University College Dublin
An Coláiste Ollscoile,
Baile Átha Cliath

UCDOPP5620 Request for Tenders dated 13/11/2026

To establish a

Single Supplier Contract

For the Provision of International Fieldwork Data Collection in Latin America for

University College Dublin

Tender procedure: Open procedure

Tender Deadline: 18/12/2026 12:00

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Part 1: Introduction

1.1 University College Dublin or any or any wholly owned subsidiaries thereof (the "Contracting Authority") is issuing this request for tenders ("RFT") as a purchasing body for use by University College Dublin to contract the services of a suitable company to carry out International Fieldwork Data Collection in Latin America.

1.2 The estimated value is €395,000 (excluding VAT) for the term of the any Services Contract ("Services Contract") awarded. This value if provided for general guidance purposes only and does not represent any commitment by the Contracting Authority to either participate in or spend this estimated value and by submitting a Tender, Tenderers so acknowledge and agree.

1.3 **Documents Published**

The following documents have been published on www.etenders.gov.ie for this competition:

- UCDOPP5620 RFT;
- UCDOPP5620 Tender Response Document (TRD);
- UCDOPP5620 Pricing Schedule;

Competition Timelines

The Contracting Authority will endeavour to conduct the Competition as closely as possible in accordance with the timelines set out below. The Contracting Authority reserves the right to alter the timelines set out below at its sole discretion.

Activity/ Milestone	Time & Date
Publication of RFT	13th November 2026
Deadline for queries on RFT	17:00 on 7th December 2026
Submission of Tenderer responses to RFT deadline	12:00 noon on 18th December 2026

Submission of Tender Documents

The following documents must be submitted via the electronic post-box available on www.etenders.gov.ie as detailed in 2.6 Tender Submission Requirements. The Tenderer's submission must address all the requirements and the Tender Response Document (TRD) and the Pricing schedule must be completed in full.

- Tender Response Document (Qualitative Award Response);
- Pricing Schedule;
- Selection criteria supporting documentation as detailed in 3.2 Selection Criteria;

- Completed and signed Tenderers' Statement on letterhead; and
- Completed, signed and witnessed Declaration as to Personal Circumstances.

The pricing schedule must not be attached to the Tender Response Document.

1.4 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").

1.6 The Services Contract shall operate for a period of 12 months ("Term"). The Services Contract will be executed between each legal entity and the successful tenderer(s).

The Contracting Authority reserves the right to extend the Services Contract beyond the initial Term of the contract for a further 12months.

1.7 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 Services Contracts 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 maximise the social and economic benefits of any Services Contracts that may result from this Competition.

Part 2: Instructions to Tenderers

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 Services Contract.

No contractual rights in relation to the Contracting Authority will exist unless and until a formal written Services 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 Services Contract does not confer exclusivity on the successful Tenderer.

Tenderers should note that neither the Contracting Authority shall be under any obligation to purchase any minimum value of Services.

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 submit all documentation which this RFT requires to be submitted <u>with their Tender;</u>

(b) To follow the format of this RFT and respond to each element in the order as set out in this RFT e.g. The pricing schedule must not be attached to the Tender Response Document;

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

(d) 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 SERVICES CONTRACT

2.3.1 Tenderers should also note the terms and conditions of the Services Contract set out at Appendix 5 to this RFT.

2.3.2 Tenderers should take legal advice on these documents. The terms and conditions of these documents are not negotiable, and they will be completed in accordance with the commercial terms of the successful tender. In the event that a successful Tenderer attempts to negotiate the terms and conditions of any of these agreements then University College Dublin reserves the right to proceed to award the Agreement to the next highest-ranked Tenderer in accordance with paragraph 3.6.1 below.

2.3.3 Tenderers are required to confirm their acceptance of the terms and conditions of the Services Contract at Appendix 5 to this RFT by signing the Tenderer's Statement at Appendix 3. Tenderers may not amend the Services 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 resubmit. Tenderers may not amend the Tenderer's Statement. **A submission that is not on the Tenderer's letterhead will not be accepted**

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 authorised 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 authorised to represent the Tenderer and to whom all communications shall be directed and accepted until this Competition has been completed or terminated. Correspondence from any other person will NOT be accepted, acknowledged or responded to.

Prior to and as a condition of appointment to Services Contract, the successful Tenderer shall be required to designate a single entity who will carry overall responsibility for the Services 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 post box available on www.etenders.gov.ie. Only Tenders submitted to the electronic post-box will be accepted. Tenders submitted by

any other means (including but not limited to by email, post or hand delivery) will NOT be accepted.

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation in their Tender before the Tender Deadline (as defined in paragraph 2.6.2). Tenderers should take into account the fact that upload speeds vary. Tenderers must note that in the electronic tender box, there is a current file size limit of 250MB for each single file uploaded, with a maximum total limit of 2GB for all documentation (combined) in the Tender submitted.

In order to submit a Tender to the electronic tenderbox, Tenderers must ensure that they follow the necessary steps on the eTenders platform to ensure that their tender has been submitted properly, which includes ensuring that the "Submit" button has been clicked. in the event that Tenderers need to modify or change any aspect of their Tender before the Tender Deadline, the Tender in its entirety will need to be re-submitted. Tenderers should be aware that the "Submit" button will be disabled automatically at the Tender Deadline.

As detailed in 1.3, Tenderers must submit the following documentation:

- Tender Response Document (Selection and Award Response);
- Pricing Schedule;
- Selection criteria supporting documentation as detailed in 3.2 Selection Criteria;
- Award Criteria requested appendices/attachments
- Completed and signed Tenderers' Statement on letterhead; and
- Completed, signed and witnessed Declaration as to Personal Circumstances

The pricing schedule must not be attached to the Tender Response Document.

Tender Upload

The submission must be uploaded as a **single zip file**, and not individual documents/files. Within the zip file, the following folder structure is to be used for 3.2 Selection Criteria and 3.3 Award Criteria **requested** appendices/attachments.

- 3.2 Economic & Financial Standing – Turnover
- 3.3 Award Criteria Appendices – requested appendices

The following documents can be included as individual files within the zipped file:

- Tender Response Document (Selection and Award Response);
- Pricing Schedule;
- Completed and signed Tenderers' Statement on letterhead; and
- Completed, signed and witnessed Declaration as to Personal Circumstances

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 **12.00pm (noon) on the 18th 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 ***PDF for the Tender Response Document and excel for the Pricing Schedule ONLY.*** **The pricing schedule must not be attached to the Tender Response Document.** Tenderers must ensure that there are no imbedded files. The Contracting Authority is not responsible for corruption in electronic documents. Tenderers must ensure electronic documents are not corrupt.

