Tionscadal Forbartha Teicneolaíochta:
Open competition for the design, implementation, and support of an integrated examination management ecosystem for TEG – Phase 1

Request for Tenders (RFT)

MU Project Reference: PCO 535

Procedure	**Open Procedure**
Issue Date	**29th October 2026**
Contact for Queries	Questions and Answers facility on www.etenders.gov.ie
Administrative Deadline for receipt of completed Questionnaires	**10th December 2026 at 12:00 Noon**
Submission of completed Questionnaires	Tender Postbox facility on www.etenders.gov.ie ONLY

Please note that information relating to this tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal www.etenders.gov.ie. Registration is free of charge and there is no charge for documents.

Please note that Maynooth University cannot accept responsibility for information relayed (or not relayed) via third parties.

Candidates should note that applications to this Tender cannot be submitted after the administrative deadline. Please see 'Candidate Instructions' below for more information.

For general information about Maynooth University, please visit our website. For specific details on TEG examinations and governance, visit the TEG website.

Any contract arising from this public procurement competition will be for a term of up to one (1) year. By agreement of both parties the contract may be potentially extended to a second phase of this project with the option to extend by a further two (2) one (1) year periods.

Note, only one supplier will be appointed to this contract.

Terms and Conditions

- Any contract arising from this public procurement competition will use the standard Office of Government Procurement Service Contract, a copy of which is included with this Request for Tenders.
- The contract award for this project is strictly subject to the securing of formal capital grant funding. Tenderers should note that final grant sanction by the funding body typically involves an approval window of 3 to 6 months following the conclusion of the tender evaluation process. Consequently, project commencement may be deferred until written funding sanction is granted. Maynooth University reserves the right to

terminate, defer, or cancel the procurement process if funding is refused, delayed, or unavailable without penalty or liability for tender preparation costs.

- Upon completion of evaluations, the preferred tenderer will be notified of their selection subject to final funding sign-off. It is currently anticipated that the preferred tenderer will be notified of their conditional selection in mid-to-late January 2027. Bidders are explicitly advised that no legally binding contract shall exist, nor shall any project implementation, billable work, or onboarding commence until formal funding approval is received and a contract is fully executed. TEG may execute the contract and proceed with project commencement with the successful tenderer earlier than the stated 3 to 6 month timeframe in the event that formal funding approval is granted earlier than anticipated.
- Tenders submitted in response to this RFT must remain firm, binding, and open for acceptance by the Contracting Authority for a minimum period of 270 calendar days (9 months) from the tender submission deadline to accommodate the evaluation process and funding approval window.

Section 1: Requirement, specification and scope of tender

1.1 About Maynooth University and TEG (Teastas Eorpach na Gaeilge)

Maynooth University

Formally established as an autonomous University in 1997 but tracing its origins to the foundation of the Royal College of St. Patrick in 1795, Maynooth University (National University of Ireland Maynooth) is in one sense one of Ireland's newest universities, yet it draws on a heritage of over 200 years of commitment to education and scholarship. The last two decades have seen the University grow rapidly in scale, strength and stature.

Maynooth University is today a university of international standing, renowned for the quality and value of its research and scholarship, for its dedication to excellent teaching, for providing an outstanding learning experience for its 15,000 students, and as a uniquely collegial environment in which to pursue scholarly work.

TEG

TEG (Teastas Eorpach na Gaeilge, or "European Certificate in Irish") is a professional language testing service provided by Maynooth University's Lárionad na Gaeilge (The Centre for Irish Language). We offer standardised Irish language proficiency exams and certification for learners and skilled users of Irish alike who wish to obtain an independent qualification in Irish that is recognised nationally and internationally.

TEG is the only independent certification system available for Irish and the only system that is broadly aligned with the Common European Framework of Reference (CEFR), the most widely used international framework for measuring language ability. TEG exams cover levels A1 to C1 of the CEFR, examining four language skills: speaking, listening, reading and writing.

Lárionad na Gaeilge is a member of the Association of Language Testers in Europe (ALTE), an association whose members include major European professional language testing organisations. ALTE monitors and regularly audits TEG examinations to ensure that they meet the highest standards and international best practice. TEG has been awarded the ALTE Q-mark three times, in 2015, 2020 and again in 2025 as confirmation that our exams meet all the core requirements of ALTE's 18 quality standards. TEG has now been in existence for over 20 years and over 23,000 candidates have taken the exams during that time.

The growth of TEG and the need for digital transformation
Demand for TEG examinations has grown steadily over the past decade, with more than 3,400 candidates registering in 2025–26 – an increase of approximately 15% on the previous year. Further growth is anticipated as public bodies work towards the statutory target that 20% of public-sector recruits will be competent in Irish by 2030. TEG is therefore undertaking a digital transformation programme to increase capacity, improve operational efficiency and replace labour-intensive manual processes relating to registration, candidate communications, certification, examination delivery, marking and results management.

For reference, it is forecasted that between now and 2029, the number of candidates taking TEG exams could rise to **~5,000 annually**.

TEG digital transformation project – Phase 1 and Phase 2

TEG intends to run our digital transformation across two distinct phases, as follows:

Phase 1: This phase will focus on delivering a new bilingual website and Content Management System (CMS), Candidate Portal, Administration Portal and Digital Certification solution.

It is with Phase 1 only that this request for tenders concerns itself.

Phase 2: The second phase of our digital transformation focuses on moving the TEG exams from paper-based exams to digital exams run on computers on a dedicated digital testing platform in dedicated exam centres. The digital testing platform will be integrated with the systems acquired in Phase 1 of the project with industry-standard APIs and integration mechanisms and will fully sync with them, allowing for the seamless management of exam scheduling, scoring and marking and, ultimately, the automated generation of individualised exam certificates for each candidate.

Important points to note:

- Crucially, the core infrastructure delivered in Phase 1 must operate as a fully functional, standalone, independent solution prior to the Phase 2 digital testing platform integration. This modular architecture is vital for TEG to mitigate vendor lock-in and allow for seamless future transitions between digital testing providers if desired.
- The proposed solution should be modular, scalable and flexible, enabling TEG to accommodate future growth in candidate numbers, examination volumes and changes to operational processes and requirements without the need for significant bespoke redevelopment.
- A crucially important element of delivering TEG's digital transformation will be maintaining the high quality of the overall service TEG delivers in terms of candidate user experience, test validity and reliability. TEG is a member of ALTE and has been awarded the ALTE Q-mark three times; it is an essential indicator of the success of this project that we maintain our Q-mark status, proving that our exams meet all the core requirements of ALTE's 18 quality standards.
- TEG does not require our historical records from our existing systems to be transferred to the new solution, therefore data migration is not a feature of this project.
- TEG will supply all required Irish-language translations for the proposed solution.
- TEG expects a full transfer of ownership of all custom-developed source code and project assets upon completion of the project, ensuring that TEG can operate, maintain, enhance and, if required, transition the solution to an alternative supplier without dependency on the successful provider.

Project Delivery

- TEG requires the successful vendor to nominate a dedicated Project Manager who will act as the primary point of contact for TEG for the duration of the project.
- The vendor will provide a detailed project plan, implementation methodology, timelines, milestones and expected deliverables.

- The vendor will conduct discovery and requirements validation workshops with TEG stakeholders prior to the commencement of the development phase.
- The vendor will be expected to adopt an iterative delivery approach, providing working functionality for review, testing and feedback at intervals not exceeding three weeks during the development phase.
- TEG requires a structured communication framework for the duration of the project: the successful vendor will be expected to provide weekly project status updates in writing and project meetings timed in line with the release of new working functionality, as well as mechanisms for ongoing communication, issue management and stakeholder feedback.
- The vendor will deliver comprehensive staff training, knowledge-transfer activities and user acceptance support while remaining flexible to arrange these activities during times that suit TEG's schedule (i.e. avoiding busy exam periods when the team cannot be available).
- The vendor will demonstrate how authorised TEG staff can administer key operational elements and settings across the platform, including examination cohorts, registration forms, fee and discount structures, communication templates, and operational reporting.
- Tenderers should describe the hosting model they recommend, identify the requirements and responsibilities associated with their choice, and clearly set out any implications for architecture, security, data protection, integrations, service management and ongoing support.

1.2 Specification of Requirements

The following are the required deliverables of the project. Tenderers are required to submit a proposal across all sections: A, B and C. Bids offering to deliver only a single section of the project will not be considered.

All modules of the proposed solution must be fully responsive and operable across mobile devices, tablets and desktop environments, supporting viewport widths from 360px and above. The solution must be compatible with the current and immediately preceding major releases of Google Chrome, Microsoft Edge, Mozilla Firefox and Apple Safari available at the time of delivery.

The solution shall be designed, developed, tested and maintained in accordance with the accessibility requirements of the European Accessibility Act (Directive (EU) 2019/882), WCAG 2.2 Level AA, and the applicable provisions of EN 301 549 in force at the time of delivery. The successful tenderer shall demonstrate how accessibility has been embedded throughout the development lifecycle and shall provide evidence of compliance through appropriate testing and documentation.

The solution must ensure that all user interfaces, content, communications and digital services are perceivable, operable, understandable and robust for persons with disabilities. Public-facing components of the solution must also provide accessible mechanisms through which users can submit accessibility feedback, report accessibility barriers, and request alternative formats or assistance.

The solution must incorporate Data Protection by Design and Data Protection by Default principles across all data processing activities. It must enforce Role-Based Access Control

(RBAC) based on the principle of least privilege and protect personal and operational data through appropriate encryption in transit and at rest.

The solution should support enhanced security controls for special category personal data. In TEG's case, the special requirements that candidates share with us can include details of disabilities. Controls should include access restrictions based on role and operational need, logging of access to and changes to sensitive data, and minimisation of data visibility so that users can access only the information necessary to fulfil their responsibilities.

The solution must support configurable data retention schedules, as well as manual retention management, to facilitate compliance with applicable institutional data retention requirements. The solution must also support the secure deletion or anonymisation of personal data, including data held in backups, in accordance with applicable retention schedules and requirements.

All candidate and operational data must be stored and processed exclusively within the EU/EEA. This requirement must extend to backups, disaster recovery environments, logging, support access and any sub-processors handling such data. The supplier must identify all proposed hosting locations and sub-processors and disclose any exceptions before contract award. Any permitted international transfers of personal data must comply with applicable data protection legislation and be subject to TEG's prior written approval.

The successful tenderer will be required to enter into a Data Processing Agreement (DPA) that complies with Article 28 of the General Data Protection Regulation (GDPR), setting out the respective responsibilities and obligations of the parties in relation to the processing of personal data.

