Request for Tenders dated 6th of November 2026 for the supply of

Adobe Products to An Garda Síochána

Tender procedure: Open procedure
T.095.2026 – CFT XXX XXXX

Tender Deadline: 15:00 hrs. (Irish Standard Time)
on Thursday the 10th of December 2026

Contents

Part 1:	Introduction
Part 2:	Instructions to Tenderers
Part 3:	Selection and Award Criteria
Appendix 1:	Requirements and Specifications
Appendix 2:	Pricing Schedule
Appendix 3:	Tenderer's Statement
Appendix 4:	Declaration as to Personal Circumstances of Tenderer
Appendix 5:	Goods Contract
Appendix 6:	Confidentiality Agreement

Part 1: Introduction

1.1 **The Commissioner of An Garda Síochána** (the "Contracting Authority") invites tenders ("Tenders") to this request for tenders ("RFT") from economic operators ("Tenderers") for the supply of the goods as described in Appendix 1 to this RFT (the "Goods").

1.2 In summary, the Goods comprise:

Supply of Adobe Software Suite Licences and Subscription Renewals for the period 26th December 2026 to 26th December 2027.

- Creative Cloud for enterprise All Apps Feature Restricted Licensing Subscription
- Creative Cloud Pro for teams Subscription
- Acrobat Pro for enterprise Feature Restricted Licensing Subscription
- Premiere for enterprise Feature Restricted Licensing Subscription
- Photoshop for enterprise Feature Restricted Licensing Subscription
- Photoshop Elements for enterprise Subscription
- InDesign for enterprise Feature Restricted Licensing Subscription New Isolated Feature Restricted License

Any additional purchases of Adobe Software Licences required for the period 26th December 2026 to 26th December 2027 will also be subject to the terms of the contract arising from this tender process. All new Licences to be pro-rated in line with the remaining term.

1.3 This public procurement competition (the "Competition") will be conducted in accordance with the open procedure under the European Union (Award of Public Authority Contracts) Regulations 2016 (Statutory Instrument 284 of 2016) (the "Regulations"). Any contract that may result from this Competition (the "Goods Contract") will be issued for a term of Twelve (12) months. ("the Term").

1.4 The Contracting Authority reserves the right to extend the Term for a period or periods of up to Twelve (12) months with a maximum of Four (4) such extension or extensions on the same terms and conditions, subject to the Contracting Authority's obligations at law

1.5 The Contracting Authority estimates that the expenditure on the Goods to be covered by the proposed [Goods Contracts] may amount to some 350,000 euro (excl. VAT) over the Term and any possible extensions. Tenderers must understand that this figure is an estimate only based on current and future expected usage.

1.6 Contracting Authority policy seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises ("SME"s) in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged, subject to paragraph 2.5, 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 Goods Contract that may result from this Competition and therefore increase their social and economic benefits.

Larger enterprises are also encouraged, subject to paragraph 2.5, to consider the practical ways that SMEs can be included in their proposals to maximize the social and economic benefits of any Goods Contract that may result from this Competition.

Part 2: Instructions to Tenderers

2.1 IMPORTANT NOTICES

2.1 IMPORTANT NOTICES

2.1.1 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.

2.1.2 The Contracting Authority does not bind itself to accept the lowest priced or any Tender. This RFT does not constitute an offer or commitment to enter into a Goods Contract.

No contractual rights in relation to the Contracting Authority will exist unless and until a formal written Goods Contract has been executed by or on behalf of the Contracting Authority.

Any notification of preferred bidder status by the Contracting Authority shall not give rise to any enforceable rights by the Tenderer.

The award of a Goods Contract does not confer exclusivity on the successful Tenderer.

The Contracting Authority may cancel this Competition at any time prior to a formal written Goods Contract being executed by or on behalf of the Contracting Authority.

2.1.3 This RFT supersedes and replaces any and all previous documentation, communications and correspondence between the Contracting Authority and Tenderers, and Tenderers should place no reliance on such previous documentation and correspondence.

2.1.4 In this clause 2.1.4, "Data Protection Laws" means all applicable national and EU data protection laws, regulations and guidelines including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the "General Data Protection Regulation"), and any guidelines and codes of practice issued by the Office of the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time.

The Contracting Authority will be a Data Controller (where Data Controller has the meaning given under the Data Protection Laws) in respect of any Personal Data (where Personal Data has the meaning given under the Data Protection Laws) required to be provided by the Tenderer in response to this RFT.

The Tenderer, as Data Controller in respect of any Personal Data provided by it in its Tender, is required to confirm in the statement required under paragraph 2.4 below that all Data Subjects (where Data Subject has the meaning given under the Data Protection Laws) whose Personal Data is provided by the Tenderer have consented to the processing of such Personal Data by the Tenderer, the Contracting Authority, the Evaluation Team and the supplier of the etenders.gov.ie website, for the purposes of the participation of the

Tenderer in this Competition or that the Tenderer otherwise has a legal basis for providing such Personal Data to the Contracting Authority for the purposes of its participation in this Competition.

2.1.5 The Contracting Authority would refer Tenderers in particular to the provisions of Regulation (EU) 2022/1031 on the access of third country economic operators, goods and services to the Union's public procurement and concession markets and procedures supporting negotiations on access of Union economic operators, goods and services to the public procurement and concession markets of third countries (International Procurement Instrument – IPI), and to their obligation to comply therewith.

In particular, tenderers and candidates should note in Article 6 of Regulation (EU) 2022/1031, the obligations for a Contracting Authority in the context of a procurement procedure where the EU Commission has adopted an IPI measure.

2.2 COMPLIANT TENDERS

2.2.1 If a Tenderer fails to comply in any respect with the requirements of this paragraph 2.2.1, the Contracting Authority reserves the right to reject the Tenderer's Tender as non-compliant or, without prejudice to this right and subject to its obligations at law, to take any other action it considers appropriate including but not limited to:

- seeking written clarification from the Tenderer;
- seeking further information from the Tenderer; or
- waiving a requirement, which in the Contracting Authority's view, is non-material or procedural. Tenderers are required:

(a) To complete and submit with their Tender the electronic version of the European Single Procurement Document ("eESPD"). Tenderers may submit an eESPD which has already been used in a previous procurement procedure PROVIDED THAT they confirm that: (i) the information contained in it continues to be correct and (ii) that they satisfy the Selection Criteria for this Competition as set out at part 3.2 below:

(i) the information contained in it continues to be correct; and

(ii) that they satisfy the Selection Criteria for this Competition as set out at part 3.2 below.

(b) To submit all documentation which this RFT requires to be submitted with their Tender;

(c) To follow the format of this RFT and respond to each element in the order as set out in this RFT;

(d) To conform to and comply with all instructions and requirements set out within this RFT;

(e) To submit the statement required under paragraph 2.4 below; and

(f) Not to alter or edit this RFT in any way.

2.2.2 Without prejudice to the generality of paragraph 2.2.1, failure to comply with paragraph 2.6.1, 2.6.2 or 2.6.3 below will render the Tender non-compliant and it will be rejected.

2.3 GOODS CONTRACT

2.3.1 Tenderers should note the terms and conditions of the Goods Contract at Appendix 5 to this RFT.

2.3.2 Tenderers are required to confirm their acceptance of the terms and conditions of the Goods Contract by signing the Tenderer's Statement at Appendix 3. Tenderers may not amend the Goods Contract.

2.4 ACCEPTANCE OF RFT REQUIREMENTS

Each Tenderer is required to accept the provisions of this RFT. ALL TENDERERS MUST RETURN, with their Tender, a scanned signed copy of the Tenderer's Statement, as set out in Appendix 3, printed on the Tenderer's letterhead. The Contracting Authority must be able to read the scanned signature of the Tenderer. If possible, please sign documents using blue ink. If the Contracting Authority cannot read the scanned signature, Tenderers may be requested to re-submit. Tenderers may not amend the Tenderer's Statement.

2.5 CONSORTIA AND PRIME / SUBCONTRACTORS

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 a single nominated entity authorized to represent all members of the group of undertakings. The Tenderer must provide details of all members of the group of undertakings and their role in the Tender and clearly and comprehensively set out the contact details including name, title, telephone number, postal address, facsimile number and email address of the nominated entity authorized 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 will NOT be accepted, acknowledged or responded to.

Prior to and as a condition of award of any Goods Contract, the successful Tenderer shall be required to designate a single entity who will carry overall responsibility for the Goods Contract (the "Prime Contractor"), irrespective of whether or not tasks are to be performed by a subcontractor or other consortium member (the "Subcontractor").

2.6 TENDER SUBMISSION REQUIREMENTS

2.6.1 Tenders must be submitted via the electronic postbox available on www.etenders.gov.ie. Only Tenders submitted to the electronic postbox will be accepted. Tenders submitted by any other means (including but not limited to by email, fax, post or hand delivery) will NOT be accepted.

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation before the Tender Deadline (as defined in paragraph 2.6.2). Tenderers should take into account the fact that upload speeds vary. There is a maximum

of 4GB for the total (combined) documents sent to the electronic postbox.

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.

2.6.2 Tenders must be received not later than **15:00 hours (Irish Standard Time), on Thursday the 3rd of December 2026 (the "Tender Deadline").** Tenders that are received late WILL NOT be considered in this Competition.

2.6.3 Tenders must be submitted in **ENGLISH.**

2.6.4 Subject to paragraph 2.14 and 2.18, each Tenderer is limited to submitting one Tender in its own capacity and one Tender as part of a consortium/group of undertakings under this RFT.

2.6.5 All Tenders submitted in soft copy must be compiled such that they can be read immediately using Microsoft Word, Microsoft Excel or PDF Format. Tenderers must ensure that the document(s) submitted is text searchable using non-OCR software i.e. IT MUST NOT BE A DOCUMENT THAT HAS BEEN SCANNED AS AN IMAGE OR PROTECTED AGAINST SEARCH. The Contracting Authority is not responsible for corruption in electronic documents.

Tenderers must ensure electronic documents are not corrupt. Tenderers must not exceed the stated maximum word count limits specified where they are stated within each Award Criterion and Sub-Criterion in the Tender Response Document. Any additional pages in excess of the maximum word count limits specified WILL NOT be considered for evaluation. Tenderers also must not insert additional items, hyperlinks or make any alterations to the formatting of the Tender Response Document (TRD). Any information submitted in this manner will be disregarded and will not be evaluated.

2.7 QUERIES AND CLARIFICATIONS

2.7.1 All queries relating to any aspect of this Competition or of this RFT must be directed to the messaging facility on www.etenders.gov.ie. Queries will be accepted no later than **15:00 IST on Thursday the 26th of Novmber 2026** unless otherwise published by the Contracting Authority. For the avoidance of doubt, Tenderers may not contact the Contracting Authority directly regarding any aspect of this Competition.

2.7.2 All responses to queries will be issued by the Contracting Authority via the messaging facility on www.etenders.gov.ie. Where appropriate, queries may be amalgamated. Tenderers should note that the Contracting Authority will not respond to individual Tenderers privately.

2.7.3 The Contracting Authority reserves the right to issue or seek written clarifications.

2.7.4 The Contracting Authority reserves the right at any time before the Tender Deadline, to update or amend the information contained in this document and/or to extend the Tender Deadline. Participating Tenderers will be informed of any such amendment or extension through the eTenders website.

2.7.5 Tenderers should ensure that they register their interest in this Competition, by clicking on the "Accept" button on www.etenders.gov.ie, in order to receive all responses to queries and other updates in relation to this Competition.

2.8 TENDERING COSTS

2.8.1 All costs and expenses incurred by Tenderers relating to their participation in this Competition including, but not being limited to, site visits, field trials, demonstrations and/or presentations shall be borne by and are a matter for discharge by the Tenderers exclusively.

2.9 CONFIDENTIALITY

2.9.1 All documentation, drawings, data, statistics, information, patterns, samples or material disclosed or furnished by the Contracting Authority to Tenderers during the course of this Competition:

(a) are furnished for the sole purpose of replying to this RFT only;

(b) may not be used, communicated, reproduced or published for any other purpose without the prior written permission of the Contracting Authority;

(c) shall be treated as confidential by the Tenderer and by any third parties (including subcontractors) engaged or consulted by the Tenderer; and

(d) must be returned immediately to the Contracting Authority upon cancellation or completion of this Competition if so requested by the Contracting Authority.

2.10 PRICING

2.10.1 All Tenderers must complete the Pricing Schedule at Attachment 2 to this RFT.

2.10.2 All prices quoted must be all-inclusive (i.e. including but not being limited to shipping, packaging, delivery, ancillary costs and all other costs/expenses), be expressed in Euro only and exclusive of VAT. The VAT rate(s) where applicable should be indicated separately.

2.10.3 Tenderers must confirm that all prices quoted in the Tender will remain valid for 180 days commencing from the Tender Deadline.

2.10.4 Tenderers should note that any delays on the part of Supplier to sign contracts will NOT run the clock down on the price validity period. i.e. a 10 day delay by the Successful Tenderer will extend a 180 day price validity period to 190 days.

2.10.5 Any currency variations occurring over the term of the Goods Contract shall be borne by the Tenderer.

2.10.6 Payments for Goods supplied under this RFT shall be made subject to and in accordance with the Goods Contract at Appendix 5 to this RFT.

2.10.7 Tenderers should note that prices may be increased or decreased only on the first anniversary of the Effective Date of the Goods Contract (as defined in the Goods Contract) and on subsequent anniversaries of the Effective Date thereafter, and then only by the percentage by which the Harmonized Consumer Price Index has increased or decreased in the edition of that index published by the Central Statistics Office most recently prior to that anniversary. Provided, however, that any price increase applied on any anniversary under this clause shall in no event exceed 3%

2.10.8

2.11 ENVIRONMENTAL, SOCIAL AND LABOUR LAW

2.11.1 In the performance of any Goods Contract awarded, the successful Tenderer(s), and their Subcontractors (if any), shall be required to comply with all applicable obligations in the field of environmental, social and labour law that apply at the place where the goods provided, that have been established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Schedule 7 of the Regulations.

2.11.2 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 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.

2.11.3 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.

2.12 PUBLICITY

No publicity regarding this Competition or any Goods Contract pursuant to this Competition is permitted unless and until the Contracting Authority has given its prior written consent to the relevant communication.

2.13 REGISTRABLE INTEREST

Any Registrable Interest involving any Tenderer or Subcontractor and the Contracting Authority, members of the Government, members of the Oireachtas, or employees and officers of the Contracting Authority and their relatives must be fully disclosed in the Tender or, in the event of this information only coming to the notice of the Tenderer or Subcontractor after the submission of a Tender, must be communicated to the Contracting Authority immediately upon such information becoming known to the Tenderer or Subcontractor.

The terms "Registrable Interest" and "Relative" shall be interpreted as per Section 2 of the Ethics in Public Office Acts 1995 and 2001, copies of which are available at www.irishstatutebook.ie. The Contracting Authority will, in its absolute discretion, decide on the appropriate course of action, which may in appropriate circumstances include eliminating a Tenderer from this Competition or terminating any Goods Contract entered into by a Tenderer.

2.14 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.

2.15 INDUSTRY TERMS USED IN THIS RFT

Where reference is made to a particular item, source, process, trademark, or type in this RFT then all such references are to be given the meaning generally understood in the relevant industry and operational environment.