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 **17.00pm on 7th December 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 available for download at www.etenders.gov.ie

2.10.2 All prices quoted for the Services must be all inclusive and 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 twelve (12) months commencing from the Tender Deadline.

2.10.4 Any currency variations occurring over the term of the Services Contract shall be borne by the Tenderer.

2.10.5 Payments for Services provided pursuant to this RFT shall be subject to and made in accordance with the Services Contract at Appendix 5 to this RFT.

2.10.6 **'Not Used'**

Tenderers should note that prices may be increased or decreased only on the first anniversary of the Effective Date of the Services Contract (as defined in the Services Contract) and on subsequent anniversaries of the Effective Date thereafter, and then only by the percentage by which the Consumer Price Index (www.cso.ie) has increased or decreased in the edition of that index published by the Central Statistics Office most recently prior to that anniversary.

Any increase request must include **verifiable evidence** in writing to justify these changes. The proposed change must be agreed in writing with the Contracting Authority prior to implementation.

2.11 ENVIRONMENTAL, SOCIAL AND LABOUR LAW

2.11.1 In the performance of any Agreement awarded, the Successful Tenderer 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 services are provided, that have been established by EU law, national law, collective agreement 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 and that they must comply with all relevant employment and labour legislation in the country where the staff are being employed. 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 Services 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/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 Services Contract entered into by a Tenderer.

2.14 Anti-Competitive Conduct

Tenderers' attention is drawn to the Competition Acts 2002 to 2022, the Competition (Amendment) Act 2022. These acts make 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 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 Services Contract pursuant to this Competition that the successful Tenderer(s) shall, for the term of such contract(s), comply with all applicable EU and domestic tax laws. Tenderers are referred to www.revenue.ie for further information. Prior to the award of any Services Contract arising out of this Competition, the successful Tenderer(s) 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(s) acknowledges and agrees that the Contracting Authority has the permission of the successful Tenderer(s) 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 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**

2.21 Insurance

2.21.1 The successful Tenderer(s) shall be required to hold for the term of any Services Contract the **insurances of the type and to the minimum level specified below**. The types of and minimum levels of insurance required are not likely to exceed the following insurances:

Type of Insurance	Indemnity Limit
Employer's Liability	€13 million (for any one claim or series of claims arising out of a single occurrence)
Public Liability	€6.5 million (for any one claim or series of claims arising out of a single occurrence)
Professional Indemnity	€1 million (for any one claim or series of claims arising out of a single occurrence)

The successful Tenderer shall maintain appropriate insurance coverage in respect of all jurisdictions in which it is required to operate for the purpose of delivering the Services under the Contract. Such insurance shall remain valid and in force for the duration of the

Contract and shall provide adequate cover for all activities undertaken in connection with the Services.

For markets with a requirement for an Employer of Record model, the successful tenderer(s) will be expected to provide both medical and travel insurance cover for the team members, which can be subsequently recharged to the Contracting Authority.

2.21.2 By signing the Tenderer's Statement at Appendix 3, Tenderers confirm, that if awarded a Services Contract (i) they will, from the Effective Date of the Services Contract (as defined in the Services Contract), obtain and hold the types and levels of insurance as specified above (ii) the territorial limits and jurisdiction of its insurance policies include the Republic of 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 prior to the award of (and shall be a condition of) any Services Contract.

2.21.3 The successful Tenderer(s) will, during the term of the Services 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.

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 a Declaration as to Personal Circumstances of Tenderer 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) 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 Declaration as to Personal Circumstances of Tenderer 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.

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) 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;

(ii) 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;

(iii) 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

If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate the absence of Exclusion Grounds, or its reliability despite the existence of a relevant Exclusion Ground, 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, 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

3.2 Tenderers will either pass OR fail each of the Selection Criteria (Economic & Financial Standing and Technical & Professional Ability) in this part 3.2. Tenderers who fails a selection criterion will be excluded from participating in this Competition.

3.2. A Economical and Financial Standing

3.2.A (i) Turnover Requirement

It is a requirement that Tenderers have attained an annual turnover of €250,000 for any **one of the three previous** financial years from the date of this RFT.

Documentation/Evidence Required

It is a requirement that Tenderers provide with their tender submission a letter from the Accountant/Auditor confirming their turnover for the previous three years from the date of this RFT.

This statement must be submitted on the Accountant/Auditors letterhead.

3.2. B Technical and Professional Ability

3.2.B (i) Previous Experience

Tenderers must demonstrate that they have successfully delivered two (2) similar contracts within the previous three (3) years. In order to be deemed comparable in terms of nature, scale and complexity,

the contracts in question must have similar and comparable specifications to those detailed in Appendix 1 Requirements and Specifications of this RFT

Documentation/Evidence Required

The table below must be completed in the Tender Response Document. There are two tables available for completion. Please note there is no word maximum when completing these tables. Tenderers must ensure they provide sufficient information to allow the Contracting Authority to judge the similarity of the example contracts to the requirements of this RFT.

The Tenderers should inform the Customer organisations that the example contracts have been used as a reference project for the purposes of the Competition and the Contracting Authority may contact the referees for verification purposes without prior notice to the Tenderers.

Client/Contracting Authority	
Client Reference Name	
Position	
Contact Number	
Contact Email Address	
Contract Duration and start/finish dates	
Contract value per annum (ex vat)	
Please provide a description of the Services provided to the client/contracting authority	
Please provide a description of the management and quality systems/approach employed to ensure contract performance	
Please detail of any innovation creative concepts and environmental obligations that were employed in this contract to improve environmental performance and reduce life-cycle costs.	
Outline how this contract is comparable to the scale, complexity and subject matter of the service being tendered. (Mere affirmation is not sufficient).	

Reliance on Third Party Resources

Tenderers may rely on the financial and technical capacity (experience) of other entities for the purposes of meeting any or all of the Economic and Financial Standing & Technical and Professional ability requirements stated above.

Tenderers should note that economic operators relying on the capacity of other entities must, when requested by University College Dublin, submit an undertaking in terms satisfactory to University College Dublin and duly evidenced, from those entities that they will place the necessary resources at the disposal of the Tenderer.

University College Dublin reserves the right to require any such third party to provide a guarantee or enter into some other form of direct agreement with University College Dublin to secure the availability of those resources for University College Dublin in the event that the Tenderer is unable to meet its commitments to University College Dublin. In this event, any such guarantee or agreement will be requested by University College Dublin prior to (and shall be a condition of) the award of any Services Contract.

Failure to provide an undertaking or guarantee or other form of direct agreement (where third-party resources are being relied upon) will result in the Tenderer being eliminated from the Competition and the remainder of its Tender submission will not be assessed.