A: Website and CMS
Design, develop and deploy a bilingual (Irish and English) public-facing website, to replace the current TEG website (www.teg.ie), including an integrated, user-friendly CMS. The successful supplier will be required to provide ongoing post-implementation maintenance for the website and CMS, including regular software patching, security updates and technical support. Provide search engine optimisation (SEO) capabilities and support for AI-driven search and discovery services through structured data, metadata management and content optimisation for both Irish and English-language content. **Please note:** the updated website should include the following two interactive tools, either as external linked resources or redeveloped tools integrated into the new system. • Our existing Online Placement Test (https://secure.teg.ie/quiz/) should be integrated into the new website. The supplier should assess the existing self-assessment tool and migrate, upgrade or redevelop its approved content and functionality using secure, supported and maintainable technology, and in such a way that would allow for future developments in the test content and adaptivity.

- TEG has created a rule-based decision tool that helps users to identify the required Irish-language proficiency of any given job profile across speaking, listening, reading and writing skills. The tool guides users through a structured series of yes/no questions and at the end offers a recommendation regarding the language skill profile required for the role. This profiling tool will be developed and integrated into the new website to be used by employers/stakeholders.

Desirable but not essential:

- It is desirable that both tools are redeveloped and fully integrated natively into the new website architecture; however, proposals that link to these tools as external, standalone web resources will also be deemed acceptable.

B: Administration portal

The solution shall support granular role-based permissions, enabling different levels of access for administrative staff, core and affiliate examiners, invigilators, and technical and financial officers.

Based on access level, users of the administrator portal will be able to perform subsets of the following:

Registrations

- Create, publish, manage, and close active examination registration processes as defined during scoping phase at commencement of project.
- Create and publish registration forms that are based on pre-defined templates, with administrative staff having the option to include or exclude fields each time. For example, while “name,” “address” and “email address” are items that we always collect when a person registers for an exam, we don’t always collect “work status” and so it does not always need to appear on registration forms. It should be possible to add or remove options within data points (e.g. drop-down menu items) (For an example of a current TEG exam registration form, see Appendix A).
- Create private registration links that the team can send to specified candidate cohorts for them to register for an exam using standard registration forms. As in every other scenario, the candidates must first set up a profile on the portal in order to register as normal for the exam.
- Manually register candidates for examinations. This includes the ability to bulk-register candidates through CSV upload functionality using a standard template, with confirmation of upload success/fail.
- Remove candidates from examination registrations where required.
- Set and manage discount and waiver codes, including percentage/amount, usage caps and expiration dates. Please note that TEG distributes discount codes and fee-waiver codes directly to eligible candidate groups. Therefore, the new solution is not required to support eligibility rules for such codes. Also, candidates are not currently permitted to apply multiple codes to a single booking.

- Assign an exam number to each candidate when they register for an exam, with the format for same agreed during scoping (to include components such as examination level, session, venue, and unique numerical sequence identifier). The system will also assign an exam number to a candidate when the administrative team manually registers candidates for an exam, either individually or in bulk.
- Desirable but not essential: Configure registration forms, including data fields, validation rules, mandatory fields, conditional logic, branching workflows, pricing rules, communications and associated business processes.

Records

- View all registered candidate records.
- Search, sort and filter candidates using stored data fields.
- Manually amend candidate registrations.
- View candidate attendance, non-attendance, examination history and results.
- Export candidate data with all exports logged and auditable. It is desirable that TEG can choose to export data in both CSV and PDF formats.

Communications

- Contact individual candidates directly through the platform.
- Send communications in bulk to defined candidate groups.
- View complete correspondence history between TEG and individual candidates, including all sent and received communications (inbound and outbound) via the portal.
- Disable automated communications for specific candidates where required.
- Desirable but not essential: While the portal will serve as the primary communication channel between TEG and the exam candidates, a one-way SMS notification feature is desirable. This functionality would be used on an ad-hoc basis for time-critical alerts and reminders directed to individual candidates or specific cohorts.

Exam results

- Authorised staff can enter, amend and remove candidate marks.
- View live calculation of candidate scores as component marks are entered. This means, that as examiners manually enter the scores for a candidate across each exam part and question, the candidate's aggregate score is computed in real time and is visible immediately in the same window.
- Authorised staff can access candidate special-requirements information where authorised and relevant to examination delivery. For example, if a candidate has dyslexia, a hearing or sight impairment, a neurological condition etc., the examiner needs to be able to see that.

Certificates

- Natively generate secure, digital, Irish-language-only exam certificates for each candidate containing a clickable link to allow employers or other stakeholders to conveniently verify certificate validity. This could take the form of a redirect to a page on teg.ie. The verification page should validate the certificate by displaying the candidate's initials (for privacy protection), exam number, CEFR level, accreditation type (full or partial), date of issue, and a breakdown of component scores alongside the overall Pass/Fail result (See Appendix B for a sample of the current physical certificate layout).
- The system must support a controlled, batch-release ('push') function that publishes results and certificates to all candidate profiles in an examination cohort simultaneously, ensuring that every candidate in an exam cohort receives his/her results and certificate at the same time.
- Administrative staff can view the status of issued digital certificates and associated candidate records.
- Replace or reissue certificates where authorised and maintain an audit trail of such actions.

Please note: exam certificates previously issued by TEG through its existing systems do not need to be migrated into the new solution or made verifiable through the new certificate verification functionality.

Appeals

Information about our current appeals workflow is located at Appendix C.

- Maintain complete records of appeals activity and outcomes.
- Filter and search appeals by examination, candidate, examiner, date or status.
- Authorise amendments to examination results where required.
- Preserve administrative staff's view of the original examination results alongside any amended results arising from an appeal process.
- Restrict candidate visibility to only the currently approved result.

Examiners

- Examiners have a profile within which they can save their contact details, qualifications and advise their regional availability.
- Administration staff and examiners can view a complete historical record of examinations undertaken by each examiner.
- Administration staff can manage examiner scheduling and examiner allocations to examination sessions and oral panels. The system automatically detects and flags scheduling conflicts to prevent or highlight double-bookings.

- Administration staff and examiners can download candidate registration lists for use on exam day for printing purposes. A clear visual indicator must appear alongside the names of candidates with validated special requirements.
- Examiners can view examination sessions and candidate allocations assigned to them only.

Invigilation

Invigilators are casual staff employed by TEG to be present at exam centres on exam day to check candidates' IDs and sign them in as being physically present for the exam. They require no administrative privileges. They need only to view the candidate register for the exam they're invigilating.

Invigilators can:

- Record candidate attendance (mark each one present or absent) using their personal mobile device with access via the device's browser (i.e., no local storage for reasons of data protection).
- View candidate special requirements information for examination administration.
- View only the examination sessions to which they have been assigned.
- Invigilator access to candidate registrations requires Multi-factor Authentication, a time-out function after a period of inactivity, and administration staff can remotely lock-out an invigilator.

Reporting

Generate and export the following, predefined reports, with all exports logged and auditable:

- Financial fee income data across specific exam periods, cohorts, venues or other stored data points in standard formats (e.g. CSV);
- Candidate registration and examination metadata (e.g. number of candidates registered across specific time periods, cohorts, venues, levels or other stored data points) in standard formats (e.g. CSV);
- Candidate metadata in a custom data format agreed in advance to facilitate statistical analysis (See Appendix D for an example of the format required).

To support the tasks above the solution shall:

- Support up to six distinct user roles with permissions to be established and agreed during scoping.
- Integrate with the Candidate Portal to ensure synchronised candidate, registration, payment, attendance and results data.
- Prevent overbooking by enforcing maximum capacity limits per venue and time-slots throughout the registration process.

- Automatically close registration for exams when their closing dates and times are reached.
- Support manual closure or suspension of registrations at any time.
- Support dynamic adjustment of venue capacity by authorised users.
- Prevent multiple same-day registrations by candidates.
- Maintain a complete two-way history of candidate portal communications.
- Support bulk email communications.
- Support customisable communication templates and automated messaging workflows.
- Record candidate attendance and non-attendance.
- Support both digital attendance capture and generation of printable attendance sheets.
- Support insertion of examination numbers into candidate records individually and in bulk.
- Support manual and bulk upload of examination results.
- Support configurable examination mark-entry forms, marking structures, weighting rules, score calculations and grade boundaries, ideally without additional software development. (Please see Appendix E for further information).
- Maintain version control and audit history for examination results in the case of appeals.
- Associate each exam certificate the system generates with the relevant candidate, examination, examination sitting and result record.
- Maintain a secure and auditable record of issued certificates.
- Maintain a complete audit trail of administration portal actions and system changes.
- Provide reporting functionality that enables the generation of operational, candidate, examiner, examination and financial reports in CSV, Excel or PDF form. Reports themselves will be described and agreed during scoping.
- Provide filterable tabular views of candidate records by stored data points.
- Provide filterable tabular views of venue utilisation, multiple registrations, pricing codes, exam results and grades across all cohorts.
- Provide dashboard aggregates of registration volumes by cohort, level, accreditation, venue, and other operational metrics which can be agreed on during scoping.
- Support integration with the future digital testing platform (links to the API documentation for the digital testing platform are available in Appendix F).

Future / Optional Requirements – desirable but not essential

- Provide an integrated helpdesk and ticket-management module.
- Provide a repository within the administration portal for the secure storage and retrieval of all oral examination recordings.
- Enable candidates to submit support requests through structured categories to facilitate easy oversight and reporting of the most common issues.
- Provide workflow tools for assigning, tracking and resolving support requests.
- Provide reporting on support request volumes, categories and response times.

Please note that an Irish-language or bilingual (Irish/English) interface for the administration portal is desirable but is not a disqualifying criterion. Where a tenderer can provide such an interface, TEG will supply all required Irish-language translations.

C: Candidate portal

Examination Candidates shall be able to:

- Register for an account on a bilingual (Irish and English) candidate portal.
- Create, view, update and close their candidate profile.
- Book examinations by selecting the relevant accreditation, level, venue, date and time slot, subject to eligibility and capacity rules.
- Upload supporting documentation when they state that they have a special requirement (such as dyslexia, hearing impairment, physical disability etc.).
- Pay applicable examination fees through supported payment methods.
- Apply discounts or fee waivers, where eligible.
- Send, receive, and view messages to/from the TEG team via a secure, two-way in-portal messaging function.
- Cancel examination bookings within defined cancellation windows and receive refunds in accordance with TEG's refund policies.
- Postpone an examination booking, limited to one postponement per examination registration, in accordance with TEG's business rules.
- Upload supporting documentation in connection with postponement requests.
- Amend the selected examination time slot after registration, subject to availability and applicable business rules.
- View the status of bookings, payments, refunds, postponement requests and submitted documentation.
- View their assigned exam number and information regarding upcoming exam(s).
- Issue and pay for a request for an appeal of their exam results (Information about our current appeals workflow is located at Appendix C).
- View and download their own, individual digital examination certificates where awarded and available.
- Desirable but not essential: While an automated, self-service account closure feature within the candidate portal is desirable, a dedicated, user-friendly request workflow enabling candidates to initiate profile closure directly with TEG is acceptable as a minimum standard.