2.16 FREEDOM OF INFORMATION

2.16.1 Tenderers should be aware that, under the Freedom of Information Act 2014 and the European Communities (Access to Information on the Environment) Regulations 2007 to 2014, information provided by them during this Competition may be liable to be disclosed.

2.16.2 Tenderers are asked to consider if any of the information supplied by them in their Tender should not be disclosed because of its confidentiality or commercial sensitivity. If Tenderers consider that certain information is not to be disclosed because of its confidentiality or commercial sensitivity, Tenderers must, when providing such information, clearly identify the specific sections of their Tender containing such information and specify the reasons for its confidentiality or commercial sensitivity. For the avoidance of doubt Tenderers may not assert confidentiality or commercial sensitivity over the entire Tender but must clearly identify the specific section containing such information. If Tenderers do not identify information as confidential or commercially sensitive, it is liable to be released in response to a request under the above legislation without further notice to or consultation with the Tenderer. The Contracting Authority will, where possible, consult with Tenderers about confidential or commercially sensitive information so identified before making its a decision on a request received. The Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released (irrespective of notification) or in respect of any consequential damage suffered as a result of such obligations.

2.17 TAX CLEARANCE

It will be a condition of any Goods Contract pursuant to this Competition that the successful Tenderer(s) shall, for the term of such contract(s), comply with all EU and domestic tax laws. Tenderers are referred to www.revenue.ie for further information. Prior to the award of any Goods Contract arising out of this Competition, the successful Tenderer shall be required to supply its Tax Clearance Access Number and Tax Reference Number to facilitate online verification of their tax status by the Contracting Authority. By supplying these numbers, the successful Tenderer acknowledges and agrees that the Contracting Authority has the permission of the successful Tenderer to verify its tax cleared position online.

2.18 CONFLICTS OF INTEREST

Any conflict of interest or potential conflict of interest on the part of a Tenderer, Subcontractor or individual employee(s) or agent(s) of a Tenderer or Subcontractor(s) must be fully disclosed to the Contracting Authority as soon as the conflict or potential conflict is or becomes apparent. Tenderers are required to declare that the preparation of their Tender was carried out independently. In the event of any actual or potential conflict of interest, the Contracting Authority may invite Tenderers to propose means by which the conflict of interest might be removed and in circumstances where there are links between Tenderers, the Contracting Authority may seek further information to confirm the Tenders have been prepared independently. The Contracting Authority will, at its absolute discretion, decide on the appropriate course of action, which may in appropriate circumstances include eliminating a Tenderer from this Competition or any Mini-Competition or terminating any Framework Agreement or Services Contract entered into by a Tenderer.

2.19 WITHDRAWAL FROM THIS COMPETITION

Tenderers are required to notify the Contracting Authority immediately, via the e-tenders website, if at any stage they decide to withdraw from this Competition.

2.20 SITE VISIT

2.20.1 Not Used

2.20.2 *Not Used*

2.21 INSURANCE

2.21.1 The successful Tenderer shall be required to hold for the term of the Goods Contract the following insurances:

Type of Insurance	Indemnity Limit
Employer's Liability	€12.7Million
Public Liability	€6.5Million
Product Liability	€1Million
Professional Indemnity	€6.5Million
Cyber Liability	€3Million

Table 1: Insurances

2.21.2 By signing the Tenderer's Statement at Appendix 3, Tenderers confirm, that if awarded a Goods Contract under this Competition, (i) they will, from the Effective Date of the Goods Contract (as defined in the Goods Contract), obtain and hold the types and levels of insurance as specified at paragraph 2.21.1 (ii) the territorial limits and jurisdiction of its insurance policies include Ireland and (iii) they are not aware of any exclusions, restrictions, conditions or warranties or, in the case of policies with an aggregate limit of indemnity, any outstanding claims, which could have a material adverse impact on the level of coverage specified above. A formal confirmation from the Tenderer's insurance company or broker to this effect will be requested from the successful Tenderer(s) prior to the award of (and shall be a condition of) any Goods Contract.

2.21.3 The successful Tenderer will, during the term of the Goods Contract, be required to:

(a) immediately advise the Contracting Authority of any material change to its insured status;

(b) produce proof of current premiums paid upon request;

(c) produce valid certificates of insurance upon request.

2.22 Samples

Not Used.

2.23 ICT Acceptable Use Policy

2.23.1 The use of the Contracting Authority's ICT network resources (including all electronic communication systems and equipment) is a revocable privilege. By using or accessing the network, the successful Tenderer must comply with the Contracting Authority's ICT Acceptable Use Policy and other applicable policies, as well as all relevant applicable laws and regulations.

2.23.2 The successful Tenderer(s) will be required to comply with and execute the ICT Acceptable Use Policy set out at Appendix 7.

2.23.3 The successful Tenderer must return the original signed ICT Acceptable Use Policy, as set out in Appendix 7 ("ICT Acceptable Use Policy"), to the Contracting Authority in accordance with section 3.6 below. The ICT Acceptable Use Policy must be in the form as set out at Appendix 7 and Tenderers may not amend the ICT Acceptable Use Policy.

2.24 Interference

Any effort by the Tenderer (or anyone acting on behalf of the Tenderer with or without his/her knowledge) to influence the Contracting Authority's personnel in the process of examination, evaluation and comparison of tenders and recommendations concerning the award of the contract may result in the rejection of the Tender.

2.25 Licences and Permissions

Tenderers are responsible for identifying, obtaining and maintaining all necessary licences, permits, permissions, approvals, authorisations, certificates, exemptions, filings, registrations and all other matters official or otherwise which are required in connection with the financing, undertaking, carrying out, completing, implementing, supporting and maintaining their Tenders and the exercise of their rights or the discharge or their obligations under this Goods Contract.

2.26 Compliance with Policies

The Successful Tenderer shall comply with all policies and/or guidelines relating to the provision of the goods, including but not being limited to complying with policies and/or protocols on employment law, official language, and health and safety regulations as deemed reasonably necessary, from time to time, by the Contracting Authority and / or person having control over and/or responsibility for any place(s) including but not being limited to other premises in or from which the goods are provided.

2.27 Vetting /Security Clearance

Part 3: Selection and Award Criteria

3.1 COMPLIANT TENDERS

3.1 Only those Tenderers who have:-

(a) Submitted compliant Tenders pursuant to paragraph 2.2 above, and

(b) Declared by way of eESPD that either:

(i) no mandatory grounds for exclusion of the Tenderer pursuant to Regulation 57 of the Regulations apply to them, or

(ii) in circumstances where any mandatory exclusion grounds apply to the Tenderer (and where the Tenderer is not precluded from doing so under Regulation 57(17) of the Regulations), that it can provide evidence to the effect that measures taken by it are sufficient to demonstrate its reliability despite the existence of any such relevant exclusion ground, and

(c) Declared by way of eESPD that they satisfy the selection criteria for this Competition as set out in part 3.2 below (the "Selection Criteria"), will be evaluated in accordance with the Award Criteria at part 3.3 below.

However, please note that 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.

Tenderers should note that where a Tenderer is relying on the capacity of other entities (for example, Subcontractors) for the purposes of fulfilling any of the Selection Criteria in part 3.2 below it must ensure that each such entity:

(i) completes and submits a separate eESPD in respect of each such entity, and

(ii) 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.

Where a Tenderer (Prime Contractor) intends to subcontract any share of any Contract to a Subcontractor, but is not relying on the capacity of such Subcontractor for the purposes of fulfilling any of the Selection Criteria in part 3.2 below it must ensure that each such Subcontractor submits a separate eESPD in respect of such Subcontractor completing those sections of the eESPD which are specified in section 2.D of the eESPD for this Competition.

The Contracting Authority may decide to examine Tenders before verifying the absence of exclusion grounds in Regulation 57 of the Regulations (the "Exclusion Grounds") and the fulfilment of the Selection Criteria.

However, notwithstanding anything to the contrary in this part 3.1, the Contracting Authority reserves the right to ask Tenderers at any moment during the Competition to submit any or all of the following for the purposes of verification of the status of

the Tenderer (including the Prime Contractor and any Subcontractor):

(i) a Declaration in the form attached at Appendix 4;

(ii) evidence to the effect that measures taken by the entity concerned are sufficient to demonstrate its reliability despite the existence of a relevant Exclusion Ground;

(iii) in the case of the Prime Contractor and any Subcontractor on whose capacity the Prime Contractor relies, all or any of the supporting documents specified at paragraph 3.2 below;

(iv) information concerning the Tenderer, and any proposed subcontractors, for the purposes of Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same) including, but not limited to, in respect of natural persons, copies of identity documents and, in respect of legal persons, a certificate or extract from the commercial register or other competent authority of the country in which the legal person is established; and

(v) information concerning the origin of goods, if any, for the purposes of assessing compliance with Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same).

If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate (i) its fulfilment of the Selection Criteria (or any one of them) in accordance with this RFT and (ii) the absence of Exclusion Grounds, or its reliability despite the existence of a relevant Exclusion Ground and (iii) that it does not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576) and (iv) that the origin of goods, if any, are not subject to the prohibitions set out in Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same) then it shall be excluded from further participation in this Competition.

If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate (i) the fulfilment by any Subcontractor on whose capacity the Prime Contractor relies of the Selection Criteria (or any one of them) in accordance with this RFT and (ii) the absence of Exclusion Grounds in respect of any Subcontractor, or the reliability of any Subcontractor despite the existence of a relevant Exclusion Ground and (iii) that any proposed Subcontractor on whose capacity the Tenderer relies (where the value of that subcontract exceeds 10% of the value of the Services Contract) does not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576) then, it shall be excluded from further participation in this Competition *unless* it replaces the Subcontractor with one which meets all relevant requirements of this RFT.

3.2 SELECTION CRITERIA

Tenderers will either pass OR fail each of the Selection Criteria in this part 3.2. A Tenderer who fails a selection criterion will be excluded from participating in this Competition.

3.2.1 Economic and Financial Standing

Tenderers must declare by way of eESPD that they satisfy the financial and economic standing requirement(s) set out below and that they are able, upon request and without delay, to provide the supporting documentation specified below to the Contracting Authority in each case.

Annual Turnover Requirement

Tenderers are required to demonstrate that they have a minimum average annual turnover of €60,000 (excl. VAT) in each of the last three financial years or the most recent years of service, if in operation for fewer than three.

Failure to demonstrate that this minimum annual turnover requirement is satisfied will result in the Tenderer being awarded a fail.

Tenderers must provide details in the Tender Response Document of turnover for their organization in respect of the past 3 financial years or if the date of establishment of their organization is more recent.

Tenderers must provide the supporting documentation specified above without delay when requested by the Contracting Authority. However, where the Tenderer is unable, for a valid reason, to provide the specified documentation, the Tenderer must inform the Contracting Authority of the valid reason as to why the documentation cannot be supplied and, if the Contracting Authority considers the reason given to be valid, provide such other suitable alternative documentation to prove, to the satisfaction of the Contracting Authority, their economic and financial capacity.

3.2.2 Technical and Professional Ability

Tenderers must declare by way of eESPD that they satisfy the technical and professional requirement(s) set out below and that they are able, upon request and without delay, to provide the supporting documentation specified below to the Contracting Authority in each case.

Client References/Examples Of

(a) Using the template provided in the Tender Response Document, Tenderers are

required to submit details of three (3) contracts of a similar scale, scope and complexity undertaken within the past three (3) years where the Tenderer was the sole contractor or prime contractor for the delivery of a contract to those described

in Appendix 1 to the RFT.

Rule: Pass/Fail

Failure to demonstrate to the Contracting Authority's satisfaction of the successful delivery of 3 (three) contracts of a similar scale, scope and complexity within the timeframe specified will result in the Tenderer being awarded a fail.

(b) Demonstrated by suitable references from contracts. Tenderers are required to submit contact details of 3 (three) clients that may be contacted on a confidential basis. Details are required in order for the Contracting Authority to verify the information provided

Rule: Pass/Fail

Failure to submit Client Reference details to the Contracting Authority's satisfaction will result in the Tenderer being awarded a fail. The Contracting Authority reserves the right to contact the referees without prior notice to Tenderers in order to check references. **For the avoidance of doubt, it is not sufficient to claim confidentiality or to provide the contact details of a member of the Tenderers staff.**

Tenderers must provide the supporting documentation specified above without delay when requested by the Contracting Authority.

3.3 AWARD CRITERIA

3.3.1 All the specified mandatory requirements below must be met for the tender to proceed to the Award Criteria Evaluation Stage. Failure to do so will result in elimination from the competition. Tenderers should provide a full explanation of how each requirement is met. Simple Yes/No responses are not acceptable. Tenderer's must use the Tender Response Document and follow the format laid out therein

3.3.2 **Mandatory Requirements(MR)/Qualifying Questions**

Please Note: Tenderers must demonstrate that they **fully meet all of the Mandatory Requirements** ("MR") as set out below. If a Tenderer fails to fully meet any single Mandatory Requirement, the Tender will be deemed a **non-compliant** Tender and the Tender will not proceed to the Award Criteria Evaluation Stage. The Tender will be eliminated from this Competition

Responses to the below MR's should be completed in **Attachment 1 Tender Response Document (TRD).**

3.3.3

	Mandatory Requirements(MR)/ Qualifying Questions	*Rule*
1.	**Insurance Levels** The Contracting Authority requires: That Tenderer provide, with their tender submission, confirmation that they hold, or if successful confirm their willingness to meet the types and levels of insurance specified in Section 2.21 of this RFT. Documentary evidence from the Tenderer insurance company or broker that the appropriate insurance cover is in place may be requested prior to the award of (and shall be a condition of) any contract. **Rule: Pass / Fail** Evidence must be provided on submission of tender.	*Pass/Fail*
2.	**TPRM Information Security Questionnaire** Tenderers must complete the attached separate TPRM Information Security Questionnaire. An Garda Síochána ICT Security Section will review the mandatory requirements and questionnaire responses; following confirmation that the requirements of the Contracting Authority can be met, the tenderers response will proceed to evaluation of the Qualitative Award Criteria. Tenderers may supply supporting documentation and product literature in support of their descriptions, however simply supplying this type of documentation in lieu of completing the description box for each of the questions contained in the questionnaire is NOT sufficient in this regard. The successful tenderer will be required to provide evidence that they meet the requirements outlined in the TPRM Questionnaire. Tenderers must confirm that they have completed and uploaded the TRPM Questionnaire. **Rule: Pass / Fail** Evidence must be provided on submission of tender.	*Pass/Fail*
3.	**Service Level/Account Management** The tenderer must confirm that a competent Key Account Manager(KAM) will be appointed for the duration of this Contract. The Tenderer must provide the following details of the proposed KAM: 1. KAM Work Address 2. KAM Email Address 3. KAM Telephone Number 4. Confirmation that the KAM will be contactable during normal business hours, as a minimum. 5. Details of the escalation procedures that will be in place to address customer service issues.	*Pass/Fail*