3.2.B (ii) Professional Ability

Tenderers must meet the following minimum standards to be considered:

- Ability to operate legally in all relevant countries.
- Demonstrated capacity to ensure participant and staff safety.
- Compliance with data protection and confidentiality requirements.
- Acceptance of the Client's research design and methodological framework.

Documentation/Evidence Required

Tenderers are required to submit evidence to demonstrate that they can meet all of the above.

In the event that a Tenderer fails to meet the minimum requirements specified in section 3.2 above, that Tenderer will be eliminated from the Competition.

3.3 AWARD CRITERIA

3.3.1 Appointment to the Services Contract will be awarded on the basis of the most economically advantageous tender as identified in accordance with the following criteria.

1. Qualitative Award Criteria

Tenderers must review the requirements detailed in Appendix 1 Requirements and Specifications and address each of the qualitative Award Criteria detailed below and submit a comprehensive response which demonstrates how these requirements will be dealt with / met and their approach to the proposed delivery of the requirements.

Quality Award Criteria		Maximum Marks Available	Minimum Marks Required to Pass
A. Technical Quality – 500 Marks (50%)			
A1. Methodological Approach	**20%**	**200**	**120**
• Demonstrate a clear understanding of qualitative fieldwork in crime-affected or sensitive environments. • Propose robust operational procedures for recruitment, training, supervision, and quality assurance. • Demonstrate plans for managing fieldwork across multiple locations in Latin America. • Ensure adherence to the Client's research design, instruments, and protocols.			
A2. Team Qualifications & Experience	**15%**	**150**	**90**
• Relevant experience of proposed field interviewers. • Demonstrated expertise in qualitative research, especially in crime, security, or vulnerable populations. • Demonstrated experience conducting qualitative interviews on sensitive, high-risk, or criminally-adjacent topics (including whether experienced and trained staff are employed). • Experience working in Latin America, including language capabilities, cultural competence, and familiarity with localised terminology relevant to gang dynamics and community contexts in each target jurisdiction. • Evidence of organisational capacity to manage multi-country fieldwork. • Evidence of existing or proposed partnerships with local organizations, where relevant to supporting fieldwork access, personnel, or specialist knowledge — with clear disclosure of any sub-contracting arrangements.			

	A3. Ethical, Safeguarding & Risk Management	**15%**	**150**	**90**
	● Strength and feasibility of safeguarding measures for participants and field staff. ● Risk-mitigation strategies for conducting research in crime-affected areas. ● Knowledge of data protection and confidentiality protocols both locally and organizationally. ● Ability to secure local permissions and comply with ethical standards, including country-specific research permit requirements and applicable local ethics regulations in Argentina, Chile, and Costa Rica. Tenderers should demonstrate awareness of in-country institutional review or authorisation processes and how these will be managed.			
B. Delivery Capacity & Work plan – 200 Marks (20%) – Minimum Marks - 120				
● Feasibility of the proposed work plan and timeline. ● Clarity of logistics planning ● Systems for monitoring progress and reporting ● Contingency planning for disruptions or access constraints.				
C. Organisational Track Record & References – 100 Marks (10%) – Minimum Marks - 60				
● Evidence of successful delivery of similar qualitative fieldwork assignments. ● Experience working with international organisations, NGOs, or public-sector clients. ● Quality of references from previous clients. ● Demonstrated reliability, compliance, and performance history.				
D. Cost & Value for Money – 200 Marks (20%) – Minimum Marks – N/A				
● Overall cost competitiveness, assessed in proportion to the quality and scope of the proposed delivery. ● Transparency and justification of cost components. ● Efficiency of resource allocation relative to proposed activities. ● Cost-to-quality ratio: the extent to which the proposed budget is proportionate to the outcomes, outputs, and quality of delivery offered. Submissions will be evaluated on what the project receives for the proposed cost, not on cost alone. ● Demonstrated ability to deliver high-quality fieldwork within budget.				
Total Maximum Score Available		**100%**	**1000**	

Tenderers must achieve the Minimum Weighted Mark for each and all qualitative criterion in order to pass to the next stage of the Competition.

All Tenders that achieve all of the Minimum Weighted Marks required in all criterion will be evaluated under the Ultimate Cost.

Tenderers who fail to achieve the Minimum Weighted Mark in a Qualitative Award Criteria will be eliminated from the Competition and shall not be evaluated for Cost.

Each of the qualitative responses to the Award Criterion above shall be scored initially out according to the following scoring matrix.

Weighting	Meaning
91% - 100%	A response that demonstrates an excellent level of quality, credibility, and understanding of requirements and provides comprehensive and convincing assurance that the Tenderer will deliver to an excellent standard.
80% - 90%	A response that demonstrates a very good level of quality, credibility, and understanding of requirements and provides assurance that the Tenderer will deliver to a very good standard.
60% - 79%	A response that demonstrates a satisfactory level of quality, credibility and 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.
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.
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.
0%	Response completely fails to address the criterion under consideration.

2. Ultimate Cost

The following will be method of scoring Ultimate Cost:

Award Criteria	Maximum Marks Available
Cost Total Marks	**200**

How Ultimate Cost is calculated

The Tenderer whose total Ultimate Cost (all-inclusive price) (as specified in the Pricing Schedule) is the lowest shall be awarded the maximum marks available (200) and all other Tenderers shall be marked relative to the lowest priced Tender using the following formula:

$$\frac{\text{Maximum number of marks available (200)} \times \textit{Lowest} \text{ Ultimate Cost}}{}$$

Ultimate Cost under evaluation

How Final Scores will be calculated:

The total score awarded for a Tenderer will be the cumulative total of marks received for the Qualitative Award Criteria and the Cost criterion to arrive at a total mark out of a maximum of 1,000 marks. **The highest scoring Tenderer will be awarded the Services Contract.**

Tie Break Rules

In the event that there is a tie in total marks awarded (i.e. two or more Tenderers obtain the same total mark), the following tie-break rules will be adopted:

(i) The Tenderer who has been awarded the highest overall mark for the Qualitative Award Criteria element (non-cost related element) of their Tender will be deemed to be the higher ranking.

(ii) In the event of the application of this tie-break rule is still not resulting in the determination of the higher-ranking Tenderer at this stage, the approach will continue to be applied to each of the Qualitative Award Criteria (non-cost related element) in the order of highest marks to lowest marks available until such time as the higher ranking Tenderer can be determined.

(iii) In the unlikely event that the Tenderers have received the same marks for each of the Qualitative Award Criteria, the Tenderer who has been awarded the highest marks for Ultimate Cost will be deemed to be the higher-ranking Tenderer.