The solution shall also provide a dedicated user role in the portal through which **authorised school teachers** can:

- Register and maintain a teacher account.
- Bulk-register candidates for examinations through an agreed CSV file template.
- Receive automatic confirmation of successful candidate registrations and examination bookings.

- Download student results in commonly used formats, e.g. CSV and PDF.
- Access and download (individually or in bulk) digital examination certificates for students registered through their teacher account, subject to applicable permissions and data protection controls.
- Appropriate safeguards must prevent unauthorised access to candidate data belonging to other schools or institutions.

To support the tasks above, the solution shall:

- Calculate and apply examination fees based on the selected examination, level, venue, and any applicable pricing rules.
- Generate and send an automatic booking confirmation email immediately following successful examination registration.
- Generate and send an examination reminder email a designated number of days prior to the examination date.
- Store and maintain a Google Maps link against each venue record to enable automatic population of venue information in candidate communications.
- Include venue information (address, Eircode, and Google Maps link) in examination-related communications.
- Provide a mechanism through which candidates can acknowledge receipt of examination information by selecting a confirmation link contained in the email.
- Record and display that candidate acknowledgement status to authorised administrative users.
- Automatically issue reminder notifications to candidates who have not acknowledged receipt of examination information within a designated timeframe.
- Automatically notify candidates when examination details have been amended.
- Automatically notify candidates when new communications or messages have been issued to them by administrative staff.
- Automatically send reminder notifications to candidates who have declared special requirements but have not uploaded the required supporting documentation.
- Automatically delete supporting documentation that candidates provide regarding their special requirements once the exam appeals window has closed.
- Present documentation reminders within the candidate portal dashboard and issue corresponding email reminders a designated number of days before the examination date.
- Automatically send notifications relating to postponement requests and supporting-documentation requirements.
- Automatically delete supporting documentation that candidates provide regarding their wish to postpone an exam once the exam has been rescheduled or refunded.
- Automatically notify candidates, who attended an examination, when results are expected to be available.

- Send communications only to candidates meeting specified criteria (for example, attendees, non-attendees, candidates with outstanding documentation, or candidates affected by scheduling changes).
- Calculate refunds based on designated cancellation windows and refund policies.
- Provide secure integration with Maynooth University's payment service provider, currently Global Payments (Realex), to support online payment processing, payment confirmation, and transaction reconciliation.
- Restrict postponements to one postponement per examination registration and enforce any associated business rules.
- Publish examination results to candidate portal accounts, with results released to all candidates simultaneously at a designated date and time.
- Automatically notify candidates by email when results have been published.

1.3 Tender Requirements

The successful bidder will be responsible for the design, implementation, configuration and support of the proposed solution. The tender response should specifically outline how the service provider will meet each of the following requirements and responsibilities under the headings below:

Criteria	
A	Relevant experience and expertise
B	Proposed solution and functional fit
C	Implementation approach and project delivery
D	Sustainability and green initiatives
E	Cost

Responses must address all points under each of the five headings below.

Please note, responses to the following question should be given in the document entitled "535_TRD Tionscadal Forbartha Teicneolaíochta" only. Details of the maximum permitted word count for responses for each question is also detailed in the TRD document.

Pre-Qual: Pass/Fail Criteria	
PQ.1	Tenderers are required to review the "Terms and Conditions" listed on the RFT and indicate their acceptance thereof as part of their tender submission.
PQ.2	Do you have previous experience of creating bilingual solutions?

A. Relevant experience and expertise	
A.1	Please provide the following information: - background of company, history, when it was established - values - client base (including clients in language testing, if applicable) - core areas of expertise.
A.2	Demonstrate your experience delivering projects of comparable scale and complexity. Tenderers must provide detailed case studies for at least 3 comparable projects completed within the last 5 years, detailing the product delivered, technologies utilised and client outcomes achieved. Where applicable, case studies should specifically showcase experience, if any, across the following domains: - delivery of bilingual (Irish and English or equivalent multilingual) digital solutions. - delivery of examination management, candidate management, registration, administration or customer portal solutions. - integration of business applications with payment gateways, third-party systems and external platforms using APIs and other integration methods. - digital certificate generation and certificate verification solutions if any (or other comparable solutions). - projects completed for examination bodies (especially ALTE members), professional certification bodies, awarding bodies, further or higher education institutions or other public sector organisations, if any.
A.3	Project team and capacity: - Give details of the proposed project team, including the key point of contact at project management level, technical lead, implementation consultants and all other support personnel, whether associates or employees and describe their relevant qualifications, skills, certifications, experience and proposed role in the project. - Please supply the professional CV of your proposed project manager and technical lead. - Demonstrate the proposed project team's capacity to deliver, support and maintain a platform of this nature over the medium to long term. - Please confirm that the listed individuals will be available to deliver the project within the proposed timeframe.
B. Proposed solution and functional fit	

B.1	Describe in detail the proposed public website, CMS, administration portal, candidate portal and results and digital certificate solutions: - Explain how the proposed functionality and workflows will meet TEG's requirements, with particular reference to the needs of candidates and administrators. - Include up to a maximum of 8 representative screenshots, wireframes, mock-ups or other visual materials demonstrating the proposed user experience and key functionality available to candidates and administrators (such items do not contribute to the word count).
B.2	Provide a comprehensive description of the proposed solution architecture and explain how it satisfies the requirements outlined in this RFT: - Detail which elements are provided as standard functionality, configurable functionality, or custom development. - Specify the underlying code base, software stack, development frameworks, programming languages and core software engines proposed for each component of the solution. - Describe the proposed hosting arrangements, including: (a) an option for TEG to provide and manage its own hosting environment and (b) an option for the successful tenderer to provide and manage hosting. Outline the technical requirements, responsibilities and implications of each approach, and identify your recommended approach. - Identify third-party products and services, external dependencies, integration mechanisms and any significant technical constraints. - Identify any requirements that you believe require workarounds and explain your approach. - Describe the implications of the proposed approach for maintainability, upgrades, scalability, integration with future systems and ongoing support. You can include up to 4 visual materials in your response (such items do not contribute to the word count).
B.3	Describe your proposed support for bilingual operation in Irish and English in: - the public website - the candidate portal - the administration portal (if your solution will provide it) Include your approach to bilingual automated communications and notifications. If any component(s) cannot be fully bilingual, please state it/them explicitly. Reminder: TEG will supply all required Irish-language translations for the proposed solution.

B.4	Describe in detail how your proposed solution will deliver the two-way communication functionality required by TEG. Include how your approach will allow: - administrators send and receive messages with individual candidates and communicate in bulk with defined candidate groups. - candidates to send, receive and view messages securely through the candidate portal. - the platform to maintain a complete, accessible history of all sent and received communications between TEG and each candidate. - customisable communication templates and automated messaging workflows, including the ability to disable automated communications for specific candidates where required. - Detail any limitations, dependencies, assumptions or configuration requirements associated with delivering this functionality.
B.5	Describe how the proposed solution will support TEG's exam appeals process, including: - How candidates can submit an appeal and pay the applicable appeal fee. - How TEG administrators can view and manage appeals and monitor their progress. - How authorised examiners can access relevant candidate special requirements when conducting an exam recheck. - How revised marks can be recorded while retaining the original marks and a record of all changes (original marks to be visible only to TEG, not to exam candidates). - How candidates are notified of appeal outcomes. - How refunds of appeal fees can be processed where applicable.
B.6	- Describe in detail how you propose to create a solution for digital certificate generation for each exam candidate that allows for a one-click public verification and that limits the candidate's identity to just their initials. - Explain how the system will prevent, detect and mitigate fraudulent certificates. - Explain how the system will enable TEG to release exam results and digital certificates to candidates on the candidate portal at a designated date and time, ensuring that both become available to candidates simultaneously. - Where an exam appeal results in a change to a candidate's marks, explain how the system will issue a replacement exam certificate reflecting the revised results and invalidate the original certificate. Reminder: TEG issues Irish-language certificates only.
B.7	Outline the solution's reporting and data export capabilities, with all exports logged and auditable, in relation to TEG's stated needs in the list of requirements.
B.8	Identify and analyse the primary technical, security, operational, and maintenance risks inherent to your specific proposed solution. Tenderers must detail the concrete technical controls and operational safeguards put in place to mitigate these risks and protect TEG.
B.9	Confirm that a full, unencumbered transfer of ownership of all custom-developed source code and project assets will be made to TEG upon project completion.

B.10	Detail the level of technical knowledge/roles that will be required by TEG in order to support the proposed solution going forward.
B.11	The RFT document identifies a number of features as "desirable but not essential". Please indicate which, if any, of these features could be delivered in your proposed solution within the available project budget.
C. Implementation approach and project delivery	
C.1	Please provide a detailed project plan. Set out: - your proposed approach to implementation. - proposed timelines, including key phases, milestones and deliverables. - project governance arrangements. The plan must: - distinguish between the services, tasks and responsibilities which will be performed by the tenderer under the proposal and those expected to be performed by TEG. - identify the resources, decisions, information and access required from TEG. - identify the critical-path dependencies and any assumptions or external factors that could affect the proposed timeline or delivery dates. Images, tables, diagrams and Gantt charts may be included and will not count towards the word limit. A maximum of four visual items is permitted.
C.2	Please outline your proposed development methodology and explain how you will work with TEG throughout implementation. Include: - the anticipated structure and duration of development sprints. - the frequency and format of meetings with TEG to review progress, discuss deliverables, agree priorities and determine next steps. - the arrangements for communication, progress updates and feedback between scheduled meetings (as a minimum starting point, the successful vendor will be expected to provide weekly project status updates in writing). - how decisions and feedback from TEG will be recorded and incorporated into subsequent development activities. - the arrangements for escalations and how risks, delays and unforeseen technical challenges be managed. - the arrangements for how minor changes to scope will be managed.
C.3	Detail your contingency protocols and staffing continuity arrangements should any nominated personnel become unavailable during the project lifecycle.

