on to meet the criteria to provide a completed ESPD. For example, these could be parent companies, affiliates, associates, or sub-contractors, if they are relied upon to meet these criteria.

Tusla shall exclude a Tenderer from further participation in this process where a mandatory ground(s) of exclusion pursuant to Regulation 57 of the Procurement Regulations applies to them or where an Tenderer fails to demonstrate its reliability despite the existence of a relevant exclusion ground. In this regard, Tusla will examine the Tenderer's additional information provided in accordance with Regulation 57(12) and (13) of the Procurement Regulations to determine the reliability of the Tenderer. If Tusla views the additional information as insufficient to demonstrate the Tenderer's reliability, the Tenderer will be rejected.

In addition, the Tenderer shall be excluded from further participation in this process where any entity on whose capacity the Tenderer relies upon for the purpose of meeting the economic and financial standing criteria or the professional and technical capability criteria fails to demonstrate either (i) an absence of any grounds for exclusion pursuant to Regulation 57 of the Procurement Regulations or (ii) their reliability despite the existence of a relevant exclusion ground *unless* it replaces the entity with one which can demonstrate its reliability to the satisfaction of the Tusla?.

Interested parties also must meet the following minimum mandatory requirements:

Description	Requirement
Registration	Tenderers must have valid and applicable certificate of registration for each of the residential centres for which you wish to tender at the date of tender submission
Economic & Financial standing	Must provide all required information and meet insurance requirements.
Service Standards and Licensing	Subject to minimum specified requirement.
Demonstrated track record	Must be able to demonstrate a track record in the delivery or running of children's residential services over the last two years.
Tenderer Declaration and all other declarations	Must be signed without qualification.
Compulsory Pricing Declaration	Must be accepted and signed without qualification.

Please refer to the Tender response documents for all further details. Where further details are requested, please complete in the space provided or append and clearly cross reference within your submission. It is incumbent on tenderers to provide sufficient information to enable the submissions to be accurately assessed under each heading.

4.2 Tender Evaluation

Tenders that have achieved the minimum requirements set out in phase one will be evaluated to determine which tenders met the minimum scoring requirements.

Tusla reserves the right to review the suitability of successful tenderers at the point of award of contract to ensure that there has been no material change to the standing of tenderers.

Tenders will be evaluated using the criteria and associated weightings outlined in the table below.

4.3 Award Criteria

Tenders that have achieved the minimum requirements set out in phase one will be evaluated to determine which presents the most economically advantageous tender.

Sub Criteria	Weighting	Marks Available	Minimum Marks Required
Service and Contract Management proposals including - Staffing proposals - Professional team support proposals - Contract management	50%	500	300
Service Design and Compliance proposals including - Quality of service design - Location proposals - Recreational program proposals - Transport proposals - Compliance proposals	45%	450	270
Sustainability: Responsible Business Conduct (5%)	5%	50	N/A
	100%	1000	

The Tenderer(s) who have been appointed to the Bespoke Panel Arrangement may be recommended to enter into contract(s) with Tusla to provide the required service outlined in this request for tender.

Tusla does not bind itself to accept any Tender and will not pay any compensation whatsoever in connection therewith. It reserves the right to reject in whole or in part any or all Tenders received.

The Evaluation Group will assess the information provided under each of the sub-sections above and attribute scoring as follows:

No response / response not deemed adequate to score	Very Poor	Poor	Unsatisfactory	Good	Very Good	Excellent
0%	1 -29%	30 – 49%	50 -59%	60 – 70%	71 – 89%	90 – 100%

Please see below the latest banding table:

Request for Tender – Bespoke Panel Arrangement

Rating	Description	Score
Excellent	Demonstrates excellent experience and expertise of providing services of similar scale, complexity and scope to those required under this Competition. Response exceeds the requirements in most respect and provide very comprehensive, detailed and convincing assurances that the Tenderer will deliver to an excellent standard.	90-100% of the maximum score available
Very Good	Demonstrates very good experience and expertise of providing services of similar scale, complexity and scope to those required under this Competition. Response provides detailed assurances that the Tenderer will deliver to a very good or high standard.	71-89% of the maximum score available
Good	Demonstrates good experience and expertise of providing services of similar scale, complexity and scope to those required under this Competition. A response that meets the requirements and provides a reasonable level of detail and assurance that the Tenderer will deliver to an adequate standard.	60-70% of the maximum score available
Unsatisfactory	Deficiencies identified in the experience demonstrated of providing services of a similar scale and scope to those required under this Competition thus leading to some cause for concern. Response lacks full credibility and/or convincing detail and does not provide the Contracting Authority with a satisfactory level of assurance that the required Services will be successfully delivered.	50-59% of the maximum score available
Poor	A response that is poor in several areas and gives rise to concerns that the services will not be successfully delivered. Does not give the Contracting Authority confidence in the ability of the Tenderer to deliver the contract.	30-49% of the maximum score available
Very Poor	A response that is very poor in several areas, for example, insufficient detail is provided and/or it lacks credibility, and the response has fundamental flaws, or is seriously inadequate in demonstrating how the requirements will be met. Response gives rise to serious concerns that the services will not be successfully delivered.	1 – 29% of the maximum score available
No Response	No answer provided or there is insufficient information to assess.	0% of the maximum score available

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The overall score to be allocated to each sub criterion shall be the percentage score allocated multiplied by the weighting assigned to that subsection.