	Rule: Pass / Fail Evidence: The required details and confirmation of compliance must be provided as part of the tender submission. **Note:** Failure to demonstrate compliance with any mandatory requirement may result in the Tender being deemed non-compliant and excluded from further evaluation, in accordance with the requirements of this RFT.	
4.	**Support for Optional Contract Extensions** The Contracting Authority may extend the Contract for up to four (4) additional periods of twelve (12) months each. The Tenderer must confirm that, if the Contracting Authority exercises any of the optional extension periods provided for under the Contract, the Tenderer will be capable of supplying the required Adobe Software Licences, Subscriptions and associated services for each extension period, on the same terms and conditions of the Contract (subject to any pricing adjustment mechanisms expressly provided for in the Contract). **Rule: Pass / Fail** Evidence Required: Tenderers must confirm compliance with this mandatory requirement. Failure to confirm compliance may result in the Tender being deemed non-compliant and excluded from further evaluation.	*Pass/Fail*
5.	**Exclusive European Union Data Storage and Processing** The Tenderer must store, host, back up, and process all project data, records, and digital assets exclusively within physical data centers located inside the member states of the European Union (EU) or the European Economic Area (EEA). No data, including metadata and encrypted backups, may be transferred, hosted, or accessed from outside the EU/EEA. The contractor must guarantee that the data remains subject to EU data protection laws at all times. The successful tenderer will be required to provide evidence that they meet the requirements outlined. **Rule: Pass / Fail** Evidence Required: Tenderers must confirm compliance with this mandatory requirement. Failure to confirm compliance may result in the Tender being deemed non-compliant and excluded from further evaluation.	*Pass/Fail*
6.	**SLA Service** The Tenderer must provide a support service for all Adobe Licences/Subscriptions supplied under the Contract, including licence provisioning, renewal support, issue resolution and escalation to Adobe	*Pass/Fail*

	where required. The Tenderer shall comply with the minimum Service Level standards specified in Appendix 5, Schedule D – Service Level Agreement **Rule: Pass / Fail** Evidence Required: Tenderers must confirm compliance with this mandatory requirement. Failure to confirm compliance may result in the Tender being deemed non-compliant and excluded from further evaluation	
7.	**Reseller/Authorisation Status** Tenderers must demonstrate that it is authorized by Adobe, or otherwise has an established contractual relationship with Adobe or an authorized Adobe distributor, enabling the Tenderer to lawfully supply the required Adobe Product, Licences or Subscriptions for the duration of the contract. Tenderers may supply supporting documentation and product literature in support of their descriptions, however simply supplying this type of documentation in lieu of completing the description box for each of the MRs contained in the RFT is NOT sufficient in this regard. The successful tenderer will be required to provide acceptable evidence that they meet the requirements outlined. Acceptable evidence may include: • confirmation of current Adobe reseller/partner status. • confirmation from Adobe or an authorized Adobe distributor. • relevant partner documentation. • a manufacturer/distributor authorization letter; or • other documentary evidence acceptable to the Contracting Authority. Rule: Pass / Fail Evidence must be provided on submission of tender.	*Pass/Fail*
8.	**AI Model Training – Use of An Garda Síochána Data** The Tenderer must confirm that no data belonging to An Garda Síochána (the Contracting Authority) will be used to train, retrain, fine-tune, or otherwise improve any artificial intelligence (AI) or machine learning model. This applies to all data handled under the Contract, including documents, images, prompts, inputs, AI-generated outputs, metadata, and usage data. It applies to models owned by Adobe, the Tenderer, or any third party or sub-processor. The Tenderer must also confirm that: 1. This position applies by default to all Licences and Subscriptions supplied under the Contract, without An Garda Síochána having to opt out or change any setting. 2. Where any Adobe product includes a setting that could permit the use of customer content for product improvement or model	

	training, the Tenderer will make sure it is disabled for An Garda Síochána's tenancy before go-live. 3. This commitment will continue for the full duration of the Contract and any extension. Any data retained after the Contract ends will remain subject to it. 4. The Tenderer will notify An Garda Síochána in writing as soon as it becomes aware of any change by Adobe to its terms, policies, or product functionality that affects this commitment. **Rule: Pass / Fail** Evidence Required: Tenderers must confirm compliance with each element of this mandatory requirement and describe how it is met, including a reference to the relevant Adobe contractual terms, data processing terms, or AI/generative AI usage policy. Supplying documentation in place of completing the description box is NOT sufficient. Failure to confirm compliance may result in the Tender being deemed non-compliant and excluded from further evaluation.	

3.3.4 Only those Tenderers who have qualified in accordance with paragraph 3.3.3 of this RFT will proceed to be evaluated under paragraph 3.3.5.

3.3.5 Qualitative (Non-Cost) and Financial Award Criteria

The Award Criteria and Scoring Methodologies for this RFT are detailed in the following sections**.**

The proposal will be evaluated against the following criteria:

Any contract for the requested goods and services will be awarded based on the Most Economically Advantageous Tender (MEAT) received being deemed the successful bid.

The total marks available for this RFT are as follows:

Total Marks Available: 1,000 Marks

a) Qualitative Award Criteria: 250 Marks

b) Cost Award Criteria: 750 Marks

Qualitative (Non-Cost) Award Criteria	*Total Marks Available* ***250***	*Minimum Marks Required 150*
Responses to the below Qualitative Criteria should be completed in A**ttachment 1 Tender Response Document (TRD).**		
Criteria A – Quality of the tenderer's proposal to ensure on-time delivery of the Products and the associated services.	***100***	*60*

The Tenderer's response shall include as a minimum the following to be able to get points awarded: • A detailed description of the Tenderer's proposed process for the requesting of Products to be purchased by AGS and the subsequent process of responding to the request, approval of the PO, and ordering the products. • Their approach to and details of renewal communications for all software, subscriptions, and support services relevant to the RFT requirements. The Tenderer must demonstrate by providing a clear and comprehensive description in the response box below how they will meet or exceed the requirements above.		
Criteria B - Quality of the Proposed Support and Maintenance Noting the mandatory requirement to use the SLA Service Levels in Schedule D of Appendix 3 to the RFT, tenderers must outline their approach to providing the support services under the following headings: • Available channels for contacting support • Regular performance reviews • Approach to preventative maintenance including updates and patches • Alerting on issues or service failures. • Approach to support cases creation and resolution of cases. The Tenderer must demonstrate by providing a clear and comprehensive description in the response box below how they will meet or exceed the requirements above	***60***	*36*
Criteria C - Account Management The Tenderer shall demonstrate the quality, robustness and effectiveness of their proposed approach to Account management of Adobe Products and Subscriptions for the duration of the contract The Tenderer's response shall include as a minimum the following to be able to get points awarded*:* • Outline their approach to Licence administration and management. • Expert advice in relation to the licensing model and structure relevant to the AGS environment. • A logging system for sales and support queries during the time Monday to Friday, 9am to 5pm, and have a response by 5pm the following day. • Outline their approach to reporting. • Outline their approach to issue resolution and escalation. The Tenderer must demonstrate by providing a clear and comprehensive description in the response box below how they will meet or exceed the requirements above	***60***	*36*

Criteria D – Sustainability Environmental Impact: Tenderers are required to set out how they will deliver the services in a sustainable way over the course of the contract to minimize the environmental impact. Tenderers must also provide details with regard to their processes and measures currently in place for the protection of the environment and sustainability, attaching policy if relevant.	***30***	*18*

Financial Award Criteria – Total Cost *Cost for One (01) Year Renewal*	***750***	*N/A*

Table 2 Award Criteria

The full details of what is required under each of the above Qualitative Award Criteria is clearly stated under each criterion / sub-criterion in the Tender Response Document. Tenderers are directed to this document to complete their response to each of these requirements.

The tender response must clearly illustrate the Vendor's approach with key tasks and deliverables demonstrating how requirements will be met. A mere affirmative statement from the Vendors in their tender that they can meet the requirement, or a reiteration of the tender requirements is NOT sufficient in that regard.

Only those tenderers which have obtained the stipulated minimum score shall be evaluated for price and thus, for award of the contract.

Price shall account for 75% of the weighting for this procurement procedure.

Tenderers must achieve a minimum of 60% on each tender award criteria and sub criteria above, excluding Total Cost, in order to avoid elimination from the competition. Only tenderers who have achieved the minimum 60% on each tender award criteria and sub criteria will be evaluated against the Financial Award Criteria Total Cost.

3.3.6 *Calculation of Marks to be awarded for Cost*

The Contracting Authority will use the formula set out below to calculate the marks in respect of the 'Total Goods Supplier Cost' submitted by each Tenderer. The Tender with the lowest 'Total Goods Supplier Cost' will receive the maximum marks available. The cost response for all other Tenders will be marked relative to the lowest cost Tender using the following formula:

$$\text{Cost Score 1 year renewal} = \frac{\text{Lowest Tendered Total Cost}}{\text{Tendered Total Cost under evaluation}} \times \text{Maximum number of marks available (750)}$$

Scoring Rationale Further Notes

Once all Tender responses have been evaluated in accordance with the methodologies set out above, the total qualitative score for each Tender shall be added to the total Cost score for each Tender to provide a total score out of a maximum score of 1,000 for the Tender in question.

Band Range	Weighting	Meaning
6	91% - 100%	An excellent response, with very few or no weaknesses, that demonstrates a complete understanding of requirements and provides comprehensive and convincing assurance that the Tenderer will deliver to an excellent standard.
5	80% - 90%	A very good response that demonstrates real understanding and fully meets the requirements and assurance that the Tenderer will deliver to high standard.
4	60% - 79%	A satisfactory response which demonstrates a reasonable understanding of requirements and gives reasonable assurance of delivery to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.
3	30% - 59%	A response where reservations exist. Lacks full credibility/convincing detail, and there is a significant risk that the response will not be successful.
2	1% - 29%	A response where serious reservations exist. This may be because, for example, insufficient detail is provided, and the response has fundamental flaws, or is seriously inadequate or seriously lacks credibility with a high risk of non-delivery.
1	0%	No Response

Table 3 Scoring Rationale

All Tenders will be ranked according to their total scores out of 1,000.

3.3.7 Tie Break

If the evaluation results in a tie between two or more Tenders, then the Tenderer that has been awarded the highest marks for their Tender in the following order of importance will be deemed to be the most economically advantageous Tender ("MEAT").

Order of Tie Break Evaluation Criteria:

1. The first Tie Break Decider will be based on highest marks for Criteria A.
2. The Second Tie Break Decider will be based on highest marks for Criteria B.
3. The Third Tie Break Decider will be based on highest marks for Criteria C.
4. The Forth Tie Break Decider will be based on Total Cost.
5. In the unlikely event of the rules set out above failing to determine a MEAT, the preferred Tenderer shall be selected based on random selection. In such a circumstance, representatives of each Tenderer that achieved the same highest marks are invited to attend at the Contracting Authority's premises to observe the random selection and Tenderers will be notified in advance of the time/date and

location of the random selection procedure.

3.3.8 Subject to paragraphs 2.1 (Important Notices) and 3.5 (Standstill Period) of this RFT, award of the Goods Contract to the highest ranked Tenderer (as determined by paragraph 3.3.5) will be conditional upon:

(a) the Tenderer submitting the following evidence in respect of the Tenderer (including the Prime Contractor and any Subcontractors, as applicable in accordance with paragraph 3.1 above) to the extent not already provided, within seven (7) days of request by the Contracting Authority: (i) a Declaration in the form attached at Appendix 4; (ii) if applicable, evidence to the effect that measures taken by the entity concerned are sufficient to demonstrate its reliability despite the existence of a relevant Exclusion Ground; (iii) all or any of the supporting documents specified at paragraph 3.2; and

(b) the evidence specified at paragraph 3.3.2 (a) above demonstrating that each entity concerned meets the Selection Criteria and the compliance requirements specified at paragraph 3.1 (b) and (c) above.

3.4 PRESENTATION OF PROPOSALS

Tenderers may be required to make a presentation of the proposal contained in their Tender. The Contracting Authority will not be responsible for the cost of such presentations (in accordance with paragraph 2.8). Performance at presentations will NOT be evaluated.

3.5 STANDSTILL PERIOD

3.5.1 In circumstances where the European Communities (Public Authorities' Contracts) (Review Procedures) Regulations 2010 (Statutory Instrument 130 of 2010), as amended by the European Communities (Public Authorities' Contracts) (Review Procedures) (Amendment) Regulations 2015 (Statutory Instrument 192 of 2015) and the European Communities (Public Authorities' Contracts (Review Procedures) (Amendment) Regulation 2017 (Statutory Instrument 327 of 2017) apply, no contract can or will be executed or take effect until at least fourteen (14) calendar days after the day on which the Tenderers have been sent a notice informing them of the result of this Competition ("Standstill Period") if such notice is sent by electronic means. The Standstill Period shall be sixteen (16) calendar days if such notice is sent by other means. The preferred bidder will be notified of the decision of the Contracting Authority and of the expiry date of the Standstill Period

3.5.2 Tenderers should note that the Contracting Authority may, when notifying Tenderers of the results of this Competition, include the scores obtained by the Tenderer concerned and the scores obtained by the preferred bidder in respect of each award criterion assessed by the Contracting Authority.

3.6 RETURN OF SIGNED CONTRACTS

3.6.1 The successful Tenderer must sign and return the Goods Contract and the Confidentiality Agreement, both in duplicate to the Contracting Authority no later than 14 calendar days

from the date of expiry of the Standstill Period unless notified otherwise in writing by the Contracting Authority. A signed Goods Contract returned by the successful Tenderer is not binding on the Contracting Authority until the Contracting Authority has signed the Goods Contract in accordance with paragraph 2.1.2 above.

3.6.2 Where the signed Goods Contract and the Confidentiality Agreement have not been received by the Contracting Authority within the period as specified at paragraph 3.7.1 then the Contracting Authority may proceed to award the Goods Contract to the next highest-ranked Tenderer in accordance with paragraph 3.7.1 above.

Appendix 1: Requirements and Specifications

Tenderers must address each of the issues and requirements in this part of the RFT and submit a detailed description in each case which demonstrates how these issues and requirements will be dealt with / met and their approach to the proposed delivery of the Goods. A mere affirmative statement by the Tenderer that it can / will do so or a reiteration of the tender requirements is NOT sufficient in this regard.

1. GENERAL INFORMATION

1.1. Introduction

An Garda Síochána (AGS), Ireland's National Police and Security Service, has its headquarters in the Phoenix Park, Dublin.

The Garda Commissioner is responsible for the general direction, management and control of An Garda Síochána and is appointed by Government. The Minister for Justice, Equality & Law Reform is responsible to the Government for the performance of An Garda Síochána.

An Garda Síochána has a long-established tradition of working closely with communities all across Ireland. By fostering and maintaining effective community partnerships, and ensuring a more visible Garda presence, An Garda Síochána works to achieve a reduction in crime and the fear of crime in communities.

Some of An Garda Síochána's core functions include:

- The detection and prevention of crime
- Ensuring our nation's security
- Reducing the incidence of fatal and serious injuries on our roads and improving road safety
- Working with communities to prevent anti-social behavior.
- Promoting an inter-agency approach to problem solving and improving the overall quality of life.

The use of these Digital Solutions in An Garda Síochána (AGS), help provide essential communications and enhance public interactions with AGS.

To enable AGS to continue providing a premium service to the Citizens of Ireland the provision of Adobe Services will allow the organization to grow and provide a first-class experience for all our users.

1.2. Objective

An Garda Síochána is now seeking a licensing partner for the renewal and support of its Adobe solution over the duration covered by this procurement. The licensing and subscription partner, will also support subscription tracking, escalation, optional module activation, and act as liaison with Adobe throughout the life of the contract.