C.4	- Describe your approach to testing each of the major project deliverables. The type of testing should be indicated in your response. The tenderer should indicate who (i.e., the tenderer or TEG) is to carry out the testing and how test evidence or documentation is to be compiled and approved by stakeholders. Equally, how testing failures or unmet criteria should be reported, corrected and retested. - Please provide details of the test environments/sandboxes that will be made available to the project partners during and after the implementation of the project where relevant. - Please outline the approach for generating test data for the test environment/sandbox.
C.5	Detail your training and knowledge-transfer approach to ensure TEG administrative staff and other authorised users can effectively operate and manage the platform independently. Include an outline training plan covering these requirements.
D. Sustainability and green initiatives	
D.1	Provide details of your organisation's corporate sustainability policy, relevant environmental certificates or accreditations where applicable and environmental awareness or sustainability training programmes, if any.
D.2	Detail internal sustainability initiatives already taken within your organisation to reduce environmental impact. Examples may include but are not limited to initiatives to reduce energy consumption, minimise carbon emissions, limit paper use or reduce travel through promoting remote collaboration, or other relevant initiatives.
D.3	Describe how sustainability principles are incorporated into the design, hosting, maintenance and ongoing support of the proposed solution. Where relevant, address energy efficiency, resource usage, the expected lifecycle of the solution, and measures to minimise the environmental impact of its operation and ongoing development.
E. Cost	
E.1	Please see **Sheet 2. Costs** in the document entitled **"535_TRD_Costs"** to provide a financial breakdown covering the full costs of your proposed solution, including the annual support/maintenance costs for year 1, 2 and 3.
E.2	Information only - not scored: please see **Sheet 2.b Costs - TEG hosting** in the document entitled **"535_TRD_Costs"** to provide a financial breakdown covering all annually recurring costs of your proposed solution after year 1 if TEG hosts the solution thereafter.
E.3	Clearly identify any assumptions that underpin the pricing model.

Note: The budget for the project described in this document is €130,300 excluding VAT.

Only submissions that fall within or below this baseline value will be evaluated.

Section 2: Tenderer's instructions

1. 2. **Tender Documents**	The tender documentation for this competition consists of the following: • **535_RFT Tionscadal Forbartha Teicneolaíochta** • **535_TRD Tionscadal Forbartha Teicneolaíochta** • **535_TRD_Costs** • **TEG_Technical Specification IT and DATA questionnaire** • **535_Tionscadal Forbartha Teicneolaíochta – Compliance** • **Sample Services Contract** • **Appendix A – sample registration form** • **Appendix B – sample of current TEG examination certificate** • **Appendix C – current appeals process** • **Appendix D – sample of candidate metadata in custom data format** • **Appendix E - further information on TEG's examination mark entry needs** • **Appendix F – API documentation of the digital testing platform** **Responses to clarification requests received will also form part of the tender documentation.** 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.
2.1 Submission of Tenders	The Contracting Authority is using the Tender Postbox facility and tenders must be submitted electronically via the etenders postbox facility on www.etenders.gov.ie only. Tenderers must ensure that they give sufficient time to upload their tender response. All Tenders submitted in soft copy must be compiled such that they can be read immediately using PDF readers. The Contracting Authority is not responsible for corruption in electronic documents. Tenderers must ensure electronic documents are not corrupt. In responding to this tender all tenders must follow the format of the tender document and respond to each element of the tender document in the order as set out in this RFT. Tenders should submit their response with clearly labelled, page numbered and indexed documents as follows: • **535_TRD Tionscadal Forbartha Teicneolaíochta**

	• **535_TRD_Costs** • **535_Technical Specification IT and DATA questionnaire** • **535_Tionscadal Forbartha Teicneolaíochta - Compliance** • **A sample SLA** • **Any requested diagrams or other visual aids, clearly titled and correctly referenced in the TRD** • **CVs for proposed project manager and technical lead and any other requested supplementary documentation** Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation before the tender closing date/time. Tenderers should take into account the fact that upload speeds vary. There is a maximum of 2.14 GB for individual files sent to the electronic postbox and a one-hour limit for upload. In order to submit a document to the electronic postbox, please note that you must click "Submit Response". After submitting you can still modify and re-send your response up until response deadline. Tenderers should be aware that the 'Submit Response' button will be disabled automatically upon the expiration of the response deadline. Tenderers not familiar with uploading on eTenders should ensure they familiarise themselves with the process. It is the responsibility of the tenderer to ensure that their tender is complete and is uploaded by the designated deadline. Tenders that are received late or via other means WILL NOT be considered in this public procurement competition Each Tenderer is limited to submitting one Tender in his own capacity and one Tender as part of a consortium/group of undertakings under this RFT.
2.2 Queries	All queries regarding this tender should be through the Questions and Answers facility on www.etenders.gov.ie Responses to queries will be issued via eTenders to all parties who have expressed an interest in the contract on that site, in order to ensure that no party has an unfair advantage over any other. For the purpose of circulating responses queries will be edited to avoid disclosing the identity of the querist, and any sensitive information included in the query should be clearly indicated. Please note that the Contracting Authority cannot accept responsibility for information relayed (or not relayed) via third parties.
2.3 Sufficiency & Accuracy of Tender	Tenderers will be deemed to have examined all the documents enclosed and by their own independent observations and enquiries will be held to have fully informed themselves as to the nature and extent of the requirements of the tender.

	Tenderers are cautioned to check the accuracy of their tender prior to submission. A tender found containing any clerical errors or omissions may, at the sole discretion of the Contracting Authority, be referred back to the tenderer for correction. Any subsequent adjustment(s) must be confirmed in writing. The Contracting Authority reserves the right to disqualify incomplete tenders.
2.4 Tender Documents - Ambiguity, Discrepancy, Error, Omission	If you consider that you are missing any documents which would prevent you from submitting a comprehensive tender please contact us as soon as possible. Tenderers shall immediately notify the Contracting Authority should they become aware of any ambiguity, discrepancy, error or omission in the Tender Documents. The Contracting Authority will, upon receipt of such notification, issue a clarification via eTenders in respect of any such ambiguity, discrepancy, error or omission. Such clarification shall then form part of the Tender Documents.
2.5 Extension of Tender Period	The Contracting Authority reserves the right, at its sole discretion, to extend the closing date for receipt of tenders by giving notice in writing to all parties who have expressed an interest in the notice via eTenders no later than six days before the original closing date.
2.6 Modifications to Tenders prior to the Closing Date for Receipt of Tenders	Modifications to Tenders will be accepted in the form of supplementary information and/or addenda, provided they are submitted electronically via the etenders postbox facility on www.etenders.gov.ie only before the closing date for receipt of tenders and clearly marked as part of the tender. Any modifications received, by whatever means, after the closing time for receipt of tenders will not be considered
2.7 Cost of Preparation of Tender	The Contracting Authority will not be liable for any costs, charges or expenses incurred by tenderers in the preparation of proposals or any associated efforts. It is the responsibility of the tenderer to ensure that they are fully aware and understand the requirements as laid down in this document. Tenderers will be responsible for any costs incurred by them in the event that they are required to attend clarification or other meetings or make a presentation of their proposals.
2.8 Funding Dependency	The supplies/services offered in this tender shall be contingent on continued funding approvals from government planning agencies, other relevant authorities and University capital budget committees.
2.9 Tender Validity Period	To allow sufficient time for Tender assessment and funding approval, a Tender Validity period of 270 days (9 months) is required, this period commencing on the closing date by which the Tenders are to be returned.

2.10 Qualification of Tenders and Referential Bids	Please note that qualifications to a Tender may be considered a counter offer and may render the tender invalid. Tenders made by reference to other tenders are not valid and cannot be considered.
2.11 Clarification of Tenders	The Contracting Authority is entitled, but not obliged, to seek clarification of tenders, including pricing breakdowns in the course of the evaluation process. No change in the price or substance of the Tender shall be sought, offered or permitted. To assist in finalising the tender evaluation, selected tenderers may be invited to attend clarification meetings with the Contracting Authority.
2.12 Correction of Errors	Detailed pricing of all tenders will be examined for errors that might alter the tender pricing as determined from the figures on the tender form or as between the hard copy and electronic versions of the tender. Where a discrepancy arises between any figure submitted on the pricing element of eTenders versus the content of the Tender Submission, the Tender Submission figures will be used in the assessment. In the case of manifest errors - where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern. The amount stated in the tender form will be adjusted by the Contracting Authority in accordance with the above procedure and, with the agreement of the tenderer, shall be considered as binding upon the tenderer. Without prejudice to the above, a tenderer not accepting the correction of their tender as outlined may have their tender rejected.
2.13 Confidentiality	The distribution of the tender documents is for the sole purpose of obtaining offers. The distribution does not grant permission or licence to use the documents for any other purpose. Tenderers are required to treat the details of all documents supplied in connection with the tender process as private and confidential.
2.14 Conflict of Interest	Any conflict of interest involving a tenderer (or tenderers in the event of a consortium bid) must be fully disclosed to the Contracting Authority. Any registrable interest involving the tenderer and the Contracting Authority or employees of the Contracting Authority or their relatives must be fully disclosed in the tender submission or should be communicated to the Contracting Authority immediately upon such information becoming known to the tenderer, in the event of this information only coming to their notice after the submission of a bid and prior to the award of the contract. The terms ‘registrable interest' and 'relative' shall be interpreted as per Section 2 of the Ethics in Public Office Act, 1995. Failure to disclose a conflict of

	interest may disqualify a tenderer or invalidate an award of contract, depending on when the conflict of interest comes to light.
2.15 Currency and Payments	The currency and invoices in which all prices and rates shall be tendered, and which payments under the contract will be paid, shall be Euros (€). All prices and rates quoted should be exclusive of VAT. Invoices shall be submitted by the successful tenderer on a monthly basis for all costs incurred in the preceding month. A schedule of payments will be agreed with the successful tenderer. The Contracting Authority operates in accordance with S.I. 580 of 2012 which transposes EU Directive 2011/7/EU on combating Late Payment in commercial Transactions. The method of payment used by the Contracting Authority is normally Electronic Funds Transfer.
2.16 Tax Clearance	It will be a condition of award of this contract that the successful tenderer(s) comply with all EU and national tax laws. Tenderers are referred to the Irish Revenue web site http://www.revenue.ie/. Non-resident tenderers should apply to the Office of the Revenue Commissioners, Non-Resident Tax Clearance Unit, Office of the Collector General, Sarsfield House, Francis Street, Limerick, Ireland; e-mail: nonrestaxclearance@revenue.ie The Contracting Authority will satisfy themselves that any tenderers being considered for award of a contract are appropriately tax compliant by checking their status via the online system for which tenderers are requested to provide their Tax Clearance Access Number and Tax Reference Number to facilitate verification. By supplying these numbers tenderers acknowledge and agree that the Contracting Authority has the permission to verify its tax cleared position at any time during the term of the contract. This requirement must continue to be maintained throughout the duration of the operation of this contract.
2.17 Withholding Tax	Where applicable, payments shall be subject to Irish 'Professional Services Withholding Tax' at the prevailing rate (currently at 20%) as laid down by the Revenue Commissioners in Ireland. Non-residents may be able to reclaim such deducted Tax from the Office of the Revenue Commissioners in Ireland, International Claims Section located currently at Government Buildings, Nenagh, Co. Tipperary, Ireland (Tel: 353-1-6733533).
2.18 Irish Legislation and Law	Tenderers should be aware that national legislation applies in other matters such as Employment, Working Hours, Official Secrets, Data Protection and Health and Safety. Tenderers must have regard to

	statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in the Contracting Authority tenders and in delivering contracts awarded to them. The contract[s] awarded on foot of this tender process will be governed by Irish law.
2.19 Compliance with all relevant Employment Law Obligations	Tenderers shall ensure that all rates quoted for the provision of services allow for statutory deductions such as PRSI, PAYE, Annual leave/Holiday pay. It is the obligation of the successful tenderer/s to ensure that any foreign personnel have provided them with the necessary documentation to prove that they can legally work in this country. Prior to expiry of the agreement, if requested, the successful tenderer shall, upon the termination of this agreement for any reason or prior to the expiration of the Term, promptly furnish such anonymised information relating to the terms and conditions of the employment of all persons providing the services as may be required by the Contracting Authority. The successful tenderer agrees to the Contracting Authority releasing any such anonymised information to third party tenderers for the purposes of any procurement competition for the provision of the services upon expiry of the Term or earlier termination of this contract for whatever cause. Where applicable, tenderers shall be required to include an undertaking to comply fully with the provisions of Council Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, business or parts of undertakings or business and as implemented in Irish law by Statutory Instrument S.I. No. 131 of 2003, the European Communities (Protection of Employees on Transfer of Undertakings) Regulations 2003 and to indemnify the Contracting Authority for any claim arising or loss or costs incurred as a result of its failure or incapacity to fulfil its obligations under the said Directive and Statutory Instrument. The Protection of Employees (Temporary Agency Work) Act 2012 (the "2012 Act") provides that an Agency Worker (as defined in the 2012 Act) is entitled to the same basic working and employment conditions as those which apply to employees recruited directly by the Hirer (as defined in the 2012 Act) to do the same or a similar job. Where the provision of the Services will involve the provision to the Contracting Authority of Agency Workers (within the meaning of the 2012 Act), Tenderers should ensure that they consider their obligations under the 2012 Act when pricing their Tender. The Contracting Authority shall have no liability for any increase in salaries that may be payable as a result of the application of the 2012 Act to the provision of the Services.

2.20 Freedom of Information Acts	All responses to this Request for Tenders will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the tenderer except insofar as is specifically required for the consideration and evaluation of the response or as may be required under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement Procedures, or in response to questions, debates or other parliamentary procedures in or of the Oireachtas (the Irish Parliament). Tenderers are asked to consider if any of the information supplied by them in response to this request for tenders should not be disclosed because of its sensitivity. If this is the case, tenderers should specify the information that is sensitive and the reasons for its sensitivity. The Contracting Authority cannot guarantee that any information provided by tenderers, either in response to this tender or in the course of any contract awarded as a result thereof, will not be released pursuant to the Contracting Authority's obligations under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement Procedures. the Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released or in respect of any consequential damage suffered as a result of such disclosure.
2.21 Dignity at Work	The successful tenderer(s) shall comply with all applicable legislation relating to dignity at work, equality, non-discrimination and accessibility. As a public body and employer, the Contracting Authority is committed to promoting equality of opportunity, inclusion and accessibility for all individuals. In accordance with the Disability Act 2005, the Contracting Authority is required to ensure that goods and services procured are accessible to persons with disabilities. Tenderers shall ensure that all products, services, software, digital platforms and associated user documentation supplied under this contract meet the accessibility requirements of the European Accessibility Act (Directive (EU) 2019/882) where applicable, and conform to EN 301 549 and WCAG 2.2 Level AA standards. Accessibility shall be considered an integral quality requirement and not an optional enhancement. Tenderers may be required to provide accessibility conformance statements, test results, remediation plans and other evidence demonstrating compliance with applicable accessibility legislation and standards.
2.22 Change in the Composition of a Tender	The Contracting Authority reserves the right, but is not obliged, to disqualify any Tenderer that makes any change to its composition

	after submission of a Tender. Any such changes must be notified to the Contracting Authority and require formal agreement.
2.23 Interference and Inducement to Purchase	Any effort by the tenderer to unduly influence the Contracting Authority, relevant agency personnel or any other relevant persons or bodies in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning the Award of Contract shall have their tender rejected. In accordance with Section 38 of the Ethics in Public Office Act 1995 any money, gift or other consideration from a person holding or seeking to obtain a contract will be deemed to have been paid or given corruptly unless the contrary is proved.
2.24 Notification of Tender Evaluations	All tenderers will be informed of the outcome of their tenders following tender evaluation and any necessary clarifications. In the case of National value contracts the Contracting Authority will issue a Letter of Regret with the name of the winning tenderer(s) and the scores of the tenderer and the winning tenderer. In the case of EU value contracts the following information will be provided in the Letter of Regret – name of successful tenderer(s) designate; the applicable standstill period; scores of tenderer and that of successful tenderer; features and characteristics of winning tender where they scored higher marks in relevant criteria. The Contracting Authority will undertake not to award the contract for a period of at least 14 (or whatever period is stated in the notification letters) days from the date of notification of unsuccessful tenderers ('standstill period').
2.25 Award Notices	Following the award of contract, an award notice will be despatched to the Official Journal of the European Union announcing the results of the competition no later than 30 days after the award of contract. It should be noted that it is standard practice for the Contracting Authority to include the price of the winning tender or the range of prices of tenders received in the publication of the award notice as required under European procurement rules.
2.26 Policy on Personal Debriefings	Based on the provision of the information to unsuccessful tenderers as outlined above and due to resourcing constraints the Contracting Authority will not be offering individual debriefing meetings to unsuccessful bidders.
2.27 Brand Names, etc.	Please note in relation to this tender document; where reference is made to a particular make, source, process, trademark, type or patent, that this is not to be regarded as a de facto requirement. In all such cases it should be understood that the reference in question is accompanied by the words "or equivalent ".

2.28 Right Not to Award	The Contracting Authority does not bind itself to accept the most economically advantageous tender or any tender. It also reserves the right to accept or reject in whole or in part any or all tenders received, and, in particular, to source the requirement with more than one service provider. The Request for Tenders is issued in good faith; however, the Contracting Authority at its sole discretion shall not be obliged to award a contract or proceed to further stages in the procurement process and reserves the right to cancel the procurement process.
2.29 Environmental Aspects	The Contracting Authority is committed to the principles of environmental management in its activities and it encourages the implementation of sustainability principles in its procurement practices. Tenderers/contractors should make all reasonable efforts to minimise adverse environmental impact in the methods of services delivery and in materials used.
2.30 Knowledge and Skills Transfer	It will be a condition of the contract that opportunities for the transfer of skills and/or knowledge from the Tender/Tender's staff to the Contracting Authority staff will be availed of during the course of the contract or prior to the handing over of the finished work/product.
2.31 Collusive Tendering	If any Tendering Party is found to have, at any time, offered to give or to have agreed to offer or give to any person, any bribe, gift, gratuity, commission or consideration of any kind as an inducement or reward for taking or forbearing to take any action in relation to the obtaining of its Tenders, or for showing or forbearing to show any favour or disfavour to any person in relation to its Tenders, the bid submitted by such Tendering Part shall be automatically disqualified and the circumstances surrounding such action shall be referred to the appropriate authority.
2.32 Consortia and Prime Subcontractors	The Contracting Authority seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises ("SMEs") in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged, subject to this paragraph, to explore the possibilities of forming relationships with other SMEs or with larger enterprises. Through such relationships, they can participate and contribute to the successful implementation of any Services Contracts that may result from this Competition and therefore increase their social and economic benefits. Larger enterprises are also encouraged, subject to this paragraph, to consider the practical ways that SMEs can be included in their proposals to maximise the social and economic benefits of any Services Contracts that may result from this Competition.

	Where a group of undertakings (in whatever form and regardless of the legal relationship between them) come together to submit a Tender in response to this RFT the Contracting Authority will deal with all matters relating to this Competition through the entity who will carry overall responsibility for the performance of the Services Contract only (the "Prime Contractor"), irrespective of whether or not tasks are to be performed by a subcontractor or other consortium member (the "Subcontractor"). The Tenderer must clearly and comprehensively set out the name, title, telephone number, postal address, facsimile number and email address of the nominated contact personnel of the Prime Contractor authorised to represent the Tenderer and to whom all communications shall be directed and accepted until this Competition has been completed or terminated. Correspondence from any other person (including from any Subcontractor) will NOT be accepted, acknowledged or responded to.
2.33 Relying on the Standing of Other Entities	A Tenderer may enter a tender submission in the form of an individual, a partnership, or a limited company. Furthermore, each Tenderer is reminded that they may, if necessary, rely on the other available resources from connected or related legal entities, subject to board approval and subject to contract and condition of proof guarantee to rely on these resources for disposal when necessary. Failure to provide such satisfactory levels of evidence shall permit the Contracting Authority to disqualify any applicant from the tender process Ab initio. A parent company guarantee with letter of reliance may be taken as evidence to confirm reliance of resources from a legally related or connected entity and may be accepted in order to satisfy the minimum levels of resources as indicated herein. Such evidence shall be supplied to the Contracting Authority, prior to the execution date limitation of each agreement.
2.34 Anti-Competitive Conduct	Tenderers attention is drawn to the Competition Act 2002 (as amended, the "2002 Act"). The 2002 Act makes it a criminal offence for Tenderers to collude on prices or terms in a public procurement competition.
2.35 Publicity	Tenderers shall not undertake (or permit to be undertaken) at any time, whether at this stage or after the award of the agreement, any publicity activity with any section of the media in relation to this tender/agreement other than with the prior written consent of the Contracting Authority. Such consent shall extend to the content of any publicity. For the purposes of this paragraph, the word "media" includes (but is not limited to) radio, television, newspapers, trade and specialist press, the Internet and e-mail accessible by the public at large and the representatives of such media.

	The Contracting Authority will have the right to publicise or otherwise disclose to any third-party information regarding this process and the agreement.
2.36 Personnel	Notification must be sent in writing as soon as possible to the Contracting Authority on any proposed change of nominated personnel, such change to be subject to the written approval of Contracting Authority. Replacement personnel must be of equal or better standing than those of the personnel originally proposed in terms of qualifications and experience.
2.37 Amendment of Tender Documentation	Tenderers are prohibited from amending any text or content of forms or declarations or templates provided as part of this tender competition in their tender responses. Where amendments have been identified the Contracting Authority may at its discretion eliminate the tenderer from further consideration.
2.38 Tender Document Information	While every effort has been made to provide comprehensive and accurate information in all notices and documents prepared for the purposes of this Competition, the Contracting Authority does not accept any liability or provide any express or implied warranty in respect of any such information. Tenderers must form their own conclusions about the solution needed to meet the requirements set out in this RFT and may wish to consult their legal advisers.

Section 3: Compliant Tenders

Please enter your responses for the following sections in the document entitled "535 Tionscadal Forbartha Teicneolaíochta - Compliance" only.