Where a tender submission does not achieve the minimum mark required under a specific sub criterion, it will not be further scored or considered, and that tender submission will be eliminated from the tender competition.

If a tender submission is eliminated this tenderer will be eligible to reapply to the competition after a minimum period of 10 weeks after they are notified of the outcome of their application under a newly opened tender process. Please see key indicative dated as set out at 1.12 on page 38 above.

Ultimate Cost

In relation to Ultimate Cost, Tusla has considered a fair price for the delivery of these services, taking into account the requirements, the current rates paid, and the need to achieve value for money for the State, while balancing this with the security of supply offered to successful tenderers through these agreements.

Tenderers who wish to be considered for these spot purchase requirements are therefore required to sign the compulsory pricing declaration in the Tender Response Document confirming that they will provide the required services for the weekly rate applicable to each service type

		For Profit Organisations	Charitable Organisations
Lot 1	Type 1 Medium Term Multi Occupancy Mainstream	€6,600 per placement per week	€6,000 per placement per week
Lot 1	Type 2 Medium Term Dual Occupancy Mainstream	€10,500 per placement per week	€9,545 per placement per week
Lot 1	Type 3 Medium Term Multi Occupancy Enhanced	€7,400 per placement per week	€6,727 per placement per week
Lot 1	Type 4 Medium Term Dual Occupancy Enhanced	€11,300 per placement per week	€10,273 per placement per week
Lot 2	Medium Term Multi Occupancy - Semi Independent / Preparation for leaving Care	€8,100 per placement per week	€7,364 per placement per week
Lot 3	Medium - Long Term Dual Occupancy Tailored Support - Complex high dependency	€12,500 per placement per week	€11,364 per placement per week
Lot 4	Medium Term Single Occupancy Tailored Support -Complex High Dependency	€19,500 per placement per week	€17,727 per placement per week
Lot 5	Short / Medium Term Multi occupancy with respite provision - Rapid Access / Transitional	€8,825 per placement for 2 block bed placements	€8,023 per placement for 2 block bed placements
		€6,600 per placement for 2 spot purchase placements	€6,000 per placement for 2 spot purchase placements

For spot purchased placements funding details will be confirmed via the Care Package Specification document. It is to be understood that Tusla will not provide additional funding for any reason other than additional staffing requirements to manage challenging at-risk situations as determined by Tusla and outside of the agreed contract staffing structure. This additional funding will be set at an agreed all-inclusive maximum hourly rate of €35 for day and night cover. Please note that hourly rate cannot be invoices at time and a half or double rate times. The rate is based on the hourly rate of SCW plus a % or Premia payments and PRSI.

These additional supports will be reviewed regularly as set out in the approvals give and are subject to on-going reviews by Tusla Social Work Department in consultation with the provider and the National Placement Team.

Additional information may be required by the National Placement Team or Social Work department to support the review which may include but not exclusive to placement reports, care/aftercare plans, rotas, Clinical reports/opinions, education reports.

Tusla reserves the right to interview any or all tenderers an assessment of the submissions.

5. Contract Award

5.1 Contract Award Mechanisms

No contract to which a standstill period applies will be executed or take effect until at least fourteen calendar days (if the notice is sent by fax or electronic means) or sixteen calendar days (if the notice is sent by any other means) after the day on which the unsuccessful Tenderers have been sent the appropriate notice informing them of the result of this Tender Process (the “**Standstill Period**”).

5.2 Contract Duration

It is intended to award a contract for the provision of these services for an initial period from the date of award of contract up to the 30th June 2028 with an option to extend for a further 12 months and / or to modify the service requirement required during the contract period. The contract will be subject to review on an on-going basis. If either the contract holder or Tusla wish to terminate the contract, at least three months’ notice of intention to terminate the contract is required.

5.3 Conditions of Contract

This Contract Service Agreement will be finalised on the basis of, and in accordance with, all tender documentation. A standard service agreement will be finalised between both parties on the basis of the personalised service required. Protocols to manage non-compliance will be agreed between Tusla and the successful parties in that Contract Service Agreement following this Tender Competition.

5.4 Contract Meetings

Regular contract evaluation meetings may be required on a regular on-going basis. Successful tenderer(s) will provide contact details to Tusla liaison manager.