AGS is seeking a suitably authorized, resourced provider for the supply of software licences, subscriptions and renewals.

1.3. Anticipated benefits for An Garda Síochána

- Timely procurement, management, and support of Adobe software licenses in compliance with Adobe's licensing agreements.
- A single point of procurement for all standard products listed.
- Comprehensive support and upgrade assurance based on a solid working relationship with the contractor.
- A contract that has in-built options that are flexible enough to meet the growing and varied needs of AGS for the next three years.

2. STATEMENT OF REQUIREMENTS

The requirement is for:

2.1. A single Goods Reseller for all listed Adobe Product requirements.

2.2. An Garda Síochána will draw down the Adobe products listed in 4.3 together with the option of drawing down any additional Adobe Software from the successful vendor's range for the duration of the contract.

2.3. The Contracting Authority may purchase any Adobe Product from the successful Tenderers range for the duration of the contract. However, the products specified below are indicative of the Contracting Authority's current requirements and will therefore be used for the purposes of evaluating this proposal

2.4. Any additional requirements for the listed Adobe Licences which An Garda Síochána may have, will prorate and adjust the end date of the new licence so that they co-terminate with our existing contract.

2.5. Tenderers should note that prices for any additional requirements for the listed Adobe Software which An Garda Síochána may have from this invitation to Tender will are to subject to 2.10.

2.6. Please note that AGS provides no guarantee to any future expenditure beyond the initial contract detailed in this RFT.

3. MISCELLANEOUS

3.1. The details contained in this tender are correct at time of printing. AGS reserves the right to alter or update any information contained herein at any time.

3.2. AGS will not be liable for any costs incurred by tenderers in preparation of responses to this tender.

4. TECHNICAL SPECIFICATIONS

4.1. The successful tenderer will be responsible for delivering the following services:

Supply of Adobe licenses and Subscriptions, including but not limited to

- Creative Cloud Pro (All Apps)
- Creative Cloud Standard
- Individual Creative Apps
- Photography Plans
- Lightroom Plan

- Acrobat Standard
- Acrobat Pro
- Acrobat Studio
- Express Premium
- Firefly Pro

4.2. The successful tenderer will be responsible for delivering the above-mentioned Licences and Subscriptions in the following Licensing Categories including but not limited to:

- Individuals
- Teams / Business
- Enterprise
- Feature Restricted

4.3. AGS Current requirements are detailed in the below table

Item	Description	Current number of Licences
1	Creative Cloud for enterprise All Apps Feature Restricted Licensing Subscription	45
2	Creative Cloud Pro for teams Subscription	9
3	Acrobat Pro for enterprise Feature Restricted Licensing Subscription	10
4	Premiere for enterprise Feature Restricted Licensing Subscription	4
5	Photoshop for enterprise Feature Restricted Licensing Subscription	2
6	Photoshop Elements for enterprise Subscription	1
7	InDesign for enterprise Feature Restricted Licensing Subscription New Isolated Feature Restricted License	2

Appendix 2: Pricing Schedule

1. **Tenderers are required to return fully completed Attachment 2 the Price Schedule Workbook (published with the Contract Notice). These costs will be evaluated as an award criterion.** All prices quoted must be expressed in Euro only and exclusive of VAT. The Pricing Schedule must not be amended in any way
2. The cost of all licences required must be stated.
3. If Tenderers would like to cost of any optional licences or add-ons, they should be quoted separately on a per unit basis. These costs will not be evaluated as an award criterion
4. Costs must remain valid for the period of the Tender stated in 2.10.3 unless there is written notice and approval from An Garda Síochána outlining any changes to the original tender price conditions.

1 (One) Year renewal starting 26/12/2026:

Item	Description	Quantity Required
1	Creative Cloud for enterprise All Apps Feature Restricted Licensing Subscription	45
2	Creative Cloud Pro for teams Subscription	9
3	Acrobat Pro for enterprise Feature Restricted Licensing Subscription	10
4	Premiere for enterprise Feature Restricted Licensing Subscription	4
5	Photoshop for enterprise Feature Restricted Licensing Subscription	2
6	Photoshop Elements for enterprise Subscription	1
7	InDesign for enterprise Feature Restricted Licensing Subscription New Isolated Feature Restricted License	2
8	Support -	1
Overall Total 1 Year Licence		

Appendix 3: Tenderers' Statement

[Tenderers shall complete and return the following form of Tenderers' Statement printed on the Tenderers' headed notepaper and signed by the Tenderer.]

TENDERERS' STATEMENT

TO: The Commissioner of An Garda Síochána (the "Contracting Authority")

RE: Request for Tenders for the Supply of Adobe Products.

Having examined your Request for Tenders (the "RFT") including the Instructions to Tenderers, the Selection and Award Criteria, the Requirements and Specifications, and the Terms and Conditions of the Goods Contract, we hereby declare the following:

1. We understand the nature and extent of the Goods required to be delivered as described in Requirements and Specifications at Appendix 1 to the RFT.
2. We accept all of the Terms and Conditions of the RFT, the Goods Contract, and the Confidentiality Agreement and agree, if awarded a Goods Contract, to execute the Goods Contract at Appendix 5 to the RFT and the Confidentiality Agreement at Appendix 6 to the RFT.
3. We accept all the Selection and Award Criteria as set out in Part 3 of the RFT.
4. We agree to supply the Contracting Authority with the Goods in accordance with the RFT and our Tender.
5. We agree that, if awarded any Goods Contract we shall, in the performance of such contract, comply with all applicable obligations in the field of environmental, social and labour law.
6. We confirm that we have complied with all requirements as set out at Part 2 of the RFT.
7. We confirm that all prices quoted in our Tender will remain valid for the period of time, commencing from the Tender Deadline, specified at paragraph 2.10.3 of the RFT.
8. We shall, if awarded any Goods Contract under the RFT, have in place on the Effective Date of the Goods Contract all insurances (if any) as required by paragraph 2.21.1 of the RFT.
9. We confirm that all Data Subjects whose Personal Data is provided in our Tender have consented to the processing of such Personal Data by us, the Contracting Authority, the Evaluation Team and the supplier of the etenders.gov.ie website, for the purposes of our participation in this Competition or that we otherwise have a legal basis for providing such Personal Data to the Contracting Authority for the purposes of our participation in this Competition and that we will provide evidence of such consent and / or legal basis to the Contracting Authority upon request.
10. We do not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same).

11. The origin of goods connected to our Tender, if any, are not subject to the prohibitions set out in Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same).

12. The subcontractor(s) on whose capacity we rely as part of our Tender (where the value of that subcontract exceeds 10% of the value of the Services Contract) does not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same).

SIGNED **Company**

(Authorized Signatory)

Print name **Address**

Date

Appendix 4: Declaration as to Personal Circumstances of Tenderer

Re: Request for Tenders for the Supply of Adobe Products.

NAME: [Click here and insert name]

ADDRESS: [Click here and insert address]

I, [Click here and insert name of Declarant], having been duly authorized by [Click here and insert name of entity] sincerely declare that [Click here and insert name of entity] itself or any person who has is a member of the administrative, management or supervisory body of [Click here and insert name of entity] or has powers of representation, decision or control in [Click here and insert name of entity]*:*

(a) Has never been the subject of a conviction for participation in a criminal organization, as defined in Article 2 of Council Framework Decision 2008/841/JHA.

(b) Has never been the subject of a conviction for 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 the national law of the Contracting Authority or [Click here and insert name of entity].

(c) Has never been the subject of a conviction for fraud within the meaning of Article 1 of the Convention on the protection of the European Communities' financial interests.

(d) Has never been the subject of a conviction for terrorist offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA respectively, or for inciting or aiding or abetting or attempting to commit an offence, as referred to in Article 4 of that Framework Decision.

(e) Has never been the subject of a conviction for money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council.

(f) Has never been the subject of a conviction for child labour and other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council.

(g) Is not in breach and has not breached its obligations relating to the payment of taxes or social security contributions

(h) Has, in the performance of all public contracts, complied with applicable obligations in the field of environmental, social and labour law that apply at the place where the works are carried out or the services provided, that have been established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Schedule 7 of the European Union (Award of Public Authority Contracts) Regulations 2016 (Statutory Instrument 284 of 2016).

(i) That the preparation of the Tender was carried out independently;

(j) Is not bankrupt or the subject of insolvency or winding-up proceedings, its assets are not being administered by a liquidator or by the court, it is not in an arrangement with creditors, its business activities are not suspended nor is it in any analogous situation arising from a similar procedure under national laws and regulations.

(k) Is not guilty of grave professional misconduct.

(l) Has not entered into agreements with other economic operators aimed at distorting competition.

(m) Is not aware of any conflict of interest due to its participation in the Competition;

(n) Has not had any prior involvement in the preparation of the Competition;

(o) Has not 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.

(p) Is not 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 for this Competition and did not withhold such information and did not fail or is not able to submit supporting documents in respect of this Competition as required under Regulation 59 of the European Union (Award of Public Authority Contracts) Regulations 2016 (Statutory Instrument 284 of 2016) .

(q) Has not undertaken to unduly influence the decision-making process of the Contracting Authority in respect of the Competition, or obtain confidential information that may confer upon it undue advantages in respect of the Competition; or negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.

I understand and acknowledge that the provision of inaccurate or misleading information in this declaration may lead to my business/firm/company/partnership being excluded from participation in this or future tenders, and I make this solemn declaration conscientiously believing the same to be true and by virtue of the Statutory Declarations Act, 1938. This declaration is made for the benefit of the Contracting Authority

_____ _____

Signature of Declarant **Name of Declarant in print or block capitals**

Declared before me by _____who is personally known to me

(or who is identified to me by _____who is personally known to me)
at _____ this _____day of _____20___

_____

(signed)
Practicing Solicitor/Commissioner for Oaths

Appendix 5: Goods Contract

The Commissioner of An Garda Síochána

and

[Insert successful Tenderer's full legal name - to be completed on signing.]

AGREEMENT

Relating to the Supply of Goods pursuant to

T.095.2026 Request for Tenders for the supply of RFT for the supply of Adobe Products, for An Garda Síochána

THIS AGREEMENT IS MADE ON THE [DATE E.G. 2ND] DAY OF [MONTH] 20[YEAR] BETWEEN:

The Commissioner of An Garda Síochána, of Garda Headquarters,
Phoenix Park, Dublin 8 ("the Client");

and

[Contractor's full legal name], of [Address:] ("the Contractor")
(each a "Party" and together "the Parties").

WHEREAS:

A. By Request for Tender entitled **"**[Title of RFT]*"*advertised in the supplement to the Official Journal of the European Union, OJEU Notice Number _____of _____and dated [insert date of RFT] ("the RFT"), the Contracting Authority invited tenders from economic operators ("Tenderers") for the provision of the goods described in Appendix 1 to the RFT (the "Goods"). References to the RFT shall include any clarifications issued by the Contracting Authority via the messaging facility on between [insert date] and [insert date] (the "RFT Clarifications"). The RFT (including the RFT Clarifications) is hereby incorporated by reference into this Agreement.

B. The Contractor submitted a response to the RFT dated [insert date of tender] ("the Submission"). References to the Submission shall include any clarifications issued by the Contractor in writing to the Contracting Authority between [insert date] and [insert date] (the "Submission Clarifications"). The Submission (including the Submission Clarifications) is hereby incorporated by reference into this Agreement.

IT IS HEREBY AGREED AS FOLLOWS:

1. This Agreement consists of the following documents, and in the case of conflict of wording, in the following order of priority:
   i. This Agreement and Schedules A to E attached hereto;
   ii. The RFT;
   iii. The Submission.
2. The Contractor shall sell and the Client shall purchase in accordance with this Agreement ("Agreement") the Goods described in Schedule B ("Goods"). Schedule B details the nature, quantity, quality, time of delivery and functional specifications of the Goods in accordance with the RFT and the Submission ("the Specification").
3. Subject to the terms and conditions of this Agreement, the Client agrees to pay to the Contractor the charges as stipulated in Schedule C ("the Charges"). The Charges are exclusive of VAT which shall be due at the rate applicable on the date of the VAT invoice.
4. For the purposes of this Agreement, the Client's Contact is [insert contact name] of [insert contact address]; the Contractor's Contact is [Contractor contact name] of [Contractor contact address].

5. This Agreement shall take effect on the date of this Agreement ("the Effective Date") and shall expire on [Insert date], unless it is otherwise terminated in accordance with the provisions of this Agreement or otherwise lawfully terminated or otherwise lawfully extended as agreed between the Parties ("the Term").

The Client reserves the right to extend the Term for a period or periods of up to Twelve (12) months with a maximum of Two (2) such extensions permitted subject to its obligations at law.

6. Unless otherwise specified herein, a defined term used in this Agreement shall have the same meaning as assigned to it in the RFT.

7. Headings are included for ease of reference only and shall not affect the construction of this Agreement.

8. Unless the context requires otherwise, words in the singular may include the plural and vice versa.

9. References to any statute, enactment, order, regulation or other legislative instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended, unless specifically indicated otherwise.

10. In the event that any ambiguity or question of intent or interpretation arises in relation to this Agreement, this Agreement shall be construed as if drafted jointly by the Parties and no presumption or burden of proof shall arise favouring or disfavouring any Party by virtue of the authorship of any of the provisions of this Agreement.

SIGNED for and on behalf of the Client _____ (being a duly authorised officer)	SIGNED for and on behalf of the Contractor _____
Witness	Witness

Schedule A: Terms and Conditions

1. CONTRACTOR'S OBLIGATIONS

A. The Contractor undertakes to act with due care, skill and diligence in the supply of Goods and generally in the carrying out of its obligations under this Agreement and in the appointment, monitoring and retention of its agents and Subcontractors. The Contractor shall require its agents and Subcontractors to exercise due care, skill and diligence in the supply of the Goods and generally in the carrying out of obligations allocated by the Contractor to its agents and Subcontractors under this Agreement.

B. In consideration of the payment of the Charges and subject to clause 5 the Contractor shall:

1. supply the Goods in accordance with the Specification, the RFT, the Client's directions and the terms of this Agreement;
2. comply with and implement any policies, guidelines and/or any project governance protocols issued by the Client from time to time and notified to the Contractor in writing;
3. comply with all local security and health and safety arrangements as notified to it by the Client; and
4. supply the Goods in accordance with good industry practice and comply with all applicable laws including but not limited to all obligations in the field of environmental, social and labour law. that apply at the place where the Goods provided, that have been established by EU law, national law, collective agreements and by international, environmental, social and labour law listed in Schedule 7 of the European Union (Award of Public Authority Contracts) Regulations 2016 (Statutory Instrument 284 of 2016) (the "Regulations") . The Contractor shall be responsible for compliance with all statutory requirements of an employer and without prejudice to the generality of the foregoing shall be solely responsible in law for the employment, remuneration, taxes, immigration and work permits of all personnel retained for the purposes of complying with this Agreement.

C. The Contractor is deemed to be the prime contractor under this Agreement and the Contractor assumes full responsibility for the discharge of all obligations under this Agreement and shall assume all the duties, responsibilities and obligations associated with the position of prime contractor. The Contractor as prime contractor under the Submission hereby assumes liability for its Subcontractors and shall ensure that its Subcontractors shall comply in all respects with the relevant terms of this Agreement, including but not limited to clause 1B(4) above, to the extent that it or they are retained by the Contractor. Subject to clause 15, the Contractor shall notify the Client as soon as possible of any changes to the name, contact details and legal representatives of its Subcontractors.