Compliance

TENDER RESPONSE POINT OF CONTACT	
Contact Name	
Telephone Number	
Email Address	
Postal Address:	
Internet address (web address) (if applicable)	

Responding to the Selection Criteria

In order to evaluated in accordance with the Award Criteria in Section B below, tenderers must have declared by way of the following:

1) That either:

- **a.** no mandatory grounds for exclusion of the Tenderer pursuant to Regulation 57 of the Regulations apply to them, or
- **b.** in circumstances where any mandatory exclusion grounds apply to the Tenderer (and where the Tenderer is not precluded from doing so under Regulation 57(17) of the Regulations), that it can provide evidence that measures taken by it are sufficient to demonstrate its reliability despite the existence of any such relevant exclusion ground, and

2) that they satisfy the selection criteria for in this Competition as set out below (the "Selection Criteria"),

The Contracting Authority also reserves the right to exclude from evaluation a Tenderer to whom a discretionary ground for exclusion pursuant to Regulation 57 of the Regulations applies.

Relying on the Standing of Other Entities

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

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

If the tender is from a consortium / joint venture Tenderers must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party. The consortium must appoint a single supplier who will assume overall responsibility for delivery, and who is authorised to sign the contract on behalf of all consortia members. The Contracting Authority will not act as an arbitrator between members of consortia. Where tenderers are relying on the capacity of other entities (for example, Subcontractors) for the purposes of fulfilling any of the Selection Criteria in part 3.3 they much ensure that each entity completes and submits separate compliance documentation when requested by the Contracting Authority, submit proof, to the satisfaction of the Contracting Authority, that each such entity will place the necessary resources at the disposal of the Tenderer.

Selection Criteria

A1. CANDIDATE SUMMARY **Weighting: Pass/Fail only** **Pass requirement: Candidates must complete this section.**	
Organisation Name	

Contact Name				
Position				
Address				
Telephone Office				
Telephone Mobile				
Email				
Date of establishment, if applicable				
Legal Status, if any (Company (Ltd.), Partnership, Sole Trader, etc.)				
Please confirm if you are an SME (Small and Medium Enterprise) as defined in Commission Recommendation 2003/361/EC	Yes		No	
Definition as per 2003/361/EC The category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding EUR 50 million, and/or an annual balance sheet total not exceeding EUR 43 million.				

SUB-SERVICE PROVIDERS **If the candidate wishes to rely on the standing of other parties including sub-service providers full details must be provided.**			
Is the candidate a group of economic operators? Yes No If Yes, please provide the following information:			
Please enclose an organisational chart with the proposed hierarchical structure of the grouping	Confirm if attached Yes No		
Please describe the commercial and legal relationship amongst its members			
If your answer is "Yes", please provide the following information:	Name	Service to be delivered	Confirm Separate Questionnaire enclosed?
Member #1			
Member #2			
Member #3			

A2 - TAX CLEARANCE				
I confirm and declare having a current and valid Tax Clearance Certificate in place and our tax affairs are in order. Maynooth University can verify your tax clearance status through Revenue's online facility at https://www.revenue.ie/itp/view.jsp. To this end, please confirm:				
Do you grant Maynooth University permission to verify your tax status online via revenue.ie?	Yes		No	
Candidate Name				
Candidate PPSN/Tax Reference Number				
Access Number				
OR I confirm that I currently hold a valid paper tax clearance certificate (generally relates to Non-Residents)	Registration Number			
	Certificate Number			
OR I confirm that I have applied for a Tax Clearance Certificate details of which will be made available as soon as available.			Yes	
			No	

A3 - Financial Standing			
I confirm that we have the following turnover to be considered for the Panel.			
Turnover Requirement:		**€200,000**	
Financial Year	**2025**	**2024**	**2023**
Month for Financial Year End (e.g. July)			
Turnover	€	€	€
			Yes

I confirm that I will provide the following promptly on request at any time prior to the tender list being finalised: • evidence of turnover for the past three financial years	No	
I confirm that the applicant is compliant with all its corporate obligations in relation to financial returns	Yes	
	No	

A4 - INSURANCES

(A) I confirm that we have the following insurances in place:

Insurance Type	Level in Place	Details of Any Excess	Expiry Date
Employers Liability	€		
Public Liability	€		
Professional Indemnity	€		
Cyber Liability	€		
Other relevant Industry insurance if applicable	€		

AND

I confirm that if successful, where the levels required under the Panel are higher than those currently in our possession, I will be in a position to put the required forms and levels of insurances required in place promptly.

The levels relevant to this procurement being as follows:

Insurance Type	Level Required
Employers Liability	€13m
Public Liability	€6.5m
Professional Indemnity	N/A

AND

I confirm that I will provide the following promptly on request at any time prior to the award decision being made: • evidence of insurances in place or • letter from Insurance Broker confirming that the required levels could be put in place if successful	Yes		No	
Please note that Maynooth University will seek to verify self-declarations regarding financial capacity prior to next stage of the competition.				
Signed:				
Position:				

A5 DECLARATION OF BONA FIDES

In relation to an award procedure under Public Sector Directive 2014/24/EU (Article 57).

Weighting

: Pass/Fail only

Pass requirement: Candidates must complete, sign and date this Declaration. Maynooth University reserves the right at its discretion to exclude a non-compliant Candidate under each heading. This must be completed by each group member.

Economic Operators will be excluded from the procurement process if, within the past five (5) years, there is evidence of a conviction relating to a specific criminal offence listed below (see 1.1) or if they have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security contributions (see 1.2) (except where this is disproportionate e.g. where only minor amounts are involved).

		YES	NO
1.1	Has the Economic Operator or a member of their proposed consortium, (if applicable), Director, or Partner or any other person who has powers of representation, decision or control, been convicted of any of the following offences?	Please indicate your answer by marking 'X' in the relevant box	
1.1.a	participation in a criminal organisation, as defined in Article 2 of Council Framework decision 2008/841/JHA;		
1.1.b	corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union and Article 2(1) of Council Framework Decision 2003/568/JHA as well as corruption as defined in Irish Law or the jurisdiction in which the Economic Operator is established;		
1.1.c	fraud within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests;		
1.1.d	the subject of a conviction for terrorist offences or offences linked to terrorist activities or for inciting or aiding or abetting or attempting to commit an offence;		
1.1.e	the subject of a conviction for money laundering or terrorist financing;		
1.1.f	the subject of a conviction of child labour and other forms of trafficking in human beings;		
Non-payment of taxes or social security obligations 1.2 Has it been established by a judicial or administrative decision having final and binding effect in accordance with Irish law or the legal provisions of the country in which the Economic Operator is established (if outside Ireland), that the Economic Operator is in breach of obligations related to the payment of tax and social security contributions? **Note:** If the response to 1.2 above is in the affirmative, please provide further information on the decision and the amounts involved			

An Economic Operator who answers 'Yes' in any of the situations set out in paragraphs 2.1.a to 2.1.i will be excluded.			
2.1 Please indicate if any of the following situations have applied, within the past three (3) years, or currently apply, to your organisation. The Economic Operator:		YES Please indicate your answer by marking 'X' in the relevant box	NO
2.1.a	has, in the performance of any public contract, failed to comply with applicable obligations in the field of environmental, social and labour law applying at the place where the works were carried out or the services provided, as established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Annex X of Directive 2014/24/EU;		
2.1.b	is bankrupt or the subject of insolvency or winding-up proceedings, its assets are being administered by a liquidator or by the court, or has entered into an arrangement with creditors, suspended its business activities or is in any analogous situation arising from a similar procedure under national laws and regulations;		
2.1.c	is guilty of grave professional misconduct which renders its integrity questionable;		
2.1.d	has entered into agreements with other economic operators aimed at distorting competition;		
2.1.e	has a conflict of interest within the meaning of Article 24 of 2014/24/EU that cannot be effectively remedied by other, less intrusive, measures;		
2.1.f	confirms that it has had prior involvement in the preparation of the procurement procedure which has resulted in a distortion of competition, as referred to in Article 41 of 2014/24/EU, that cannot be remedied by other, less intrusive, measures;		
2.1.g	has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.		
2.1.h	• is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria; or		
	• has withheld such information or is not able to submit supporting documents required under Article 59 of Directive 2014/24/EU; or		
2.1.i	has undertaken to: • unduly influence the decision-making process of the contracting entity, or • obtain confidential information that may confer upon the Tenderer undue advantages in the procurement procedure; or		

DECLARATION RE STATUTORY OBLIGATIONS		
We confirm that we are fully compliant with the following legislation, or equivalent legislation in our country of establishment/operation:	YES	NO
Employment Equality Acts 1998-2011		
Equal Status Acts 2000-2011		
National Minimum Wage Act 2000 as amended		
Organisation of Working Time Act 1997 as amended		
Safety, Health and Welfare at Work Act 2005 and Safety, Health and Welfare at Work (General Application) Regulations 2007		
Disability Act 2005		
We have procedures in place to ensure that our subservice providers, if any are used for this contract, apply the same standards.		

This Declaration is made for the benefit of Maynooth University

I certify that the information provided in the Declaration re Personal Circumstances and the Declaration re Statutory Obligations is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in these Declarations will lead to my organisation being excluded from participation in this and future tenders and I am signing on behalf of:

Name of Economic Operator	
Signature	
Name in print or block capitals	
Rank / Position	

NOTE:

The term Economic Operator covers equally the concepts of Service provider, Supplier and Service Provider whether as Candidate, Tenderer or Participant under an award procedure in accordance with the relevant Public Procurement Directive.

	• negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award.		

3.1 Additional selection criteria.

Previous experience: tendering company must pass this additional selection criteria in order to be eligible for the competition.

Title of Criterion	Previous Contracts		
Maximum Marks	1,000		
Minimum Marks	700		
Minimum requirement to remain eligible in the competition: Candidates should refer to instances within the last three to five years which demonstrate that they have successfully delivered services of a comparable nature and scale on three (3) occasions. The contracts referenced for consideration should provide comprehensive information to enable the University to determine their comparability to the requirements of this contract.			
The contracts listed should be chosen to demonstrate your firm's skills, efficiency, experience and reliability in the relevant areas of expertise. All fields should be completed in full. In the event that the information requested on the value of contracts or identity of clients is considered confidential, Candidates must ensure that they provide sufficient information to allow the contracting entity to judge the similarity of these contracts to the services required.			
Contract No. 1 – **Permission to contact this client Yes/No -**			
Start Date		End Date:	
Client Name & address			
Client contact person:		Phone no.:	
Approximate annual value			
Details of services provided			

Contract No. 2 – **Permission to contact this client Yes/No -**			
Start Date		End Date:	

Client Name & address			
Client contact person:		Phone no.:	
Approximate annual value			
Details of services provided			

Contract No. 3 – **Permission to contact this client Yes/No -**			
Start Date		End Date:	
Client Name & address			
Client contact person:		Phone no.:	
Approximate annual value			
Details of services provided			

3.2 Additional Information

The tendering company must also respond and supply the following additional information in order to be eligible for the competition:

- Is your organisation GDPR Compliant?
- Can you provide evidence that your organisation is fully compliant with the GDPR and Data Protection Act 2018?
- Provide URL/copies of GDPR policies and procedures for your organisation

If tenderer fails selection criteria tender is not judged in award criteria and tenderer is informed where they failed selection.