3.3.2 Subject to paragraphs 2.1 (Important Notices) and 3.5 (Standstill Period) of this RFT, appointment to the Services Contract 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: (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; (ii) all or any of the supporting documents specified at paragraph 3.2 not already requested.

3.4 PRESENTATION OF PROPOSALS

Tenderers may be required to make a presentation of the proposal contained in their Tender prior to the award of any Services Contract. 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 (the "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 lowest ranking preferred bidder in respect of each award criterion assessed by the Contracting Authority.

3.6 RETURN OF SIGNED SERVICES CONTRACT

3.6.1 The successful Tenderer(s) must sign and return the Services Contract in duplicate to the Contracting Authority no later than five (5) calendar days from the date of expiry of the Standstill Period unless notified otherwise in writing by the Contracting Authority. A Services Contract returned by the successful Tenderer is not binding on the Contracting Authority until the Contracting Authority has signed the Contract in accordance with paragraph 2.1.2 above.

3.6.2 Where the signed Services Contract has not been received by the Contracting Authority within the period as specified at paragraph 3.6.1 then the Contracting Authority may proceed to offer a Services Contract to the next highest-ranked Tenderer in accordance with paragraph 3.6.1 above.

Appendix 1: Requirements and Specifications

About the School of Politics & International Relations

UCD School of Politics & International Relations (SPIRe) is a dynamic, multi-faceted and highly international school offering exciting and professionally valuable programmes of study at the undergraduate and graduate levels. Academic staff are engaged in cutting-edge research on a wide variety of political issues, including ethno-political conflict, human rights, and Ireland's role in the European Union, to name just a few. The School is also home to five research centres: the UN-linked Centre for Sustainable Development, the Centre for Peace and Conflict Research, the Centre for Asia-Pacific Research, the Centre for Democracy Research and the Centre for Connected Politics. In addition, the school is affiliated to the UCD Dublin European Institute.

About Project Principal Investigator

Lucia Tiscornia is Associate Professor in the School of Politics and International Relations and a Fellow with the Geary Institute for Public Policy at University College Dublin. She is also a Research Affiliate with the Violence and Transitional Justice Lab at the University of Notre Dame. She holds a PhD in political science from the University of Notre Dame. Dr. Tiscornia's work explores the causes and consequences of political and criminal violence. She is also interested in issues of conceptualization, measurement, and mixed methods research design.

Dr. Tiscornia's book Accountability Shock: Why Transitional Justice Deters Criminal Wars in New Democracies (co-authored with Guillermo Trejo and Juan Albarracín) was recently published with Cambridge University Press. Her research has also appeared in International Organization, the Journal of Peace Research, Sociological Methods & Research, and Studies in Comparative International Development, among others.

Scope and Objectives of this Fieldwork Phase

About the Project

This tender forms part of CRIMLATAM (Criminal Governance in Unexpected Contexts: The Role of the Welfare State in Latin America), a research project, funded through a European Research Council (ERC) Starting Grant, based at UCD's School of Politics and International Relations. CRIMLATAM examines how criminal organisations — including gangs, mafias and drug cartels — operate within democratic societies with strong social welfare systems, focusing on Argentina, Chile and Costa Rica. This tender covers the primary data collection phase of the project (Work Package 2).

Scope

This tender covers the design and delivery of primary qualitative and quantitative fieldwork across three cities:

Rosario/ Buenos Aires, Argentina

Santiago, Chile

Puerto Limón/ San José, Costa Rica

Fieldwork will be conducted at neighbourhood level, targeting communities with varying degrees of criminal gang presence. The work comprises two sequential components: qualitative interviews (conducted first, to inform and calibrate a survey instrument), followed by face-to-face surveys. The contractor is responsible for field team recruitment and training, data collection, transcription and translation, quality assurance, and delivery of all raw data and supporting materials in accordance with the client's specifications.

Objectives of this Fieldwork Phase

- Generate primary qualitative data through 30 in-depth interviews per city in neighbourhoods with gang presence, capturing community-level perspectives on criminal governance.
- Pilot, calibrate, and administer a face-to-face survey instrument, producing 2,500 complete responses per city across a neighbourhood sample split between high and lower gang-presence areas.
- Produce cross-nationally comparable data that can support the broader project's analysis of how criminal governance operates across three distinct country contexts.
- Deliver all data, transcripts, and supporting materials to the required standard of accuracy, anonymisation, and formatting, within the agreed timeline and budget.

Specification of Requirements from the Research Organisation

Overview/ What's expected

There are two sets of deliverables the research organization will provide:

- 30 qualitative interviews per case study, in neighbourhoods with gang presence
- 2,500 complete face-to-face survey responses per case study (Limón/ San José in Costa Rica, Rosario/ Buenos Aires in Argentina, and Santiago in Chile) based on a sample of neighbourhoods in each city (50% with gang presence, 50% without)

There is a pre-specified sequence for these deliverables. Given the nature of the research methodology, the qualitative interviews will be undertaken first. The information from them will then be used to calibrate the survey instrument, which will be applied at a later stage.

Additional Notes on Deliverables

Qualitative Interviews

- In-depth interviews are to be conducted with interviewees living in/working in specific target neighbourhoods, pre-determined by the PI based on desk research identifying areas with criminal gang presence. The cities are confirmed (Rosario or Buenos Aires–subject to final confirmation; Santiago; and Limón or San José in Costa Rica — subject to final confirmation). Specific neighbourhoods within each city will be communicated to the contractor once preliminary fieldwork analysis is complete.
- The contractor's plan for participant recruitment will be developed in consultation with the PI. Tenderers should outline their proposed approach to recruiting participants in crime-affected neighbourhoods, including plans to engage local civil society organisations to facilitate access.

- Informed consent for interviews will be obtained orally. No written consent forms will be used, in line with the ethical framework approved by the ERC. Where participants do not consent to recording, field notes will be used in lieu of audio capture.

Qualitative Interview Methodology and Sensitive-Context Experience

Tenderers are asked to provide a dedicated methodological note (max 2 pages) addressing the following:

- A description of the proposed approach to conducting in-depth qualitative interviews in neighbourhoods with active criminal gang presence, including but not limited to:
    - how interview guides will be adapted to context
    - how rapport will be established with respondents
    - how interviewer conduct will be adjusted to avoid raising risk within the community.

- The tenderer's experience conducting qualitative research involving sensitive, high-risk, or potentially incriminating information, such as, prior work on topics where respondents may disclose information that carries personal or legal risk to themselves or others.

- Protocols for minimising the risk of and managing disclosures made during interviews that fall outside the immediate scope of the research (e.g. admissions of criminal involvement, threats, or safeguarding concerns), including escalation pathways, interviewer training on non-engagement/non-intervention boundaries, and any duty-of-care obligations to respondents and field staff.