D. Without prejudice to clause 1C, where the Client becomes aware that any of the exclusion grounds set out in Regulation 57 of the Regulations apply to any Subcontractor, the Client reserves the right to require the Contractor to immediately replace such Subcontractor and the Contractor shall comply with such requirement. The Contractor shall include in every sub-contract a right for the Contractor to terminate the sub-contract where any of the exclusion grounds apply to the Subcontractor and a requirement that the Subcontractor, in turn, includes a provision having the same effect in any sub-contract which it awards.

E. During this Agreement the Contractor shall be an independent contractor and not the employee of the Client. Neither Party shall have any authority to bind or commit the other. Nothing herein shall be deemed or construed to create a joint venture, partnership, and/or fiduciary or other relationship between the Parties for any purpose. The officers, employees or agents of the Contractor are not and shall not hold themselves out to be (and shall not be held out by the Contractor as being) servants or agents of the Client for any purposes whatsoever.

F. The Client acknowledges that the Contractor may from time to time be dependent on the Client to facilitate the Contractor in the carrying out of its duties under this Agreement. The Client agrees to use its reasonable endeavours to so facilitate the Contractor within the timescales and in the manner agreed by it in writing in accordance with clause 11.

G. The Contractor agrees that any information relating to this Agreement and / or the performance of this Agreement may be passed by the Client to the Office of Government Procurement ("OGP") and that the OGP may use this information in the analysis and reporting of spend data including the preparation and publishing of reports.

H. In the case of public procurement procedures which are subject to an IPI measure within the meaning of Regulation (EU) 2022/1031, the Contractor shall comply with the following obligations:

i. not to subcontract more than 50% of the total value of the contract to economic operators originating in a third country which is subject to an IPI measure;

ii. for contracts whose subject matter covers the supply of goods, to ensure for the duration of the contract that goods or services supplied or provided in the execution of the contract and originating in the third country which is subject to the IPI measure represent no more than 50% of the total value of the contract, irrespective of whether such goods or services are supplied or provided directly by the successful tenderer or by a subcontractor;

iii. to provide to the Client, upon request, adequate evidence corresponding to point (i) or (ii) above;

iv. to pay a proportionate charge, in the event of non-observance of the obligations referred to at point (i) or (ii) above, of between 10% and 30% of the total value of the contract.

2. THE GOODS

A. The Contractor shall deliver the Goods at the time(s), to the location(s) and on the date(s) specified in the Specification or otherwise agreed in writing between the Parties.

B. Unless otherwise stated in the Specification:

1. Where the Goods are delivered by the Contractor, the point of delivery shall be when the Goods are removed from the transporting vehicle at the Client's premises as notified to the Contractor. Where the Goods are collected by the Client, the point of delivery shall be when the Goods are loaded on the Client's vehicle.
2. Delivery shall include the unloading, stacking or installation of the Goods by the Contractor's staff, agents or carriers at such place as the Client or a duly authorized person shall reasonably direct.
3. The Goods shall be packed and marked in a proper manner and in accordance with the Client's instructions and any statutory requirements and any requirements of the carriers and manufacturers. In particular the Goods shall be marked with the contract number (or other reference number if appropriate) and the net, gross and tare weights. The name of the contents shall be clearly marked on each container and all containers of hazardous Goods (and all documents relating thereto) shall bear prominent and adequate warnings.
4. Unless expressly agreed to the contrary, the Client shall not be obliged to accept delivery by instalments. If, however, the Client does specify or agree to delivery by instalments, delivery of any instalment later than the date specified or agreed for its delivery shall, without prejudice to other rights or remedies of the Client, entitle the Client to terminate the whole of any unfulfilled part of the Agreement without further liability to the Client.
5. The Client shall be under no obligation to accept or pay for any Goods delivered in excess of the quantity ordered. The risk in any over-delivered Goods shall remain with the Contractor.
6. The Client shall be under no obligation to accept or pay for any Goods supplied earlier than the date for delivery stated in the Specification.

C. Any Contractor pre-printed terms and conditions produced, signed or stamped by either Party and for whatever purpose during the Term are hereby disallowed.

D. Time of delivery shall be of the essence and if the Contractor fails to deliver the Goods within the time period promised or specified in the Specification, the Client may by notice in writing to the Contractor's Contact release itself from any obligation to accept and pay for the Goods and / or terminate this Agreement in either case without prejudice to any other rights and remedies of the Client.

E. *Not Used*

3. INSPECTION OF GOODS

A. The Client or its authorized representative may inspect (to include a call for advance samples) or test the Goods either completed or in the process of manufacture, during normal business hours on reasonable notice at the Contractor's premises (including the premises of any subcontractor or agent) and the Contractor shall provide all reasonable assistance in relation to any such inspection or test free of charge. A failure to make a complaint at the time of any such inspection or test and / or the approval given during or after such inspection or test shall not constitute a waiver by the Client of any rights or remedies in respect of the Goods and the Client reserves the right to reject the Goods in accordance with clause 3B.

B. The Client may by written notice to the Contractor reject any of the Goods which fail to conform to the approved sample or fail to meet the Specification. Such notice shall be given within a reasonable time after delivery to the Client of such Goods. If the Client rejects any of the Goods pursuant to this clause the Client may (without prejudice to other rights and remedies) either:

1. treat the Agreement as discharged by the Contractor's breach and obtain a refund (if payment for the Goods has already been made) from the Contractor in respect of the Goods concerned together with payment of any additional expenditure reasonably incurred by the Client in obtaining other Goods in replacement provided that the Client uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Goods.

or

2. have such Goods promptly, and in any event within 14 calendar days, either repaired by the Contractor or replaced by the Contractor with Goods which conform in all respects with the approved sample or with the Specification and due delivery shall not be deemed to have taken place until such repair or replacement has occurred.

C. Rejected Goods shall be removed by the Contractor from the Client within 14 calendar days from the date of the notification to the Contractor of their rejection. In the event of failure by the Contractor to remove Goods within 14 calendar days of such notification, the Client may dispose of such Goods as he sees fit and pending such removal, the Goods will remain with the Client at the risk of the Contractor. Any costs incurred by the Client relating to such disposal shall at the option of the Client be borne by the Contractor.

D. For the avoidance of doubt, the Client will be deemed to have accepted the Goods if it expressly states the same in writing or fails to reject the Goods in accordance with clause 3B.

E. The issue by the Client of a receipt note for the Goods shall not constitute any acknowledgement of the condition, quantity or nature of those Goods, or the Client's acceptance of them.

F. The Contractor hereby guarantees the Goods for 24months from the date of delivery (the "Guarantee Period") against faulty materials or workmanship. The Client shall within such Guarantee Period, or within 14 calendar days thereafter, give notice in writing to the Contractor of any defect in any of the Goods as may have arisen during such Guarantee Period under proper and normal use. The Contractor shall (without prejudice to any other rights and remedies which the Client may have) promptly remedy such defects (whether by repair or replacement as the Client shall elect) free of charge, which replaced or repaired Goods shall also have the benefit of this clause for the Guarantee Period.

4. RISK AND TITLE

A. The Goods ordered under this Agreement shall be delivered to any location specified by the Client, in Ireland, without limit to the number of locations, in the quantities and by the dates specified in the orders, unless otherwise stated. Any extension of the delivery time shall not constitute a general waiver or acquiescence on the part of the Client. All such Goods shall be delivered free of encumbrances or retention of title clauses or similar provision. The Charges quoted shall be based on the understanding that the Goods are to be delivered carriage paid to the various locations as specified in the order, along with the necessary delivery documentation. Pending such delivery, the Goods shall remain at the risk of the Contractor.

B. Title shall pass to the Client on payment for the Goods.

5. PAYMENT

A. Subject to the provisions of this clause 5 the Client shall pay and discharge the Charges (plus any applicable VAT), in the manner specified at Schedule C. Invoicing arrangements shall be on such terms as may be agreed between the Parties.

B. Discharge of the Charges is subject to:

1. Compliance by the Contractor with the provisions of this Agreement including but not limited to any milestones, compliance schedules and/or operational protocols in place pursuant to clause 11A from time to time;

2. The furnishing by the Contractor of a valid invoice and such supporting documentation as may be required by the Client from time to time. Any Contractor pre-printed terms and conditions are hereby disallowed;

3. Invoices being submitted to the Client's Contact (as set out in this Agreement or such other alternative contact as may be agreed between the Parties). All and any queries relating to the invoice and/or the Goods for any billing period (including whether or not Goods have been accepted, rejected, satisfactorily repaired or replaced as the case may be) must be raised by the Client's Contact within 14 calendar days of receipt of invoice. In circumstances where no queries are raised within the said 14-day period, the invoice shall be deemed accepted. Upon resolution of any queries on the invoice to the satisfaction of the Client or upon such deemed acceptance the invoice shall be payable

by the Client. Payment is subject to any rights reserved by the Client under any other provision of this Agreement; and

4. The Client being in possession of the Contractor's current Tax Clearance Certificate. The Contractor shall comply with all applicable EU and domestic taxation law and requirements.

C. The European Communities (Late Payment in Commercial Transactions) Regulations, 2012 shall apply to all payments. Incorrect invoices will be returned for correction with consequential effects on the due date of payment.

D. Wherever under this Agreement any sum of money is recoverable from or payable by the Contractor (including any sum which the Contractor is liable to pay to the Client in respect of any breach of this Agreement), the Parties may agree to deduct that sum from any sum then due, or which at any later time may become due to the Contractor under the Agreement or under any other agreement or contract with the Client. Any overpayment by either Party, whether of the Charges or of VAT or otherwise, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.

E. Where indicated in the Specification, the Charges shall include the cost of instruction of the Client's personnel in the use and maintenance of the Goods and such instructions shall be in accordance with the requirements detailed in the Specification.

F. The Charges shall be discharged as provided for in this clause subject to the retention by the Client in accordance with section 523 of the Taxes Consolidation Act 1997 of any Professional Services Withholding Tax payable to the Contractor. Any and all taxes applicable to the supply of the Goods will be the sole responsibility of the Contractor and the Contractor so acknowledges and confirms.

6. WARRANTIES, REPRESENTATIONS AND UNDERTAKINGS

A. The Contractor acknowledges, warrants, represents and undertakes that:

1. it has the authority and right under law to enter into, and to carry out its obligations and responsibilities under this Agreement and to supply the Goods hereunder;
2. it is entering into this Agreement with a full understanding of its material terms and risks and is capable of assuming those risks;
3. it is entering into this Agreement with a full understanding of its obligations with regard to taxation, employment, social and environmental protection and is capable of assuming and fulfilling those obligations;
4. it has acquainted itself with and shall comply with all legal requirements or such other laws, recommendations, guidance or practices as may affect the supply of the Goods (to include manufacture and distribution process) as they apply to the Contractor;
5. it has taken all and any action necessary to ensure that it has the power to execute and enter into this Agreement;
6. *Not Used*

7. the status of the Contractor, as declared in the "Declaration as to Personal Circumstances of Tenderer" dated [Insert Date]which confirms that none of the excluding circumstances listed in Regulation 57 of the Regulations apply to the Contractor, remains unchanged; and

8. the Client shall be under no obligation to purchase any minimum number or value of Goods.

B. The Contractor shall be and undertakes to be responsible for and to take due precautions for the safe custody of any Goods on his premises which are the property of the Contractor and shall insure the same against any form of loss or damage and the Contractor so acknowledges and confirms.

C. The Contractor confirms and undertakes that the Goods supplied will, at the time of delivery (and for the Guarantee Period), correspond to the description given by the Contractor in accordance with the Submission (to include any samples furnished thereunder) and the Specification (Schedule B) and that the manufacture, distribution and processes employed will comply in all material respects with the representations made in the Submission. None of the provisions of the Sale of Goods Acts 1893 and 1980 shall be excluded or limited under this Agreement.

D. The Contractor undertakes to ensure that all and any necessary consents and/or licences are obtained and in place for the purposes of this Agreement. The Contractor hereby indemnifies the Client and shall keep and hold the Client harmless from and in respect of all and any losses (whether direct, indirect or consequential), liability, damages, claims, costs or expenses which arise by reason of any breach of third party intellectual property rights in so far as any such rights are used for the purposes of this Agreement.

E. The Contractor undertakes to notify the Client forthwith of any material change to the status of the Contractor with regard to the warranties, acknowledgements, representations and undertakings as set out in clause 6A and to comply with all reasonable directions of the Client with regard thereto which may include termination of this Agreement.

7. REMEDIES

A. The Contractor shall be liable for and shall indemnify the Client for and in respect of all and any losses, claims, demands, damages or expenses which the Client may suffer due to and arising directly as a result of the negligence, act or omission, breach of contract, breach of duty, insolvency, recklessness, bad faith, willful default or fraud of the Contractor, its employees, Subcontractors or agents or any of them or as a result of the Contractor's failure to exercise skill, care and diligence as outlined in clause 1. The terms of this clause 7A shall survive termination of this Agreement for any reason.

B. Save in respect of fraud (including fraudulent misrepresentation), personal injury or death or in respect of the Contractor's indemnity under clause 6(D), neither Party will be liable for any indirect losses (including loss of profit, loss of revenue, loss of goodwill, indirectly arising damages, costs and expenses) of any kind whatsoever and howsoever arising even if such Party has been advised of their possibility.

C. Should the Client find itself obliged to order elsewhere in consequence of the failure of the Contractor to deliver Goods of approved quality, the Client shall be entitled to recover from the Contractor any excess prices which may be paid by the Client.

D. Except as otherwise expressly provided by this Agreement, all remedies available to either Party for breach of this Agreement are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

E. Save in respect of fraud, personal injury or death or in respect of the Contractor's indemnity under clause 6(D) (for which no limit applies), the limit of the Contractor's aggregate liability to the Client under this Agreement whatsoever and howsoever arising shall not under any circumstances exceed 100 per cent of the Charges paid or projected to be paid (whichever is higher) under this Agreement] regardless of the number of claims.

F. If for any reason the Client is dissatisfied with the performance of the Contractor, a sum may be withheld from any payment otherwise due calculated as follows:

100 percent of the amount in dispute "the Retention Amount") which Retention Amount shall not at any given time exceed 100 per cent of the Charges. In such event the Client shall identify the particular Goods with which it is dissatisfied together with the reasons for such dissatisfaction. Payment of the Retention Amount will be made upon replacement and/or remedy of the Goods as identified by the Client or resolution of outstanding queries. The Client shall hold the Retention Amount on behalf of the Contractor but without any obligation to invest. The terms of this clause 7F shall be without prejudice to and not be in substitution for any remedy of the Client under
this Agreement.

8. CONFIDENTIALITY

A. Each of the Parties to this Agreement agrees to hold confidential all information, documentation and other material received, provided or obtained arising from their participation in this Agreement ("Confidential Information") and shall not disclose same to any third party except to:-

1. its professional advisers subject to the provisions of this clause 8; or
2. as may be required by law; or
3. as may be necessary to give effect to the terms of this Agreement subject to the provisions of this clause 8; or
4. in the case of the Client by request of any person or body or authority whose request the Client or persons associated with the Client (including but not limited to the

Legislature and/or the Executive and/or the Civil Service) considers it necessary or appropriate to so comply.