Please enter your responses for the following sections in the document entitled "535_Technical Specification IT and DATA questionnaire" only.

In order to evaluate suitability of tender the following 3 sheets, A. Methodology, B Security, C. IT Technical Requirements must be completed by the tender. In order to be deemed eligible to be brought forward to award evaluation the tender must pass each of these sections: Methodology, Security and IT Technical Requirements. **THIS SECTION OF THE SELECTION CRITERIA IS PASS/FAIL** Failure to reply to these questions will result in disqualification from tenderer the competition	
A	**Methodology & Business IT**
1	**Service Level Agreement**
A1.1	Tenderer's must provide a sample SLA subject to consideration and agreement which covers each aspect of the proposed solution including upgrades and patching, the frequency and downtime associated with these. The proposed SLA should outline proposed roles and responsibilities of both Maynooth University and the Vendor and ensuring that these are clear. The SLA should include a 5-year support option and a Termination and Exit Strategy.
A1.2	Is there a documented and enforceable means of complaint resolution?
A1.3	Is there a roadmap for the service/application in terms of product updates/support and testing?
A1.4	Please describe your support organisation, including technical support and account management. Include the locations and total number of support staff in each. What locations will be available to Maynooth University?
A1.5	How is out-of-hours support provided for critical services? If not based in the Republic of Ireland how are differing holidays dealt with?
A1.6	Please indicate the lead time for repairs during the warranty period(s) and post-warranty, with and without service contract options.
A1.7	Please indicate the lead time for software issues/malfunctions both a) during working hours (Monday – Friday 9-5:30) and b) out of hours.

A1.8	Please indicate if any other third party manages any part of the support? If the solution is a multi-vendor solution, please provide details of how support calls are handled.
A1.9	Maynooth University requires that calculation of the time of a service outage begins when the service degrades or is unavailable.
A1.10	Does the vendor offer redress for service outages? This could be refunds of fees for repeated or severe losses of service.
A1.11	State what restrictions apply to system availability during backup operations.
A1.12	The solution should run as a highly available service. High Availability (99.95+% uptime for publishing service and 99.99% for website browsing). The vendor should describe what HA options are available and the SLA accompanying the options in terms of "9"s (e.g. 9.99). A diagram showing the HA configuration should accompany this answer.
A1.13	State the RPO (Recovery Point Objective) and RTO (Recovery Time Objective) for the solutions presented and how is this achieved.
A1.14	What mechanism exists for the scaling of the service. The service may need to be scaled up or down e.g. user licenses, storage, transactions etc... How are costs handled?
A1.15	What notice must the University give to terminate the service?
A1.16	What notice does the vendor have to give to terminate the service?
A1.17	How long will Maynooth University be given to remove its data?
A1.18	How and in what format will the University's data be returned after termination?
A1.19	Will the vendor undertake not to delete Maynooth University data without Maynooth University's agreement in writing?
A1.20	What data does the vendor retain after the termination?
A1.21	Can Maynooth University take a copy of Maynooth University data to store locally at regular intervals? Can this be automated?
A1.22	Does the vendor have a distinct Major Incident policy and process in place? Will the vendor commit to providing a major incident report with RCA and future mitigations in the case of a major loss of service or shutdown due to incident or breach?
A1.23	Outline the vendors approach (and SLA inclusions) in respect of Customer Success Engagement and regular reviews of service performance against agreed metrics.

2	**System Implementation**
A2.1	The vendor must outline a high-level implementation approach for this tender. A detailed implementation plan must be supplied that maps delivery of the proposed design and includes adequate testing sign off stages prior to implementation. A suggested phased implementation plan should be included. This will also include a data input strategy.
A2.2	The vendor must detail the resources assigned to the implementation. Please outline level of experience and skill of the resources that will be allocated for implementation. This should include a named Project Manager (who will be the single point of contact) to manage the overall implementation of the solution from the supplier's side.
A2.3	Must be flexible in user interface design to accommodate style sheets and branding guidelines of Maynooth University. https://www.maynoothuniversity.ie/communications-marketing/brand
A2.4	Describe compliance with accessibility standards and guidelines. https://www.maynoothuniversity.ie/communications-marketing/website-administration-guides
3	**System Training & Documentation**
A3.1	The vendor must detail an approach for training for (i) System users (ii) System administrators (iii) 'Train the trainer'. Responses must specify onsite and remote training a training plan and training resources.
A3.2	All documentation must be available prior to implementation and must reflect the version of the system delivered.
4	**Testing**
A4.1	The vendor shall outline their approach to ensuring the quality of the solution in the rollout of the project and subsequent releases. This should include the methodologies and procedures followed, test management and how compliance with test procedures is documented.
A4.2	The vendor should outline how each of the major project deliverables will be tested e.g. Reporting, functionality, Data, Integrations etc. The type of testing should be indicated (including as appropriate Unit, Integration, regression and load testing). The vendor should indicate who (i.e. vendor or Maynooth University) is to carry out the testing and how test evidence or documentation is to be compiled and approved by stakeholders.
A4.3	The vendor shall outline in the tender how User Acceptance Testing (and any regression testing required after remediation) is facilitated. The vendor should indicate the likely resources (both human and technical) required from Maynooth University to successfully implement User Acceptance Testing for this project.

A4.4	The vendor will be required as part of the project to work with Maynooth University User Testing team to define the scope of UAT required and to work to resolve all issues arising out of User Acceptance Testing in a timely and effective manner
A4.5	The vendor should outline their approach to performance testing the solutions to ensure the product can manage peaks in demand. Please list any performance testing tools used.
A4.6	Please provide details of the test environments/sandboxes that will be made available to Maynooth University during and after the implementation of the project.
A4.7	Please outline approach for generating test data for the test environment/sandbox.
A4.8	State how backup and recovery is tested. Provide details of the backup and restore testing schedules used.
5	**Data Entry**
A5.1	Describe how standard forms can be configured by the end user
6	**Accessibility**
A6.1	Describe your User Experience (UX) design methodology and demonstrate how accessibility and inclusive design principles are integrated throughout the entire product lifecycle, including discovery, design, development, testing, deployment and ongoing support.
A6.2	Explain how the proposed solution will comply with all applicable accessibility legislation and technical requirements, including: a) Directive (EU) 2016/2102 and S.I. No. 358/2020 where applicable; b) The European Accessibility Act (Directive (EU) 2019/882) where applicable; c) The applicable requirements of EN 301 549; d) WCAG 2.2 Level AA. Identify any areas where full compliance cannot be achieved, explain the reasons and proposed remediation, and describe how compliance will be tested and evidenced.
7	**Delivery & Lead Time**
A7.1	Tenderer's must provide a 'go-live' Lead time with reference to their system implementation plan. Lead time will commence upon acceptance of a Purchase Order.
B	**Ability of Proposed Solution to meet the IT Security Requirements**
1	**Legal & Regulatory**

B1.1	How is sensitive data made secure in the service? What data encryption mechanisms are provided? The Maynooth University "sensitive" data examples include but is not limited to: e.g. Medical, Personal, Financial, Minors
B1.2	Can the vendor provide a guarantee that when data is deleted in the system, it is deleted everywhere in the system including on replicated storage infrastructure.
B1.3	Tenderers must confirm if the service provides archiving and eDiscovery. Detail if it is included in the core solution or an opt-in extra
2	**Data Protection**
B2.1	Will your organisation process personal data on behalf of Maynooth University in connection with the proposed services? If yes, please provide a brief description of the categories of personal data likely to be processed.
B2.2	Has your organisation implemented policies, procedures and governance arrangements designed to ensure compliance with applicable data protection legislation, including the GDPR? If yes, please provide brief details and/or links.
B2.3	Where personal data is processed on behalf of Maynooth University, will your organisation enter into a Data Processing Agreement containing the requirements of Article 28 GDPR?
B2.4	Will any Maynooth University personal data be transferred, accessed or processed outside the European Economic Area? If yes, please provide details of: • Countries involved; • Purpose of transfer; and • Safeguards relied upon.
B2.5	Will any third parties or sub-processors be involved in processing Maynooth University personal data? If yes, please provide brief details of their role in the delivery of the service. Please also describe your process for appointing new sub-processors and notifying customers of any proposed changes.
B2.6	Please confirm that Maynooth University will retain access to its data throughout the term of the contract and will be able to obtain a copy of its data upon request. Please provide details of any limitations.
B2.7	Please describe your arrangements for retention, return and deletion of Maynooth University data during and following the contract term.
B2.8	Where personal data is processed on behalf of Maynooth University, can your organisation assist the University in complying with requests made under data protection legislation, including requests for access, rectification, erasure and

	portability (where applicable)? Please provide details.
B2.9	Does your organisation maintain procedures for identifying, managing and notifying personal data breaches affecting customer data? Please provide a summary of the arrangements in place.
B2.10	Please briefly describe how the proposed service supports compliance with applicable data protection legislation, including the GDPR, and identify any limitations that Maynooth University should be aware of.
3	**Security Standards**
B3.1	Does your company have a published IT Security Policy? If so, please attach an up-to-date copy of the policy.
B3.2	If handling payments provide PCI (Payment Card Industry) compliance certification. (NOTE: The Maynooth University College Network is not PCI compliant. Vendors would be expected to complete PCI compliance for this solution.)
B3.3	Data transfers between the application and enterprise endpoints must be encrypted in transit with standard protocols such as TLS or IPSec.
B3.4	For verification of security standards, the vendor should provide Maynooth University with an ISO 27001 certificate for (a)the full application suite and (b) the hosting environment.
B3.5	Please provide any additional available material evidence of the security controls in place for the hosted service. These may include but are not limited to other international security certifications, external audit reports, application security reviews, evidence of security testing of custom code.
4	**Security**
B4.1	Describe how the application can implement Role based access control
B4.2	Does it support authorization policies i.e. what user can carry out what action on specific data
B4.3	Does it provide & retain transaction audit trails by date and user of user activity.
B4.4	What intrusion prevention/detection measures are available for this system?
B4.5	Describe how user actions in the system are logged. Can all actions be traced back to a unique identifier for each user?
B4.6	(a) How long will audit information i.e. user logins/actions be stored for? (b) Describe how Maynooth University can access these logs