- Evidence of prior experience training and supervising local interviewers to handle sensitive qualitative material consistently and safely, including support arrangements for field staff exposed to sensitive/ distressing material.

- Confidentiality and data-handling measures specific to the interview stage

Surveys

- The target is 2,500 complete face-to-face surveys per city. “Complete” is defined as a survey where the respondent reaches the end; partially completed surveys will not count toward this target. Online and telephone surveys are not acceptable. (if security conditions on the ground jeopardize face-to-face surveys, a revised strategy may be developed in consultation with the PI).
- Neighbourhood sampling strategy: approximately 50% of the sample will be drawn from neighbourhoods with high levels of criminal gang presence, and 50% from neighbourhoods with lower levels. The PI will provide the full list of neighbourhoods and sampling criteria in advance of fieldwork commencement. Note: this list cannot be provided at the tender stage, as it depends on preliminary desk research to be completed early in the project.

- Tenderers should note that fieldwork locations may include areas that are logistically challenging to access. Quotes should reflect the most demanding scenario (e.g. Puerto Limón rather than San José in Costa Rica), so that any subsequent change to an easier location results in cost savings rather than overruns.
- Tenderers are responsible for providing software for survey data collection and storage (either their own or subcontracted through an entity such as Qualtrics). Such software should guarantee data protection (encryption).

Budget and Payment

- Payment will be structured on a fixed deliverable basis. The total budget is finite and non-negotiable. Milestone scope may be subject to discussion, but the total contract value will not increase. Tenderers should price accordingly and ensure all costs are transparent and fully justified.
- Payment will be released against confirmed delivery of each milestone. There will be no variable or cost-reimbursement elements. This approach is intended to ensure budget certainty for the project and compliance with ERC grant conditions.
- IMPORTANT: Irish VAT at the standard rate of 23% applies to these services. Contractors should quote their fee net of VAT and add 23% to arrive at the VAT-inclusive total. UCD will account for the VAT and remit it to Irish Revenue directly; contractors will be paid their quoted net fee.
- Professional services tax withholding may apply, tenderers are entitled to claim it back from Irish Revenue
- Budgets should not exceed a VAT exclusive total of €395,000 (three hundred ninety-five thousand).

Local Partnerships, Compliance, and Language Capacity

- Tenderers may engage with local organisations/ universities or research institutions to support project delivery — for example, in identifying suitable fieldwork locations, recruiting personnel with relevant expertise, or accessing knowledge of gang-related language and community dynamics. Such partnerships are permitted provided the contractor retains full responsibility for the quality, accuracy, and timely delivery of all contractual outputs. Any sub-contracting or partnership arrangements must be disclosed in the tender submission.
- The contractor is responsible for identifying and complying with all local research permit requirements and applicable ethics regulations in each country of operation (Argentina, Chile, and Costa Rica). Evidence of compliance must be provided prior to the commencement of fieldwork in each location. This includes any in-country institutional review board approvals or research authorisations required by local law or practice.
- Tenderers must demonstrate sufficient language capacity for each jurisdiction. Field teams must be fluent in the relevant local language(s) and, where applicable, familiar with localised terminology, dialects, or community-specific language relating to gang dynamics. Tenderers should specify in their submission the language competencies of proposed field staff in each country.

- Prior to full survey rollout, the contractor is required to conduct a pilot survey in each of the three countries. The contractor shall submit a brief pilot report to the PI, including any recommended adjustments to the instrument, prior to proceeding with full data collection.

Milestones

Mobilisation Plan

Detailing staffing arrangements, country-level coordination mechanisms, communication protocols, interview and survey schedule.

Recruitment and Training of Field Teams.

The Contractor shall recruit qualified local interviewers and enumerators in each designated location. The Contractor shall:

- Ensure all personnel meet minimum experience requirements for qualitative research in sensitive contexts.
- Conduct training sessions using research instruments, protocols, and safeguarding procedures

Ethical and Administrative Compliance

Prior to commencing fieldwork in each location, the Contractor shall complete all required ethical and administrative steps, including:

- Identifying and securing all local research permits and in-country ethics or institutional review approvals required in Argentina, Chile and Costa Rica.
- Implementing the oral informed consent procedures set out in this Appendix, in line with the ethical framework approved by the ERC.
- Providing compliance documentation to the Client before fieldwork commences in each location.

Data Collection

The Contractor shall conduct qualitative fieldwork in accordance with the methodology, and instruments provided by the Client. The Contractor shall also conduct face-to-face survey in accordance with the methodology and instruments provided by the client. Prior to full survey rollout, the Contractor shall conduct a pilot survey in each of the three locations, submitting a brief pilot report to the PI before proceeding to full data collection. Requirements include:

- Conducting interviews at assigned locations.
- Ensuring adherence to ethical standards, safety protocols, and quality-control procedures.
- Providing weekly progress updates, including completed interviews, challenges encountered, and mitigation actions.
- Immediate notification to the Client of any incidents affecting fieldwork continuity or researcher safety.

Transcription, Translation, and Quality Assurance

Following data collection, the Contractor shall:

- Produce complete, accurate, and anonymised transcripts of all interviews.

- Translate transcripts into the required language(s), where applicable.
- Conduct internal quality checks to ensure accuracy, completeness, and adherence to formatting standards provided by the Client.

Delivery of Raw Data and Supporting Materials

The Contractor shall deliver all raw and processed materials in accordance with the Client's data-security requirements. This includes:

For qualitative interviews:

- Audio files (if required).
- Transcripts in the agreed format.
- Field notes, observation sheets
- Any separate consent audio
- A log of any deviations

For survey:

- Data in csv format
- Field notes, observation sheets
- A log of any deviations

Final Report

- Log of all interviews by location, including relevant generic term for respondents (e.g. "resident", "teacher," "NGO worker," etc)
- Log of any incidents
- Any observations

Once the Client has confirmed that quality checks are complete and final payment has been made, the Contractor is obligated to securely destroy all raw data held by it (including audio files, transcripts and survey data) and to confirm the destruction to the Client in writing.

Payments

Payment will be made on a fixed deliverable basis (milestones).

Appendix 2: Pricing Schedule

Tenderers should note that no obligation shall exist for the Contracting Authority and the Client to purchase these precise or any quantity of Services. The Contracting Authority and the Client do not warrant or represent that expenditure will meet, exceed or be less than the estimated usage amounts and by submitting a Tender, Tenderers so acknowledge and agree.

Pricing Schedule

The Pricing Schedule is titled 'UCDOPP5620 Pricing Schedule' and is available to download separately from www.etenders.gov.ie.