B. The Contractor undertakes to comply with all reasonable directions of the Client with regard to the use and application of all and any of its Confidential Information and shall comply with the confidentiality agreement as exhibited at Appendix 6 to the RFT ("the Confidentiality Agreement").

The obligations in this clause 8 will not apply to any Confidential Information:

1. in the receiving Party's possession (with full right to disclose) before receiving it from the other Party; or
2. which is or becomes public knowledge other than by breach of this clause; or
3. is independently developed by the disclosing Party without access to or use of the Confidential Information; or
4. is lawfully received by the disclosing Party from a third party (with full right to disclose).

C. In circumstances where the Client is subject to the provisions of the Freedom of Information Act 2014 or the European Communities (Access to Information on the Environment) Regulations 2007 to 2014, then in the event of the Client receiving a request for information related to this Agreement, the Client shall consult with the Contractor in respect of the request. The Contractor shall specifically identify any information that is not to be disclosed on grounds of confidentiality or commercial sensitivity, and shall state the reasons for this sensitivity. The Client will consult the Contractor about this confidential or commercially sensitive information before making a decision on any request received under the above legislation. The Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released (irrespective of notification) or in respect of any consequential damage suffered as a result of such obligations

D. The terms of this clause 8 shall survive expiry, completion or termination for whatever reason of this Agreement.

9. FORCE MAJEURE

A. A 'Force Majeure Event' means an event or circumstance or combination of events and/or circumstances not within the reasonable control of the Affected Party (as defined in clause 9B below) which has the effect of delaying or preventing that Party from complying with its obligations under this Agreement including but not limited to acts of God, war, out-break of disease, insurrection, riot, civil disturbance, rebellion, acts of terrorism, government regulations, embargoes, explosions, fires, floods, tempests, or failures of supply of electrical power, or public telecommunications equipment or lines, excluding industrial action of whatever nature or cause (strikes, lockouts and similar) occurring at the Contractor (or Subcontractor or agent) places of business.

B. In the event of any failure, interruption or delay in the performance of either Party's obligations (or of any of them) resulting from any Force Majeure Event, that Party ("the Affected Party") shall promptly notify the other Party in writing specifying:

1. the nature of the Force Majeure Event;

2. the anticipated delay in the performance of obligations;

3. the action proposed to minimize the impact of the Force Majeure Event;

and the Affected Party shall not be liable or have any responsibility of any kind for any loss or damage thereby incurred or suffered by the other Party; provided always that the Affected Party shall use all reasonable efforts to minimize the effects of the same and shall resume the performance of its obligations as soon as reasonably possible after the removal of the cause.

C. If the Force Majeure Event continues for 30 calendar days either Party may terminate at 14 days' notice.

D. In circumstances where the Contractor is the Affected Party, the Client shall be relieved from any obligation to make payments under this Agreement save to the extent that payments are properly due and payable for obligations actually fulfilled by the Contractor in accordance with the terms and conditions of this Agreement.

10. TERMINATION

A. This Agreement may be terminated by the Client, without liability for compensation or damages, by serving One (1) month written notice to the Contractor. This Agreement may be terminated by the Contractor, without liability for compensation or damages, by serving Twelve (12) months written notice to the Client.

B. Either Party shall have the right (in addition to its rights under clause 10(a) and any other rights which it has at law) to terminate this Agreement immediately and without liability for compensation or damages on the happening of any of the following:

1. if the other Party commits any serious breach or a series of breaches of any provision of this Agreement and fails to remedy such breach(es) (if the breach(es) are capable of remedy) within 30 days after receipt of a request in writing from the other Party;

2. if the other Party becomes insolvent, becomes bankrupt, enters into examinership, is wound up, commences winding up, has a receiving order made against it, makes any arrangement with its creditors generally or takes or suffers any similar action as a result of debt, or an event having an equivalent effect;

3. in circumstances where the Client becomes aware of any conflict of interest on the part of the Contractor which cannot, in the opinion of the Client, be removed by other means; and

4. in circumstances where the Client becomes aware of any registrable interest on the part of the Contractor.

C. The Client shall have the right, in addition to any other rights which it has at law, to terminate this Agreement immediately and without liability for compensation or damages in circumstances where the Client becomes aware:

i) that any of the exclusion grounds set out in Regulation 57 of the Regulations apply to the Contractor

ii) that the Contractor (or its subcontractor(s), if any) falls within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31

July 2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same)

D. Termination of this Agreement shall not affect any antecedent and accrued rights, obligations or liabilities of either Party, nor shall it affect any provision of this Agreement which is expressly or by implication intended to come into or continue in force on or after such termination.

11. CONTRACT MANAGEMENT

A. The Client's Contact and the Contractor's Contact shall liaise on a regular basis to address any issues arising which may impact on the performance of this Agreement and to agree milestones, compliance schedules and operational protocols as required by the Client from time to time. If requested in writing by the Client the Contractor shall meet formally with the Client to report on progress and shall comply with all written directions of the Client.

B. The Contractor agrees to:

1. liaise with and keep the Client's Contact fully informed of any matter which might affect the observance and performance of the Contractor's obligations under this Agreement;
2. maintain such records and comply with such reporting arrangements and protocols required by the Client from time to time;
3. comply with all reasonable directions of the Client; and
4. comply with the service levels and performance indicators set out in Schedule D.

C. The Client or its authorized representative may inspect the Contractor's premises, lands and facilities (or such part or parts thereof relating solely to this Agreement) with due access to relevant personnel and records upon reasonable notice in writing to ensure compliance with the terms of this Agreement. The Contractor shall comply with all reasonable directions of the Client thereby arising. The cost of inspection shall be borne by the Client.

D. The Contractor shall be required to hold for the Term insurances of the nature and amount as set out in the RFT and shall immediately advise the Client of any material change to its insured status. The Contractor shall produce proof of current premiums paid upon request and where required produce valid certificates of insurance for inspection. The Contractor shall carry out all directions of the Client with regard to compliance with this clause 11D.

12. DISPUTES

A. In the event of any dispute arising out of or relating to this Agreement (the "Dispute"), the Parties shall first seek settlement of the Dispute as set out below.

B. The Dispute shall be referred as soon as practicable to [insert Contractor contact] within the Contractor and to [insert Client contact] within the Client respectively.

C. If the Dispute has not been resolved within fifteen (15) Business Days (or such longer period as may be agreed in writing by the Parties) of being referred to the nominated representatives, then either Party may refer the Dispute to an independent mediator, the identity of whom shall be agreed in advance by the Parties.

D. If the Parties are unable to agree on a mediator or if the mediator agreed upon is unable or unwilling to act, either Party may within twenty-one (21) days from the date of the proposal to appoint a mediator or within twenty-one (21) days of notice to either Party that the mediator is unable to act, apply to the Chairman of the Chartered Institute of Arbitrators, Irish Branch to appoint a mediator.

E. Any submissions made to and discussions involving the mediator, of whatever nature, shall be treated in strict confidence and without prejudice to the rights and/or liabilities of the Parties in any legal proceedings and, for the avoidance of doubt, are agreed to be without prejudice and legally privileged. The Parties shall make written submissions to the mediator within ten (10) Business Days of his/her appointment.

F. The Parties shall share equally the cost of the mediator. The costs of all experts and any other third parties who, at the request of any Party, shall have been instructed in the mediation, shall be for the sole account of, and shall be discharged by that Party.

G. For the avoidance of doubt, the obligations of the Parties under this Agreement shall not cease, or be suspended or delayed by the reference of a dispute to mediation. The Contractor shall comply fully with the requirements of the Agreement at all times

13. GOVERNING LAW, CHOICE OF JURISDICTION AND EXECUTION

A. This Agreement shall in all aspects be governed by and construed in accordance with the laws of Ireland and the Parties hereby agree that the courts of Ireland have exclusive jurisdiction to hear and determine any disputes arising out of or in connection with this Agreement.

B. This Agreement shall be executed in duplicate and each copy of the Agreement shall be signed by all the Parties hereto. Each of the Parties to this Agreement confirms that this Agreement is executed by their duly authorized officers.

14. NOTICES

A. Any notice or other written communication to be given under this Agreement shall either be delivered personally or sent by registered post or email. The Parties will from time to time agree primary and alternative contact persons and details for the purposes of this clause 14.

B. All notices shall be deemed to have been served as follows:

1. if personally delivered, at the time of delivery;
2. if posted by registered post at the expiration of 48 hours after the envelope containing the same was delivered into the custody of the postal authorities (and not returned undelivered); and
3. if communicated by email, on the next calendar day following transmission.

15. ASSIGNMENT AND SUBCONTRACT

A. Subject to a Party's obligations at law, any assignment to a third party, or other transfer of a Party's rights or obligations under this Agreement (the "Assignment") requires the prior written consent of the other Party. Prior to any such Assignment, the assignee will be obliged to sign an undertaking to comply with all obligations under this Agreement. Any attempted

Assignment not complied with in the manner prescribed herein shall be null and void.

B. Subject to a Party's obligations at law, any sub-contract of a Party's rights or obligations under this Agreement requires the prior written consent of the other Party, such consent not to be unreasonably withheld or delayed. Any attempted subcontract not complied with in the manner prescribed herein shall be null and void. For the purposes of Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same), the Client may require information from the Contractor in relation to the status of the proposed subcontractor(s) including, but not limited to, in respect of natural persons, copies of identity documents and, in respect of legal persons, a certificate or extract from the commercial register or other competent authority of the country in which the person is established.

16. ENTIRE AGREEMENT

This Agreement constitutes the entire agreement and understanding of the Parties, and any and all other previous agreements, arrangements and understandings (whether written or oral) between the Parties with regard to the subject matter of this Agreement (save where fraudulently made) are hereby excluded.

17. SEVERABILITY

If any term or provision herein is found to be illegal or unenforceable for any reason, then such term or provision shall be deemed severed and all other terms and provisions shall remain in full force and effect.

18. WAIVER

No failure or delay by either Party to exercise any right, power or remedy shall operate as a waiver of it, nor shall any partial exercise preclude further exercise of same or some other right, power or remedy.

19. NON-EXCLUSIVITY

Nothing in this Agreement shall preclude the Client from purchasing goods (or Goods) from a third party at any time during the currency of the Agreement.

20. MEDIA

No media releases, public announcements or public disclosures relating to this Agreement or its subject matter, including but not limited to promotional or marketing material, shall be made by the Contractor without the prior written consent of the Client.

21. CONFLICTS, REGISTRABLE INTERESTS AND CORRUPT GIFTS

A. The Contractor confirms that it has carried out a conflicts of interest check and is satisfied that neither it nor any Subcontractor nor agent as the case may be has any conflicts in relation to the Goods and its obligations undertaken under this Agreement. The Contractor hereby undertakes to notify the Client immediately should any conflict or potential conflict of interest come to its attention during the currency of this Agreement and to comply with the Client's directions in respect thereof. In the event of such notification, the Client shall have the right (in addition to any other rights which it has at law) to terminate this Agreement immediately and without liability for compensation or damages.

B. Any registrable interest involving the Contractor (and any Subcontractor or agent as the case may be) and the Client, the Ceann Comhairle (Speaker), or any member of the Government, or any member of the Oireachtas, or their relatives must be fully disclosed to the Client immediately upon such information becoming known to the Contractor (Subcontractor or agent as the case may be) and the Contractor shall comply with the Client's directions in respect thereof to the satisfaction of the Client. In the event of such disclosure, the Client shall have the right (in addition to any other rights which it has at law) to terminate this Agreement immediately and without liability for compensation or damages. The terms "registrable interest" and "relative" shall be interpreted as per section 2 of the Ethics in Public Office Act 1995 (as amended) a copy of which is available on request.

C. The Contractor shall not offer or agree to give any public servant or civil servant any gift or consideration or commission of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any action in relation to the obtaining or execution of this or any other public contract. Any breach of this clause 21C or the commission of any offence by the Contractor, any Subcontractor, agent or employee under the Criminal Justice (Corruption Offences) Act 2018 shall entitle the Client to terminate this Agreement immediately and without liability for compensation or damages and to recover the amount of any loss resulting from such cancellation, including but not limited to recovery from the Contractor of the amount or value of any such gift, consideration or commission.

22. ACCESS TO PREMISES

A. Any of the Client's premises made available from time to time to the Contractor by the Client in connection with this Agreement, shall be made available to the Contractor on a non-exclusive licence basis and shall be used by the Contractor solely for the purpose of performing its obligations under this Agreement. The Contractor shall have use of such premises as licensee and shall vacate the same on completion, termination or abandonment of this Agreement.

B. The Contractor shall upon reasonable notice by the Client allow the Client access to its premises (including the premises of any Subcontractor or agent) where the Goods are being performed for the Client under this Agreement.

23. NON SOLICITATION

A. For the Term and for a period of 12 months thereafter (and save in respect of publicly advertised posts) neither the Client nor the Contractor shall employ or offer employment to any of the other Party's employees without that other Party's prior written consent.

24. CHANGE CONTROL PROCEDURE

A. At any time during the Term of this Agreement, either Party may propose a change or changes to any part or parts of this Agreement.

B. The change control procedures set out in this Schedule will apply to all changes irrespective of whether the Contractor or the Client proposes the change.

C. A change control notice (“Change Control Notice”) shall be prepared for all change requests. The Change Control Notice will provide an outline description of the change requested, the rationale for the change, the effect that the change will have on the supply of the Goods

(where known) and an estimate of the effort and cost required to prepare an impact assessment ("Impact Assessment").

D. All Change Control Notices proposing changes to this Agreement must be submitted for review to the other Party's Contact.

E. The Parties must indicate their acceptance or rejection of the change control request and/or Impact Assessment within a reasonable timeframe of its completion and Tender Submission for review, subject to a maximum of twenty (20) calendar days or such other period agreed between the Parties.

F. On approval of an Impact Assessment, this Agreement and/or the Schedules should be updated and revised as appropriate and in writing.

G. In the event that either Party rejects the Impact Assessment, the change(s) shall not take place and the Parties shall continue to perform their obligations under this Agreement.

H. The Contractor and the Client will agree a reasonable charge in advance for investigating each proposed variation and preparing each estimate, whether or not the variation is implemented. If the Client's request for any variation is subsequently withdrawn but results in a delay in the supply of the Goods, then the Contractor will not be liable for such delay and will be entitled to an extension of time equal to not less than the period of the delay.

25. DATA PROTECTION AND SECURITY

A. In this Agreement the following terms shall have the meanings respectively ascribed to them:

"Data" means all Confidential Information, whether in oral or written (including electronic) form, created by or in any way originating with the Client (including but not limited to his employees, agents, independent contractors and/or Sub-contractors) and all information that is the output of any computer processing, or other electronic manipulation of any information that was created by or in any way originating with the Client provided under this Agreement and includes any Personal Data;

"Data Controller" has the meaning given under the Data Protection Laws;

"Data Processor" has the meaning given under the Data Protection Laws;

"Data Protection Laws" means all applicable national and EU data protection laws, regulations and guidelines, including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the "General Data Protection Regulation"), and any guidelines and codes of practice issued by the Office of the Data Protection Commission or other supervisory authority for data protection in Ireland.