B4.7	Describe how API's and open interfaces have been secured and encrypted.
B4.8	Describe any content hygiene solutions (e.g. anti-virus / anti-spam) used to protect the application from malware. Describe how hygiene controls can be tuned in accordance with requirements
B4.9	State if data at rest is encrypted. State what data is encrypted (e.g. file, backup data). State who holds the keys?
B4.10	(a) Please detail all sub-contracted companies who will be involved in processing Maynooth University data (b)Please confirm that current contracts are in place with these companies (c) List any other parties involved in the solution
B4.11	Is the system hosted on isolated physical infrastructure or part of a shared infrastructure with other customers?
B4.12	Where a shared infrastructure is used please describe the controls in place to ensure appropriate logical and network level segregation between customers.
B4.13	What security controls will be applied to any servers hosting this system?
B4.14	Can the vendor describe how data is stored in the system and what security controls are in place to ensure the security of data stored or processed by this hosted service?
B4.15	Is the vendor aware of any IT Security breaches involving the proposed software or hosted service or its components in the last 12 months?
B4.16	Provide evidence of proactive auditing of vendor management activities
B4.17	a) Please outline the company procedures which will be implemented in the event of an IT security breach which affects Maynooth University Data b) Please provide the company breach disclosure policy. Note that this should align with local legislation e.g. regarding timing c) How soon after an incident will Maynooth University be notified? d) Will Maynooth University be given access to all audit information, system logs etc. related to the Maynooth University data? e) Describe what investigative support will be provided to Maynooth University in the event of a breach
B4.18	Can you provide evidence of your penetration testing of your environment. Do your customers typically commission independent penetration testing of your environment?
5	**Security of payments (if system collects payments from users)**

C5.1	Does the application need to accept payments for College Services? Write 'NO' if no user financial transactions are involved.
C5.2	How does the vendor facilitate payments? Detail any Third Parties involved.
C5.3	What guarantees are there that the payment mechanism is secure? What payment security standards are used?
C5.4	How can the financial transactions be accounted to the Maynooth University's financial system?
C5.5	If the application uses a 3rd party card payment system (e.g. Realex, Stripe) is it approved by Financial Services
C5.6	Is the vendor constrained to one 3rd party card payment system or can it accommodate Maynooth University's existing online merchant contracts and 3rd party card payment systems.
6	**SSL certificates (for secure communicatrions)**
B6.1	The vendor shall confirm that options proposed must support SSL (Secure Sockets Layer) transport.
B6.2	If Maynooth University would like to retain the maynoothuniversity.ie portion of the URL for the system, can this be supported?
B6.3	Can Maynooth University use their own SSL certificates? If not, outline the costs implications of cert purchase for Maynooth University.
7	**Data Location & Retrieval**
B7.1	Where (physically - country and location within the country) and with what company (if different) will the system/data be hosted? Please include any data redundancy and backup locations (country and location within the country).
B7.2	Which country or jurisdiction is the vendor based in?
8	**Disaster Recovery and Business Continuity**
B8.1	Does the Service Provider have policies and procedures in place in relation to Disaster Recovery and Business Continuity. Please provide.
B8.2	Does the Service Provider have geographically remote production and DR sites in place.
B8.3	Does the Service Provider involve its customers in invocation testing OR provide detailed reports on the results of DR and Business Continuity testing carried out on a regular basis.

C	Ability of Proposed Solution to meet IT Requirements
1	**Architecture**
C1.1	Tenderers should provide separate architecture diagrams for each option proposed, please provide your own architectural diagrams. It is expected that the diagrams will contain information on protocols, data connections, data flow, HA (High Availability), DR (Disaster Recovery), compute roles and storage environments. Please confirm and detail stating the relevant attachment number(s).
C1.2	Maynooth University has its own Azure University Tenancy, from which centralised Maynooth University Identity and Email Services are made available, both to users and other cloud services. Vendors may propose solutions that build upon these platforms or propose other solutions which are fully costed.
C1.3	Vendors must highlight proposals that require Maynooth University to provision infrastructure. If the virtual solution is appliance based tenderers must confirm that .iso images are compatible with VMWare version 6.5 or above. If the solution requires Maynooth University central IT to provision virtual servers then the following are the Server Operating System versions that are supported : · Windows Server 2016 or above · Red Hat Linux version 7 or above · Ubuntu Linux version 18.04LTS or above Please confirm and detail stating the relevant attachment number(s)
C1.4	If a solution requires installation of new on premises databases, the vendor should list which databases are required and which database versions and confirm if they offer DB installation, maintenance, patching and support and provide a separate cost for this service in their response.
C1.5	If you are proposing a cloud or hybrid cloud solution, please detail if your solution is a hosted managed service or a SaaS product. i.e. Is this a standard service offered by the vendor or can the vendor provide specific hosting for the client which may include modifications specific to client requirements?
2	**IAM (Identity and Access Management)**
C2.1	Maynooth University's preferred method of authentication is using AD for on premises solutions and Azure AD with Two factor authentication (preferred) for cloud based solutions. Maynooth University second preference is for authentication to be handled via the HEANET Edugate Federation. https://www.heanet.ie/services/identity-access/edugate Tenderers should state if the solution can accommodate Maynooth University's

	preferred methods of authentication, or if these preferences can't be accommodated tenderers must state how the solution can authenticate users.
C2.2	Tenderers should state if the system needs to be seeded with user data in order for authentication to work. e.g. (user must exist in the system for authentication against Maynooth University AD to work.)
3	**Email Sender Policy Framework**
C3.1	INFORMATION ONLY: Mail sending with a "@mu.ie" mail address: Maynooth University has implemented SPF (Sender Policy Framework). This will verify that mail is being sent from authorized Maynooth University services. If mail is sent from non-Maynooth University services, then it will not be authorized and is likely to be categorized as spam by a receiving mail service. This will mean that sending from non-Maynooth University servers or cloud services with a "@mu.ie" address will not be supported.
C3.2	Mail address used for sending from your application: Please confirm that if any mail sending is carried out by your solution, an email address that does not use the "@mu.ie" domain will be used.
C3.3	Mail sending using DKIM: If any mail sending is carried out by your solution and you intend to use the "@mu.ie" address, the preferred solution for Maynooth University is to implement DKIM (Domain Keys Identified Mail) so that the mail can be authorized. Tenderers should confirm if your solution is DKIM compliant or if the service does not implement DKIM, tenderers must provide full details of your proposed solution to prove the authenticity of the mail and reduce the likelihood of the mail from the service being classified as spam.
C3.4	Mail harvesting from a Maynooth University mailbox: Access to Maynooth University mail using either the POP or IMAP protocol is not available. Tenderers should detail any mail harvesting solution(s).
4	**Technology**
C4.1	The vendor should list all technologies including 3rd party or ancillary tools or software required or recommended in order to deliver requirements for each option proposed.
C4.2	The vendor should provide details of all/ OS versions (including mobile). All browsers that are supported must be specified. It should be noted that Maynooth University expects all standard mobile devices (IOS, Android and Windows phone) and browsers (Chrome, Safari, Internet Explorer, Edge and Mozilla Firefox) to be supported by the application. https://www.Maynooth University .ie/itservices/internet/kb/browsers.php Tenderers should confirm supported browsers and any limitations.
5	**Migration & Interoperability: Integration & Interfacing**

C5.1	INFORMATION ONLY: As standard, it is Maynooth University architectural practise to stage commonly interfaced person data from authoritative systems (e.g. Staff Data from CoreHR, Student Data from SITS) in a central staging area, hosted on an Oracle Database for access by other systems such as the current solution. The vendor should take account of this in proposing their approach to interfacing.
C5.2	Tenderer should comment on the potential to provide the service from within a Maynooth University built, branded Student App?
C5.3	Tenderer should supply details on their interface and capabilities including APIs, frequency of execution, data security in transit, data volume limitations, monitoring and error reporting.
C5.4	Maynooth University require flexibility to change interfaces to or from this solution or add additional ones. Please detail the flexibility offered for extracting or loading data.
C5.5	Tenderers should confirm whether controls exist to ensure that imported data does not compromise the integrity of existing data?
C5.6	Tenderer's must specify an individual integration plan and cost that encompasses implementation and cut over planning as part of the project for each interface listed below.
6	**Special Requirements**
C6.1	Tenderers should detail any specific network requirements.
C6.2	Tenderers should detail any specific desktop requirements (Hardware or Software)
C6.3	Tenderers should detail any specific Integration requirements.
C6.4	Tenderers should identify any technical management required of Maynooth University ITS, and what technical skills are required to support the system

Section 4 - Weighted Award Criteria

Award Criteria

Framework contracts will be awarded on the basis of the most economically advantageous compliant tender taking into account the following award criteria and weightings.

Tenderers must address each of the award criteria below in the relevant sections in the Tender Response Document.

Ref.	Award Criteria	Weighting	Max marks	Minimum marks to be eligible
A	Relevant experience and expertise	10%	1,000	600
B	Proposed solution and functional fit	30%	3,000	1,800
C	Implementation approach and project delivery	35%	3,500	2,100
D	Green Initiatives	5%	500	300
E	Cost	20%	2,000	-

Note 1: Tenderers should ensure in their tenders that they provide detailed information in respect of all aspects of the contract award criteria as stated above. This will enable the awarding authority to assess fully the extent of their offers.

Note 2: Tenders are required to respond to the above Award criteria with clearly labelled submission document(s) outlining in each case what criteria they are responding to.

1) **Methodology for Calculating Scoring of Qualitative Criteria**

Scoring of the qualitative criteria will be based on an assessment of the full provision of the information provided in the relevant section of the Tender Response Document.

The following scoring system will be applied to each individual qualitative criterion:

Score	Meaning	Interpretation
90 – 100%	Outstanding	A very comprehensive response demonstrating extensive understanding offering full assurance to client – fully supported with no reservations
80 – 89%	Excellent	An excellent response demonstrating excellent understanding offering assurance to client – strongly supported

70 – 79%	Very good	A very good response demonstrating very good understanding offering assurance to client – fully supported
60 – 69%	Good	A good response demonstrating good understanding offering assurance to client – well supported
50 – 59%	Acceptable	An acceptable response demonstrating a minimum understanding offering assurance to client - satisfactorily supported
Less than 50%	Unacceptable	Response demonstrates limited understanding with limited or insufficient or no detail with a risk of non-delivery

Marks between the base lines outlined above can be awarded where responses so merit additional marks.

2) **Methodology for Calculating the Cost Score**

The following formula will be applied to the cost score:

The lowest cost tender that also meets all of the minimum requirements of the qualitative award criteria will receive the maximum score achievable under this criterion. The scores of the other valid tenders will be calculated using the following formula:

Lowest Cost from a Bona Fide Tender	A
Cost for the tender being evaluated	B
Maximum Points available for Cost	2000
Formula employed	$\frac{2000 \times A}{B}$

3) **Clarification of Abnormally Low Tenders**

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

4) **Clarification / Verification Meetings**

Award of contract may be subject to attendance at a clarification and verification meeting. It would be essential that the key personnel assigned to this contract should be available and

present at this meeting. If required, tenderers will be notified of the date, time, agenda and format for such meetings as soon as possible.

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

Tenderers should note that the Contracting Authority reserves the right to confirm that the financial and technical capacity of the tenderer is valid and unchanged prior to the award of any contract.

END