Pricing of Requirements

As stated in 2.10, all prices quoted must be all inclusive as follows:

All prices quoted for the Services must be all inclusive and be expressed in Euro only and exclusive of VAT. The VAT rate(s) where applicable should be indicated separately. The VAT rate(s) where applicable should be indicated separately.

Pricing Table

The table below is provided for information purposes only and the separate Appendix 2 Pricing Schedule should only be used to record the proposed pricing for the project.

Milestone	Description of Deliverables	Evidence / Outputs Required	Payment %
Mobilisation Plan	Submission of the full mobilisation package covering operational readiness across all countries.	Mobilisation Plan including staffing, coordination mechanisms, communication protocols, and survey schedule.	15%
Recruitment & Training of Field Teams	Recruitment of qualified local interviewers and delivery of training.	• List of recruited interviewers • Training materials and agenda • Training completion report • Confirmation of safeguarding and protocol training	20%
Ethical & Administrative Compliance	Completion of all required ethical and administrative steps prior to fieldwork	• Evidence of ethical approvals (where applicable) • Documented oral consent procedures • Compliance documentation	10%

Data Collection	Execution of qualitative fieldwork, the pilot survey and the face-to-face survey across all designated locations.	• Completed interviews per location • Weekly progress updates • Incident notifications • Confirmation of adherence to ethical and safety protocols	30%
Transcription, Translation & Quality Assurance	Processing of collected data and internal QA checks.	• Complete anonymised transcripts • Translations (if required) • Internal QA report	10%
Delivery of Raw Data & Supporting Materials	Submission of all raw and processed materials in secure formats.	• Audio files (if required) • Transcripts in agreed format • Field notes and observation sheets • Consent audio files • Log of deviations Survey field notes and observation sheets Survey data in CSV format	10%
Final Report	Consolidated reporting on fieldwork and outcomes.	• Final report including interview and survey logs , incident logs, and observations • Confirmation of full delivery of all contractual outputs	5%

Appendix 3: Tenderers' Statement

[Tenderers must complete and return the following form of Tenderers' Statement printed on the Tenderers' headed notepaper and signed by the Tenderer separately with their tender submission.

Non-compliance under any heading in the Tenderer's Statement or any changes to the document will result in the automatic disqualification of the Tenderer in question.

This document must be completed and signed by a duly authorised signatory of the Tenderer's Organisation.]

TENDERERS' STATEMENT

TO: University College Dublin (the "Contracting Authority")

RE: UCDOPP5620 Request for Tenders for the Provision of International Fieldwork Data Collection in Latin America to University College Dublin.

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 Services Contract, we hereby agree and declare the following:

1. We understand the nature and extent of the Services 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:
    a) the RFT; and
    b) the Services Contract and agree if awarded any contract to execute the Services Contract at Appendix 5 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 provide the Services in accordance with the RFT, our Tender and our response if awarded any Services Contract.
5 We agree that, if awarded any Services Contract that 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 Services Contract have in place on the Effective Date of the Services 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 services 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**

(Authorised Signatory)

Print name **Address**

Appendix 4: Declaration as to Personal Circumstances of Tenderer

Re: UCDOPP5620 Request for Tenders for the Provision of International Fieldwork Data Collection in Central & South America to University College Dublin

NAME: [Click here and insert name]

ADDRESS: [Click here and insert address]

I, [Click here and insert name of Declarant], having been duly authorised 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 organisation, 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.

(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) That the preparation of the Tender was carried out independently.

(i) 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).

(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)

Practising Solicitor/Commissioner for Oaths

Appendix 5: Services Contract

Please Note: For the purpose of this template 'UCD' is used as a general reference. The resulting contract will be executed between each legal entity and the successful tenderers.

University College Dublin

And

_____

AGREEMENT

Relating to the Provision of Services pursuant to

Request for Tenders (RFT) for _____

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

University College Dublin, of Belfield, Dublin 4, Ireland ("the Client");

And

Insert successful Tenderer full legal name of [address] ("the Contractor")

(each a "Party" and together "the Parties").

WHEREAS:

A. By Request for Tender entitled _____ advertised in the supplement to the Official Journal of the European Union, OJEU Notice Number _____ dated _____ ("the RFT") the Contracting Authority invited economic operators ("Tenderers") to participate in a tender competition for the provision of the services described in Appendix 1 to the RFT (the "Services"). References to the RFT shall include any clarifications issued by the Contracting Authority via the messaging facility on www.etenders.gov.ie between _____ and _____ (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 and was received on _____ ("the Submission"). References to the Submission shall include any clarifications issued by the Contractor in writing to the Contracting Authority between _____ and _____ (the "Submission Clarifications"). The Submission (including the Submission Clarifications) is hereby incorporated by reference into this Agreement.

C. The Contractor submitted a response to the RFT dated the **[Date of Response]** (the "Response"). References to the Response shall include any clarifications issued by the Contractor in writing to the Client between **[insert date]** and **[insert date**] (the "Response Clarifications"). The Response (including the Response 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 D attached hereto;

ii. The RFT;

iii. The Submission;

iv. The Response;

2. The Contractor agrees to provide the Services described in Schedule B (the "Services") to the Client in accordance with this Agreement ("Agreement"). Schedule B details the nature, quantity, quality, time of delivery, key personnel and functional specifications of the Services in accordance with the RFT, the Submission and the Response ("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 **[name of contact person]** of **[address of contact person]**; 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").

   Delete and replace with "Not Used" if not applicable:

   The Client reserves the right to extend the Term for a period or periods of up to **[Insert Number]** months with a maximum of **[Insert Number]** 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 provision of the Services 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 provision of the Services 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 3 the Contractor shall:

1. provide the Services 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. provide the Services 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 Services are 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 14, 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 10.

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. The Contractor shall comply with all applicable obligations arising pursuant to the European Communities (Protection of Employees' Rights on Transfer of Undertakings) Regulations 2003 (S.I. No. 131 of 2003) and Council Directive 2001/23/EC (together the "TUPE Regulations") and failure to so comply shall constitute a serious breach of this Agreement. The Contractor shall indemnify, save harmless and keep the Client indemnified from and against any claim arising or loss or costs incurred as a result of its failure or incapacity to fulfil its obligation under the said TUPE Regulations.

2. KEY PERSONNEL

The Contractor undertakes and acknowledges that it is responsible for ensuring that all key personnel as specified in the Submission ("Key Personnel"), assigned by it to provide the Services shall be available for the Term of this Agreement. The Contractor acknowledges that the Key Personnel are essential to the proper provision of the Services to the Client. In the event that any of the Key Personnel assigned by the Contractor to provide the Services under this Agreement becomes unable to provide the Services for whatever reason then, the Contractor acknowledges and undertakes that it shall immediately notify the Client in writing of the inability of any Key Personnel and replace that person with a person of equivalent experience and expertise ("Replacement Personnel"). The Contractor shall provide to the Client such details as the Client may reasonably require in writing regarding any Replacement Personnel. The Client shall have absolute discretion as to the suitability of any proposed Replacement Personnel.