"Data Subject" has the meaning given under the Data Protection Laws;

"Data Subject Access Request" means a request made by a Data Subject in accordance with rights granted under the Data Protection Laws to access his or her Personal Data;

"Personal Data" has the meaning given under Data Protection Laws;
"Processing" has the meaning given under the Data Protection Laws;

B. The Contractor shall comply with all applicable requirements of the Data Protection Laws.

C. The Parties acknowledge that for the purposes of the Data Protection Laws, the Client is the Data Controller and the Contractor is the Data Processor in respect of Data which is Personal Data. Schedule E sets out the scope, nature and purpose of Processing by the Contractor, the duration of the Processing and the types of Personal Data and categories of Data Subject.

D. Without prejudice to the generality of clause 25B, the Contractor shall, in relation to any Personal Data processed in connection with the performance by the Contractor of its obligations under this Agreement:-

(1) process that Personal Data only on the written instructions of the Client;

(2) ensure that it has in place appropriate technical and organizational measures, reviewed and approved by the Client, to protect against unauthorized or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorized or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organizational measures adopted by it);

(3) ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential;

(4) not transfer any Personal Data outside of the European Economic Area unless the prior written consent of the Client has been obtained and the following conditions are fulfilled;

i. appropriate safeguards are in place in relation to the transfer, to ensure that Personal Data is adequately protected in accordance with Chapter V of Regulation 2016/679 (General Data Protection Regulation);

ii. the data subject has enforceable rights and effective legal remedies;

iii. The Contractor complies with its obligations under the Data Protection Laws by providing an adequate level of protection to any Personal Data that is transferred; and

iv. The Contractor complies with reasonable instructions notified to it in advance by the Client with respect to the processing of the Personal Data;

E. The Contractor shall promptly notify the Client if it receives a Data Subject Access Request to have access to any Personal Data or any other complaint, correspondence, notice, request any order of the Court or request of any regulatory or government body relating to the Client's obligations under the Data Protection Laws and provide full co-operation and assistance to the Client in relation to any such complaint, order or request (including, without limitation, by allowing Data Subjects to have access to their data).

F. The Contractor shall without undue delay report in writing to the Client any data

compromise involving Personal Data, or any circumstances that could have resulted in unauthorized access to or disclosure of Personal Data.

G. The Contractor shall assist the Client in ensuring compliance with its obligations under the Data Protection Laws with respect to security, impact assessments and consultations with supervisory authorities and regulators.

H. The Contractor shall at the written direction of the Client, amend, delete or return Personal Data and copies thereof to the Client on termination of this Agreement unless the Contractor is required by the laws of any member of the European Union or by the laws of the European Union applicable to the Contractor to store the Personal Data.

I. The Contractor shall permit the Client, the Office of the Data Protection Commission or other supervisory authority for data protection in Ireland, and/ or their nominee to conduct audits and or inspections of the Contractor's facilities, and to have access to all data protection, confidentiality and security procedures, data equipment, mechanisms, documentation, databases, archives, data storage devices, electronic communications and storage systems used by the Contractor in any way for the provision of the services. The Contractor shall comply with all reasonable directions of the Client arising out of any such inspection, audit or review.

J. The Contractor shall fully comply with, and implement policies which are communicated or notified to the Contractor by the Client from time to time.

K. The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this clause 25 and allow for inspections and contribute to any audits by the Client or the Client's designated auditor.

L. The Contractor shall: -

(1) take all reasonable precautions to preserve the integrity of any Personal Data which it processes and to prevent any corruption or loss of such Personal Data;

(2) ensure that a back-up copy of any and all such Personal Data is made [insert frequency] and this copy is recorded on media from which the data can be reloaded if there is any corruption or loss of the data; and

(3) in such an event and if attributable to any default by the Contractor or any Sub-contractor, promptly restore the Personal Data at its own expense or, at the Client's option, reimburse the Client for any reasonable expenses it incurs in having the Personal Data restored by a third party.

M. The Client does not consent to the Contractor appointing any third-party processor of Personal Data under this agreement.

N. Save for clauses 25B, 25C, 25D(4) and 25E, all the obligations on the Contractor in this clause 25 relating to the processing of Personal Data shall apply to the processing of all Data.

O. The provisions of this clause 25 shall survive termination and or expiry of this Agreement for any reason.

26. ADDITIONAL CONDITION(S)

[Delete and replace with 'not used' if not applicable:

This is a free text area to allow the Client to include any additional conditions to the Contract, for example a price review clause. Such additional conditions can be set out here by the Client]

Schedule B: Goods: The Specification

The Licences and Subscriptions **MUST** meet the goods performance specifications listed in Appendix 1 4.3.

Schedule C: Charges

[Insert when completing contract]

Schedule D: Service Level Agreement

ADDITIONAL DEFINITIONS:

For the avoidance of doubt, capitalised terms not specifically listed below shall have the meaning as defined elsewhere in this Agreement.

"**Available**" means that the Equipment/Solution is ready for and capable of full operation, execution and use at the Premises(s) nominated by the AGS, with acceptable response times.

"**Emergency Cover Time**" means those hours within a full 24-hour day excluding Normal Service Time, for every day of each year, including Irish bank and public holidays.

"**Incident**" means any defect or failure in the Server that prevents it from operating in accordance with its normal use without interruption or delay or failure to perform to its usual level of functionality.

"**Helpdesk**" means the help desk to be provided by the Supplier.

"**Normal Service Time**" means Monday to Friday from 09:00hrs to 17:00hrs excluding Irish bank and public holidays.

"**Priority 1 Incident**" means a complete loss of service or severe errors affecting of.

"**Priority 2 Incident**" means as a partial loss of service or intermittent errors affecting of.

"**Priority 3 Incident**" means as non-service affecting issues, requests for information and billing issues.

"**Problem**" means the cause of any Incident or series of Incidents or potential future Incident or Incidents.

"**Response**" means a communication from the Supplier to AGS acknowledging receipt of an Incident report, providing an Incident tracking identifier and informing AGS that the Supplier has commenced diagnosis of the Incident.

"**Response Time**" means the time taken by the Support Personnel to assess each Incident once reported and to provide a Response to AGS. The Response Time commences upon notification of the Incident to the Supplier either verbally or electronically by AGS. Where an Incident occurs outside of Normal Service Time, the Response Time for all Incidents commences at the start of the next period of Normal Service Time.

"**Resolution**" means a solution to an Incident, supplied to and acceptable to AGS to enable continuation of AGS's business and its use of the Service. In providing a Resolution, AGS acknowledges that an interim Resolution or fix may be required to enable the continuation of AGS business

"**Resolution Time**" means the time to be taken by the Support Personnel to provide a Resolution to the Incident. The Resolution Time commences upon notification of the Incident to the Supplier either verbally or electronically by AGS. Where an Incident occurs outside of Normal Service Time, the Response Time for all Incidents commences at the start of the next period of Normal Service Time.

Introduction:

Vendor must be an authorized reseller of Adobe Products, Subscription and Services. The Vendor will at a minimum align service and support levels with that provided by Adobe to the customer. The Support services agreed in the RFT are – [Insert Support Service Level Here if Applicable].

1. Purpose

This Schedule defines the minimum service levels, Key Performance Indicators (KPIs), performance measurement arrangements and service credits applicable to the provision of Adobe Licences Subscriptions and associated services.

The Contractor shall be responsible for meeting the Service levels specified in this Schedule, including where the delivery of the underlying service is dependent upon Adobe or another third party.

Where a manufacturer service level provides a higher level of service than the minimum requirement specified in this Schedule, the higher service level shall apply.

2. Service Level/Account Management:

a. Enter here details of the Vendor Account Manager/s, to manage An Garda Siochana's Adobe Requirements.
b. Adobe have aligned their Account Manager [Name of Adobe Account manager] to management Adobe Requirements.

Entity Name	Description of Roles of each member*	Liability
The Vendor	Value added reseller of Adobe	The Vendor will be managing the commercial contract terms and conditions; hold the relevant insurance levels - assuming the risk; and be a point of escalation, should there be any issues with turnaround times from Adobe. The Vendor will provide the Subscriptions/Licences on behalf of Adobe and will liaise with An Garda directly on a regular basis around service provision and product queries. The Supplier shall provide timely support, escalation and liaison with Adobe for incidents affecting the Contracting Authority's access to or use of the Products. Where an incident is determined to originate within Adobe's infrastructure or services, the Supplier shall promptly escalate the incident to Adobe and provide the Contracting Authority with regular status updates until resolution.
Adobe	Solution	Adobe provides for when an incident cannot be resolved by

	Provider	the Vendor, or where resolution requires intervention by Adobe, the Vendor shall escalate the matter to Adobe within one Business Day, or sooner where the incident is classified as Critical.

3. SLA Performance Categories

The Contractor's performance shall be measured by the following categories:

- Licence & Subscription Management
- Ordering & Provisioning
- Renewals
- Support & Incident Management
- Adobe Escalation
  Licence Reporting & Optimization
- Account Management
- Billing & Invoice Management
- SLA Reporting
- Service Credits & Corrective Action

4. KPI Schedule and Service Credits Regime

The minimum acceptable Performance for the Support plan is >95% of incidents within target set out below:

KPI / Service Target Measurement	Minimum acceptable performance Suggested	service credit
Licence Provisioning – Standard Request	Within 1 business day Time from authorized order/request to licence being available ≥95%	within target 2% of affected monthly service charge
Licence Provisioning – Urgent Request	Within 4 business hours' Time from authorized urgent request ≥95%	within target 3% of affected order value
Licence Renewal Processing	Completed before expiry % renewals completed ≥5 business days before expiry 100%	of affected renewal value
Licence Amendment/Reassign	Within 1 business day Request-to-completion time ≥95%	2%
Licence Cancellation	Within 2 business days Request-to-completion ≥95%	2%
Order acknowledgement	Within 4 business hours' Time from receipt of valid order ≥98%	1%
Quote response	Within 2 business days Request-to-quote ≥95%	1%
Critical licensing issue	Response within 1 business hour Time to acknowledgement and escalation ≥95%	5%
High-priority issue	Response within 4 business hours' Time to acknowledgement ≥95%	3%
Normal issue/query	Response within 1 business day Time to acknowledgement ≥95%	1%

Licence inventory accuracy	≥99% Quarterly reconciliation against Adobe portal / records ≥98%	3%
Management Reporting	100% on time Monthly/quarterly reports delivered by agreed date ≥95%	1%
Invoice accuracy	≥99% Correct invoices / total invoices ≥98% 2%	2%
Invoice Query Response	Within 2 business days Time to acknowledge/query resolution process ≥95% 1%	1%
Escalation to Adobe	Escalation to Adobe Within 1 business day Time from confirmed issue to Adobe escalation ≥95%	3%
Account management meeting	Quarterly Meetings held as scheduled 100%	N/A
NOT USED		
NOT USED		

Service credits will be applied where the Contractor fails to achieve a KPI's Minimum Acceptable Performance during a measurement period.

Service credits shall be calculated against the monthly management/service charge attributed to the affected service, excluding vat. Where billing of management/service charge is annually, service credits will be against the annual charge/12.

Where no separate service charge is identifiable, the contracting Authority may apply the service credit against the Contractor's monthly/annual charges under the Contract.

The Maximum aggregate service credits in any calendar month shall be 20% of the applicable monthly service charge, unless otherwise agreed in the contract.
Service credits shall not relieve the Contractor of its obligation to remedy the underlying failure

5. Critical Service Failures

The following shall be considered Critical Service Failures:

- failure to prevent a certificate/Licence/Subscription expiry where the Contractor was responsible for the applicable renewal notification or processing.
- failure to respond to a Severity 1 incident within the required response time
- failure to escalate a Severity 1 incident to Adobe where escalation is required
- failure to notify the Contracting Authority of a critical security issue within the required period.
- repeated failure to meet critical SLA requirements.
- material failure of the Contractor's certificate/Licence/Subscription management process resulting in service disruption.

6. Certificate Expiry

The Contractor shall maintain appropriate processes to minimize the risk of certificate/Licence/Subscription expiry.
For all certificate/Licence/Subscription managed by the Contractor, the Contractor shall maintain an accurate record of:

- certificate/Licence/Subscription name
- certificate/Licence/Subscription type
- certificate/Licence/Subscription owner/contact
- issue date
- expiry date
- renewal status
- renewal notification dates
- renewal action
- relevant order/reference number
- and current status

The Contractor shall provide the Contracting Authority with a certificate/Licence/Subscription inventory upon request and as part of the quarterly service report.

Where a certificate/Licence/Subscription expires as a direct result of Contractor failure, the Contractor shall:

- immediately notify the Contracting Authority
- provide emergency assistance to restore service
- engage Adobe where required
- provide a Root Cause Analysis
- implement corrective action; and
- provide the applicable service credit.

7. Service Availability

Where applicable, the underlying Adobe service shall be subject to the manufacturer's published service availability commitment.

The Contractor shall monitor relevant Adobe service availability and shall notify the Contracting Authority of material service outages.

The Contractor shall not be entitled to rely on a manufacturer service-level exclusion without providing reasonable evidence that the exclusion applies.

Where a service interruption results from Contractor actions, configuration, administration or failure to follow the agreed process, the interruption shall not be treated as an excused manufacturer outage.

8. SLA Measurement

Unless otherwise specified:

- The SLA clock shall commence when the Contractor receives the incident, request or order through an agreed support channel.

- The Contractor shall be responsible for maintaining accurate timestamps.
- The Contractor shall provide evidence supporting its reported performance.
- Time shall be measured using Irish Standard Time / Irish local time.
- Business hours shall mean the Contractor's agreed support hours.
- 24x7 requirements shall apply continuously, including weekends and public holidays.

Where the Contractor disputes an SLA measurement, it shall provide documentary evidence supporting the dispute.

9. SLA Exclusions

The following may be excluded from SLA calculations where properly evidenced:

- Delays caused directly by the Contracting Authority.
- Delays caused by failure to provide information reasonably required from the Contracting Authority.
- Events expressly identified as Force Majeure under the Contract.
- Planned maintenance notified and approved in accordance with the Contract.
- Manufacturer outages which are formally recognized as excluded under the applicable Adobe SLA.

The Contractor shall not exclude an SLA failure solely because an issue has been escalated to Adobe.

10. Corrective Action Plan

Where a KPI falls below its Minimum Acceptable Performance, the Contracting Authority may require the Contractor to submit a Corrective Action Plan within 5 business days.

- The Corrective Action Plan shall identify:
- The reason for the failure.
- The impact.
- Immediate corrective action.
- Root cause.
  Preventative action.
- Responsible person.
- Implementation date and method for demonstrating that the issue has been resolved.

The Contracting Authority may require a formal service improvement plan where repeated SLA failures occur.

11. Persistent SLA Failure

Persistent SLA failure shall include:

- Failure of the same KPI for three consecutive measurement periods.
- Failure of three or more Critical KPIs in a six-month period.
- Repeated preventable certificate expiry.
- Repeated failure to provide required SLA reports.
- Repeated failure to comply with the agreed incident escalation process.
- Or any material failure which creates a significant operational or security risk.

Persistent SLA failure shall be subject to formal contract management escalation and may constitute a material breach in accordance with the Contract.

12. Audit and Verification

The Contractor shall retain records necessary to demonstrate compliance with this Schedule.

Records shall include, as appropriate:

- Service desk records.
- Incident tickets.
- Timestamps.
- Escalation records.
- Certificate/Licence/Subscription inventories.
- Renewal notifications.
- Order records.
- Adobe support records.
- Availability reports.
- RCA reports.
- SLA reports; and service credit calculations.