3. PAYMENT

A. Subject to the provisions of this clause 3 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 10A 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 Services for any billing period (including whether or not Services have been accepted, rejected, satisfactorily re-performed or 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. The Charges shall include any and all costs or expenses incurred by the Contractor, its employees, servants and agents in the performance of its obligations under this Agreement.

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 provision of the Services will be the sole responsibility of the Contractor and the Contractor so acknowledges and confirms.

4. 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 provide the Services 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 provision of the Services 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. the status of the Contractor, as declared in the "Declaration as to Personal Circumstances of Tenderer" dated 20th March 2018 , which confirms that none of the excluding circumstances listed in Regulation 57 of the Regulations apply to the Contractor, remains unchanged;

7. it owns, has obtained or is able to obtain, valid licences for all Intellectual Property Rights (as defined in clause 6 below) that are necessary for the performance of its obligations under this Agreement and for the Client to obtain the benefit of the Services for its business purposes;

8. *Delete and replace with "Not Used" if not applicable:*

   it has inspected the Client's premises, lands and facilities before submitting its Submission and has made appropriate enquiries so as to be satisfied in relation to all matters connected with the performance of its obligations under this Agreement;

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

10. it retains and shall maintain for the Term insurances for the nature and amount specified in the RFT. The Contractor undertakes to advise the Client forthwith of any material change to its insured status, to produce proof of current premiums paid upon written 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 4A.10.

B. 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 at clause 4A and to comply with all reasonable directions of the Client with regard thereto which may include termination of this Agreement.

5. 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, wilful 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 5A 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(G), 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 Services, 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(G) (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 the amount specified by the Contracting Authority/Framework Client in the RFT (**Section 20 of the RFT**) 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:

[insert]

("the Retention Amount") which Retention Amount shall not at any given time exceed **[number]** per cent of the Charges. In such event the Client shall identify the particular Services 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 said Services 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 5F shall be without prejudice to and not be in substitution for any remedy of the Client under this Agreement.

G. *You must select one or the other of either G or H. Delete and replace with "Not Used" if not applicable:*

Time of delivery shall be of the essence and if the Contractor fails to deliver the Services 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 Services and / or terminate this Agreement in either case without prejudice to any other rights and remedies of the Client.

H. *You must select one or the other of either G or H. Delete and replace with "Not Used" if not applicable:*

Without prejudice to any general right to damages under this Agreement where the Contractor does not provide the Services within delivery dates or lead times in accordance with this Agreement, the Client may, at his discretion, deduct **[amount]** per **week/day,** or part thereof, for each week/day of late delivery as liquidated damages up to a maximum amount of **[amount]** (the "Liquidated Damages Threshold").

Where the Liquidated Damages Threshold is met or exceeded (being that delivery continues not to be performed after the Liquidated Damages Threshold is met), the Client shall be entitled to:

1. claim any remedy available to it (whether under this Agreement or otherwise) for loss or damage incurred or suffered by it after the end of the Liquidated Damages Period; and
2. without prejudice to sub-clause (1), the Client shall be entitled to terminate the Agreement with immediate effect by giving notice in writing to the Contractor

6. INTELLECTUAL PROPERTY

A. Intellectual Property Rights ("IPR") means all patents and patent rights, trademarks and trademark rights, trade names and trade name rights, service marks and service mark rights, service names and service name rights, brand names, copyrights and copyright rights, trade dress, business and product names, logos, slogans, trade secrets, industrial models, utility models, design models, designs, rights in confidential information, know-how, rights in the nature of unfair competition rights and rights to sue for passing off, and all pending applications for and registrations of patents, trademarks, service marks, and copyrights together with all connected and similar or analogous rights in any country or jurisdiction for the full term thereof.

B. Pre-existing IPR means all IPR existing prior to the date of this Agreement and all IPR in any materials, acquired or developed by or for Contractor or Client independently of this Agreement, and any IPR in Contractor's standard hardware and software products or modifications or updates to such products.

C. All IPR title and interest in all reports, data manuals and/or other materials (other than software) (including without limitation all and any audio or audio visual recordings, transcripts, books, papers, records, notes, illustrations, photographs, diagrams) produced for the purposes of this Agreement (collectively "the Materials") (or any part or parts thereof) shall vest in the Client and the Contractor so acknowledges and confirms. For the avoidance of doubt the Contractor hereby assigns all Intellectual Property Rights, title and interest in the Materials (including by way of present assignment of future copyright) to the extent that any such Intellectual Property Rights title or interest may be deemed by law to reside in it in the Materials to the Client absolutely.

D. The Client grants to the Contractor a royalty-free non-exclusive licence to use the Client's Pre-existing IPR for the Term to the extent necessary to enable the Contractor to fulfil its obligations under this Agreement. Save as expressly set out in this clause 6 all Pre-Existing IPR shall remain the sole property of the party who owned, acquired or developed such intellectual property.

E. The Contractor shall waive or procure a waiver of any moral rights subsisting in copyright produced under or in performance of this Agreement.

F. Nothing in this Agreement shall prohibit or be deemed to prohibit the Contractor from providing services similar to the Services to any party other than the Parties hereto. In no event shall the Contractor be precluded from independently developing for itself, or for others, materials which are competitive with, or similar to, the Services and to use its general knowledge, skills and experience, and any ideas, concepts, know-how, formats, templates, methodologies and techniques that are acquired or used in the course of providing the Services.

G. The Contractor shall ensure that all and any necessary consents and/or licences for any software, instrument, modality or methodology are obtained and in place before use for the purposes of this Agreement (to include but not be limited to ensuring that the Client shall be vested with all necessary rights so as to enable the Client to enjoy the benefit of the Services for its business purposes). 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.

At the request of the Client for and in respect of any such breach, the Contractor shall at its expense and option:

(i) procure the necessary rights for the Client to continue use;

(ii) replace the relevant deliverable with a non-infringing equivalent;

(iii) replace the relevant deliverable to make it non-infringing while giving equivalent performance; or

(iv) if the Contractor cannot obtain the remedies in (i), (ii) or (iii) above, it may direct the return of the deliverable and refund to the Client Charges paid for such deliverable less a reasonable amount for the Client's use of the deliverable up to the time of return, provided such reasonable amount is due to the owner of the said deliverable, TOGETHER with all losses (whether direct, indirect or consequential) thereby accruing to the Client as a result of the breach.