Such records shall be made available to the Contracting Authority upon reasonable request and shall be retained for the period specified in the Contract.

13. Reporting

Throughout the Term of this Agreement, the Supplier shall provide 6-monthly SLA Performance Report detailing performance against each applicable KPI, instances of SLA failure, root cause, corrective action and any applicable Service Credits. The Supplier shall propose appropriate KPIs for performance monitoring of at least each of the areas set out below.

Area	KPI
Incident Management	Number of repeated Incidents
Incident Management	Number of Escalations
Incident Management	Number of Incidents
Incident Management	Incident Resolution Time
Incident Management	Resolution within SLA
Problem Management	Number of Problems
Problem Management	Number of unresolved Problem

Reporting formats will be agreed in advance with AGS. Key reports which shall be delivered by the Supplier shall include:

Biannual activity and performance reports of all Incidents to be supplied to the AGS no later than the 10th working day after the end of each quarter. The monthly reports shall include cover but not be limited to the following:

- Resolution of Incidents, in accordance with the requirements set out in clause 4 above.
- An analysis of Incidents logged, unplanned Unavailability and planned Unavailability.
- Performance of the Service for the reporting period in accordance with the KPIs, details of any critical Incidents or repetitive non-critical Incidents noted in the System.
- Incident, Problem, and Configuration Management activity for the period.
- Continuous improvement and value add opportunities.

Monthly status reports reporting is not required.

14. KPI Governance

The Parties shall review the SLA schedule at least annually and may agree reasonable amendments where there is:

- A material change in the Adobe service.
- A change in the Contracting Authority's requirements.
- A significant change in technology.
- A change to applicable manufacturer SLAs; or evidence that an existing KPI is no longer appropriate.

Schedule E: Data Protection

[complete when completing the contract]

Processing, Personal Data and Data Subjects

1. Processing by the Contractor

    1.1 Subject matter of processing

    1.2 Nature of processing

    1.3 Purpose of processing

    1.4 Duration of the processing

2. Types of personal data

3. Categories of data subject

Schedule F: Exit Management

This Schedule sets out the principles of the exit and service transfer arrangements that are intended to achieve an orderly transition without any undue disruption to the Services and which shall form the basis of the Exit Management Plan.

1. General

The Contractor shall provide reasonable assistance to the Contracting authority to facilitate an orderly and seamless transition of the Adobe Licensing and associated services upon the expiry or termination of the contract.

The contractor shall ensure that the expiry ir termination of the contract does not unnecessarily disrupt An Garda Síochána's accesses to its valid Adobe Licences and subscriptions.

2. Licence and Account Information

Prior to expiry or termination, and upon request from AGS, the contractor shall provide an up-to-date record of all Adobe Licences and subscriptions supplied under the contract, including the applicable:

- *Adobe Products and licence types*
- *Quantities*
- *Commencement and expiry dates*
- *Renewal Dates*
- *Relevant Adobe agreement or subscription references*
- *Current license allocation and utilization information*
- *Outstanding orders, credits or invoices*
- *Relevant Adobe Account and administration contact details*

3. Transfer to AGS or Replacement Vendor

The Contractor shall cooperate fully with AGS and/or any replacement Vendor to facilitate the orderly transfer of the Adobe licensing arrangements.

Such cooperation shall include providing relevant licensing information, documentation and account information reasonably required to enable continuity of the Adobe licensing arrangements.

The Contractor shall not knowingly take any action which would unnecessarily prevent, delay or frustrate the transfer of AGS's Adobe licensing arrangements to the AGS, Adobe or a replacement vendor.

4. Administrative Access

Where the Contractor has administrative access to AGS's Adobe account or licensing environment, the Contractor shall, upon expiry or termination:

- *Cooperate in transferring or confirming appropriate administrative access.*

- *Cease access where instructed by AGS; and*
- *Ensure that AGS retains appropriate control of its Adobe account and subscription.*

5. Transition Assistance

The Contractor shall provide reasonable transition assistance for a period of up to thirty (30) calendar days following expiry or termination, where requested by AGS.

Such assistance shall include the provision of licensing information, relevant documentation and reasonable cooperation with AGS, Adobe and/or a replacement supplier.

Where such assistance relates to the normal administration and transfer of the services provided under this Contract, it shall be provided at no additional cost to AGS.

6. Data and Documentation

Upon expiry or termination, the Contractor shall return or make available to AGS all Contracting Authority information and documentation held by the Contractor which is reasonably required for the continued administration of the Adobe licensing arrangements.

7. Continuing Obligations

The Contractor shall continue to provide all services falling due prior to the effective date of expiry or termination in accordance with the terms of the Contract.

Nothing in this Schedule shall require the Contractor to provide Adobe licences beyond the period for which such licences have been validly purchased, unless otherwise provided for in the Contract.

8. Exit Costs

Except where otherwise expressly provided for in the Contract, no additional charge shall apply for reasonable exit and transition assistance which forms part of the Contractor's obligations under this Schedule.

Appendix 6: Confidentiality Agreement

THIS AGREEMENT is made on the [date] day of [month] 20 [year] BETWEEN:

The An Garda Síochána, of Garda HQ, Phoenix Park, Dublin 8 (hereinafter "the Contracting Authority") of the one part;

and

[Contractor's legal name: to be completed on signing.], of [address: to be completed on signing.] (hereinafter called "the Contractor") of the other part.

WHEREAS

A. By Request for Tenders dated [insert date] entitled [insert title] (the "RFT") the Contracting Authority invited tenders ("Tenders") for the provision of the Goods/Services described in Appendix 1 to the RFT (the "Goods" "Services") ("the Competition"). The Contractor submitted a response to the RFT dated the [insert date of Tender].

The Contractor has been identified as the preferred bidder in the Competition.

B. For the purposes of the Competition and any subsequent contract awarded thereunder (if any) ("the Contract"), certain confidential information as defined at clause 2 of this Agreement, will be furnished to the Contractor. The Confidential Information is confidential to the Contracting Authority.

NOW IT IS HEREBY AGREED in consideration of the sum of €2.00 (the receipt of which is hereby acknowledged by the Contractor) as follows:

1. The Contractor acknowledges that Confidential Information may be provided to them by the Contracting Authority and that each item of Confidential Information shall be governed by the terms of this Agreement.
2. For the purposes of this Agreement "Confidential Information" means:
   2.1 unless specified in writing to the contrary by the Contracting Authority all and any information (whether in documentary form, oral, electronic, audio-visual, audio-recorded or otherwise including any copy or copies thereof and whether scientific, commercial, financial, technical, operational or otherwise) relating to the Contracting Authority, the supply of Goods/Services under the Contract and all and any information supplied or made available to the Contractor (to include employees, agents, Subcontractors and other suppliers) for the purposes of the Contract(s) including personal data within the meaning of the Data Protection Laws; and
   2.2 any and all information which has been derived or obtained from information described in sub-paragraph 2.1.
3. For the purposes of this Agreement "Data Protection Laws" means all applicable national and EU data protection laws, regulations and guidelines, including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard

to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the "General Data Protection Regulation"), and any guidelines and codes of practice issued by the Office of the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time

4. Save as may be required by law, the Contractor agrees in respect of the Confidential Information:

4.1 to treat such Confidential Information as confidential and to take all necessary steps to ensure that such confidentiality is maintained;

4.2 not, without the prior written consent of the Contracting Authority, to communicate or disclose any part of such Confidential Information to any person except:

I to those employees, agents, Subcontractors and other suppliers on a need-to-know basis; and/or

ii to the Contractor's auditors, professional advisers and any other persons or bodies having a legal right or duty to have access to or knowledge of the Confidential Information in connection with the business of the Contractor

PROVIDED ALWAYS that the Contractor shall ensure that all such persons and bodies are made aware, prior to disclosure, of the confidential nature of the Confidential Information and that they owe a duty of confidence to the Contracting Authority; and shall use all reasonable endeavours to ensure that such persons and bodies comply with the provisions of this Agreement.

5. The obligations in this Agreement will not apply to any Confidential Information:

i in the Contractor's possession (with full right to disclose) before receiving it from the Contracting Authority; or

ii which is or becomes public knowledge other than by breach of this clause; or

iii is independently developed by the Contractor without access to or use of the Confidential Information; or

iv is lawfully received from a third party (with full right to disclose).

6. The Contractor undertakes:

6.1 to comply with all directions of the Contracting Authority with regard to the use and application of all and any Confidential Information or data (including personal data as defined in the Data Protection Laws);

6.2 to comply with all directions as to local security arrangements deemed reasonably necessary by the Contracting Authority including, if required, completion of documentation under the Official Secrets Act 1963 and comply with any vetting requirements of the Contracting Authority including by police authorities;

6.3 upon termination of the Competition (or the Contract) for whatever reason to furnish to the Contracting Authority all Confidential Information or at the written direction of the Contracting Authority to destroy in a secure manner all (or such part or parts thereof as may be identified by the Contracting Authority) Confidential Information in its possession and shall erase any Confidential Information held by the Contractor in electronic form. The Contractor will upon request furnish a certificate to that effect should the Contracting Authority so request in writing. For the avoidance of doubt "document" includes documents stored on a computer storage medium and data in digital form whether legible or not.

7. The Contractor shall not obtain any proprietary interest or any other interest whatsoever in the Confidential Information furnished to them by the Contracting Authority and the Contractor so acknowledges and confirms.

8. The Contractor shall, in the performance of the Contract, access only such hardware, software, infrastructure, or any part of the databases, data or ICT system(s) of the Contracting Authority as may be necessary for the purposes of the Competition (and obligations thereunder or arising therefrom) and only as directed by the Contracting Authority and in the manner agreed in writing between the Parties.

9. The Contractor agrees that this Agreement will continue in force notwithstanding any court order relating to the Competition or termination of the Contract (if awarded) for any reason.

10. The Contractor agrees that this Agreement shall in all aspects be governed by and construed in accordance with the laws of Ireland and the Contractor hereby further agrees that the courts of Ireland have exclusive jurisdiction to hear and determine any disputes arising out of or in connection with this Agreement.

11. A. In this Agreement, the following terms shall have the meanings respectively ascribed to them:

"Data Controller" has the meaning given under the Data Protection Laws;
"Data Processor" has the meaning given under the Data Protection Laws;
"Data Subject" has the meaning given under the Data Protection Laws;
"Data Subject Access Request" means a request made by a Data Subject in accordance with rights granted under the Data Protection Laws to access his or her Personal Data;
"Personal Data" has the meaning given under Data Protection Laws;
"Processing" has the meaning given under the Data Protection Laws;

B. The Contractor shall comply with all applicable requirements of the Data Protection Laws.

C. The Parties acknowledge that for the purposes of the Data Protection Laws, the Contracting Authority is the Data Controller and the Contractor is the Data Processor in respect of Confidential Information which is Personal Data. Schedule A sets out the scope, nature and purpose of Processing by the Contractor, the duration of the Processing and the types of Personal Data and categories of Data Subject.

D. Without prejudice to the generality of clause 11(B), the Contractor shall, in relation to any Confidential Information which is Personal Data: -

(1) process that Personal Data only on the written instructions of the Contracting Authority;

(2) ensure that it has in place appropriate technical and organizational measures, reviewed and approved by the Contracting Authority, to protect against unauthorized or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to, Personal Data, appropriate to the harm that might result from the unauthorized or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures (those measures may include, where appropriate, pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of its systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the technical and organizational measures adopted by it);

(3) ensure that all personnel who have access to and/or process Personal Data are obliged to keep the Personal Data confidential;

(4) not transfer any Personal Data outside of the European Economic Area unless the prior written consent of the Contracting Authority has been obtained and the following conditions are fulfilled;

i. appropriate safeguards are in place in relation to the transfer, to ensure that Personal Data is adequately protected in accordance with Chapter V of Regulation 2016/679 (General Data Protection Regulation);
ii. the data subject has enforceable rights and effective legal remedies;
iii. The Contractor complies with its obligations under the Data Protection Laws by providing an adequate level of protection to any Personal Data that is transferred; and
iv. The Contractor complies with reasonable instructions notified to it in advance by the Contracting Authority with respect to the processing of the Personal Data;

E. The Contractor shall promptly notify the Contracting Authority if it receives a Data Subject Access Request to have access to any Personal Data or any other complaint, correspondence, notice, request any order of the Court or request of any regulatory or government body relating to the Contracting Authority's obligations under the Data Protection Laws and provide full co-operation and assistance to the Contracting Authority in relation to any such complaint, order or request (including, without limitation, by allowing Data Subjects to have access to their data).

F. The Contractor shall without undue delay report in writing to the Contacting Authority any data compromise involving Personal Data, or any circumstances that could have resulted in unauthorized access to or disclosure of Personal Data.

G. The Contractor shall assist the Contracting Authority in ensuring compliance with its obligations under the Data Protection Laws with respect to security, impact assessments and consultations with supervisory authorities and regulators.

H. The Contractor shall at the written direction of the Contracting Authority, amend, delete or return Personal Data and copies thereof to the Contracting Authority on termination of this Agreement unless the Contractor is required by the laws of any member of the European Union or by the laws of the European Union applicable to the Contractor to store the Personal Data.

I. The Contractor shall permit the Contracting Authority, the Office of the Data Protection Commission or other supervisory authority for data protection in Ireland, and / or their nominee to conduct audits and or inspections of the Contractor's facilities, and to have access to all data protection, confidentiality and security procedures, data equipment, mechanisms, documentation, databases, archives, data storage devices, electronic communications and storage systems used by the Contractor in any way for the provision of the services. The Contractor shall comply with all reasonable directions of the Contracting Authority arising out of any such inspection, audit or review.

J. The Contractor shall fully comply with, and implement policies which are communicated or notified to the Contractor by the Contracting Authority from time to time.

K. The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this clause 11 and allow for inspections and contribute to any audits by the Contacting Authority or the Contracting Authority's designated auditor.

L. The Contractor shall: -

1. take all reasonable precautions to preserve the integrity of any Personal Data which it processes and to prevent any corruption or loss of such Personal Data;
2. ensure that a back-up copy of any and all such Personal Data is made [insert frequency] and this copy is recorded on media from which the data can be reloaded if there is any corruption or loss of the data; and
3. in such an event and if attributable to any default by the Contractor or any Sub-contractor, promptly restore the Personal Data at its own expense or, at the Contracting Authority's option, reimburse the Contracting Authority for any reasonable expenses it incurs in having the Personal Data restored by a third party.

M. The Contracting Authority does not consent to the Contractor appointing any third-party processor of Personal Data under this agreement.

N. Save for clauses 11B, 11C, 11D(4) and 11E, all the obligations on the Contractor in this clause 11 relating to the processing of Personal Data shall apply to the processing of all

Confidential Information.

SIGNED for and on behalf of the Contracting Authority _____ (being a duly authorized officer)	SIGNED for and on behalf of the Contractor _____
Witness	Witness

Schedule A to the Confidentiality Agreement: Data Protection

[complete when completing the Confidentiality Agreement

Processing, Personal Data and Data Subjects

1. Processing by the Contractor

    1.1 Subject matter of processing

    1.2 Nature of processing

    1.3 Purpose of processing

    1.4 Duration of the processing

2. Types of personal data

3. Categories of data subject

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