H. Upon the termination of this Agreement for whatever reason, the Contractor shall immediately deliver up to the Client all the Materials prepared up to the date of termination. The provisions of this clause 6 will survive the expiration or termination of this Agreement for any reason.

7. 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 7; 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 7; 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 between the contractor and the client date **[insert date]** and entered into pursuant to clause 13.2 of the Framework Agreement ("the Confidentiality Agreement").

The obligations in this clause 7 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. The Contractor acknowledges that the security of the State and its information is of paramount importance to the Client. Accordingly the Contractor confirms that it will, if requested by the Client, from time to time, submit full personal details (including those of Subcontractors) who are assigned to provide the Services (or any part thereof) under this Agreement. The Contractor further acknowledges that checks may be carried out in relation to all such personnel by police authorities and the Contractor shall comply with all reasonable directions of the Client arising therefrom.

D. 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.

E. The terms of this clause 7 shall survive expiry, completion or termination for whatever reason of this Agreement.

8. 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 8B 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 minimise 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 minimise 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 **[insert number]** 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.

9. 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 **one (1) month** written notice to the Client.

B. Either Party shall have the right (in addition to its rights under clause 9(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 that any of the exclusion grounds set out in Regulation 57 of the Regulations apply to the Contractor.

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.

E. If requested by the Client, the Contractor shall promptly furnish such anonymised information relating to the terms and conditions of the employment of all persons providing the Services as may be required by the Client ("Employment Information"). The Contractor agrees that the Client may release the Employment Information to third parties for the purposes of any procurement competition for the provision of the Services upon expiry of the Term or earlier termination of this Agreement for whatever cause.

10. 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 as 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 authorised 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.

11. 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 CEDR Ireland 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.

12. 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 authorised officers.

13. 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 13.

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.

14. 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 part, 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.

15. 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.

16. 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.

17. 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.

18. NON-EXCLUSIVITY

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

19. 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.

20. 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 Services 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 20C or the commission of any offence by the Contractor, any Subcontractor, agent or employee under the Prevention of Corruption Acts, 1889 to 2005 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.

21. 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 Services are being performed for the Client under this Agreement.

22. EQUIPMENT

A. The Contractor shall provide all equipment and materials necessary for the provision of the Services ("Equipment").

B. All Equipment brought onto the Client's premises shall be at the Contractor's own risk and the Client shall have no liability for any loss of, caused by or damage to any Equipment. The Contractor shall provide for the haulage or carriage thereof to the Client's premises and the removal of Equipment when no longer required at its sole cost. Unless otherwise agreed, Equipment brought onto the premises will remain the property of the Contractor.

C. The Contractor shall maintain and store all items of Equipment within the Client's premises in a safe, serviceable and clean condition.

D. The Contractor shall, at the Client's written request, at its own expense and as soon as reasonably practicable:

i. remove from the Client's premises any Equipment which in the reasonable opinion of the Client is either hazardous, noxious or not in accordance with this Agreement; and

ii. replace such item with a suitable substitute item of Equipment.

E. On completion of the Services the Contractor shall remove the Equipment used by the Contractor to provide the Services and shall leave the Client's premises in a clean, safe and tidy condition. The Contractor is solely responsible for making good any damage to the

Client's premises or any objects contained thereon, other than fair wear and tear, which is caused by the Contractor or any of its employees or Subcontractors.

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 Services (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 performance of the Services 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 Commissioner 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 organisational measures, reviewed and approved by the Client, to protect against unauthorised 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 unauthorised 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 organisational 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 unauthorised 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 Commissioner 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. (IF YOU ARE NOT CONSENTING TO A THIRD PARTY PROCESSOR – DELETE IF NOT IN USE)

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

(OR IF USING A THIRD PARTY PROCESSOR – DELETE IF NOT IN USE)

the Client consents to the Contractor appointing [insert third-party processor] as a third-party processor of Personal Data under this Agreement. The Contractor confirms that it has entered or (as the case may be) will enter into a written agreement incorporating terms which are substantially similar to those set out in this clause 25 as between the Client and the Contractor, the Contractor shall remain fully liable for all acts or omissions of any third-party processor appointed by it pursuant to this clause 25.

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.

Schedule B: Services: Requirements and Specifications

[Insert when completing contract]

Schedule C: Charges

[Insert when completing contract]

Schedule D: Service Levels

[Insert when completing contract]

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: all information, whether in oral or written (including electronic) form, created by or in any way originating with by the Contracting Authority and/or any Framework Client (including but not limited to his/her 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 Contracting Authority and/or any Framework Client provided under the Agreement which relates to an identified or identifiable natural person;

   1.2 Nature of processing [to be completed by the Framework Client]

   1.3 Purpose of processing: to allow the Contractor to provide the services under the Framework Agreement or the Contract.

   1.4 Duration of the processing: the Term of the Contract.

2. **Types of personal data [to be completed by the Framework Client]**

3. **Categories of data subject [to be completed by the Framework Client]**

Appendix 6: Confidentiality Agreement

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

The [insert name of Contracting Authority] of [insert address] (hereinafter "the Client") of the one part;
and[Contractor legal name] of [address] (hereinafter called "the Contractor") of the other part.

WHEREAS

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

B. For the purposes of the tender process referred to in the RFT (the " Competition") and the Services Contract (the "Contract(s)") certain confidential information as defined at clause 2 of this Agreement, will be furnished to the Contractor. The Confidential Information is confidential to the Client.

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 Client 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 Client 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 Client, the supply of 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 Client, 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 Clients; 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 Client, as applicable; 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 Clients 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 Client including, if required, completion of documentation under the Official Secrets Act 1963 and comply with any vetting requirements of the Client including by police authorities;

6.3 upon termination of the Competition (or the Contract) for whatever reason to furnish to the Client all Confidential Information or at the written direction of the Client 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

Client 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 Client and the Contractor so acknowledges and confirms.

8. The Contractor shall, in the performance of the Services Contract, access only such hardware, software, infrastructure, or any part of the databases, data or ICT system(s) of the Client as may be necessary for the purposes of the Competition (and obligations thereunder or arising therefrom) and only as directed by the Client, as applicable, 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 Services 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 Client 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 Client;

(2) ensure that it has in place appropriate technical and organisational measures, reviewed and approved by the Client, to protect against unauthorised 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 unauthorised 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 organisational 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 unauthorised 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 11 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 daily 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 consents to the Contractor appointing [insert third-party processor] as a third-party processor of Personal Data under this Agreement. The Contractor confirms that it has entered or (as the case may be) will enter into a written agreement incorporating terms which are substantially similar to those set out in this clause 11 as between the Client and the Contractor. The Contractor shall remain fully liable for all acts or omissions of any third-party processor appointed by it pursuant to this clause 11.

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