INVITATION TO TENDER

FOR

THE PROVISION OF ADULT RESIDENTIAL RESPITE SERVICE
for
HSE West & North West Regional Health Area
Intellectual Disability Services

HSE PROJECT 29589

This document should be read in conjunction with all other tender documentation

Tender Title	**Tender for the Provision of Adult Residential Respite Service for HSE West and North West RHA Intellectual Disability Services**
HSE Ref	**HSE 29589**
Tender Description	Sligo/Leitrim/W.Cavan/S.Donegal Intellectual Disability Services are seeking a suitably qualified provider to work in partnership with the HSE to develop a respite service for adults aged 18 and over with intellectual disability, autism, and behaviours that challenge across the Sligo, Leitrim, West Cavan and South Donegal area. The service will also support adults with a disability who have additional complex medical needs. The service is required to operate on a 24/7/362 basis (closed for Christmas Eve, Christmas Day and St Stephen's Day). The service will accommodate a maximum of five service users at any one time, depending on individual needs and compatibility considerations. Due to the nature of adult intellectual disability services and ongoing referral process, the service needs may change. The successful service provider must demonstrate flexibility, adaptability, and the capacity to the developing profiles of the adults and changing needs within the service. The service will be delivered from a newly purpose-built respite property provided by the HSE in Carrick-on-Shannon, Co. Leitrim. All referrals to the respite service will be processed via the HSE Respite Coordinator. This document, together with the additional tender documentation, outlines the structure of the competition and explains the nature of the specifications. This tender process is being conducted under Annex XIV of Procurement directives 2014/24/EU. The required services are listed as Annex XIV services, and accordingly, only Articles 74 to 77 of Directive 2014/24/EC applies to the award of any contract(s) that arise from this process. Please complete and submit the Tenderer Statement prior to tender closing date. The Tender Response and Costing documents are required to be completed and returned with your submission. **Please also ensure that you complete and submit the ESPD.** Tenderers are advised that they may be required to attend clarification meetings at short notice during or following the closing date for the receipt of submissions. The successful tenderer(s) will be required to sign a service contract with the HSE.
Contract Duration	3 years (36 months), with an option to extend for a further 2 years (12 + 12 months)

CPV Code/Description	85100000 – Health Services 85144000 – Residential Health Facilities Services 85323000 – Community health services 85320000 – Social services 98000000 – Other community, social and personal services
Completed tenders must be returned to:	Via the e-tenders post box facility on the etenders website, www.etenders.gov.ie
Closing Date	12 noon, Friday 18th December, 2026
Queries Deadline	12 noon, Wednesday 9th December, 2026
HSE Tender Contact	The HSE contact for this tender is Justyna Tulidzinska; all correspondence relating to this procurement process must be submitted through the messaging facility on the eTenders website. www.etenders.gov.ie.

Tender Submission Instructions – eTenders post-box facility

1. For guidance on ePost-box facilities go to electronic tender management system quick guide
2. Post-box facility is time locked. Receipt of submissions is not possible after the official closing deadline.
3. Avoid last minute problems by rehearsing tender submission process well in advance of deadline.
4. Tender submissions will not be accepted in hard copy or by electronic means other than www.etenders.gov.ie
5. A tender will not be deemed formally accepted until all required documents have been uploaded and the submission has been officially lodged within the required deadline.
6. Incomplete tenders, or tenders that do not include all mandatory documentation (including missing files or empty folders), will be deemed non-compliant. HSE Procurement reserves the right to exclude such tenders from further evaluation.
7. Tenders received after the submission will not be accepted or considered for evaluation. It is the sole responsibility of the tenderer to ensure that submissions are lodged in full prior to the deadline.

Note:

- **It is imperative that all questions in the Tender Response Document and the Support Specification Costing Matrix are completed in the format provided as this Tender Response section will be used as the basis for evaluation of selection and award.**
- **If you have any queries or problems completing this document, please raise them using the etenders messaging facility.**
- **For general information on HSE refer to www.hse.ie**
- **Defined terms used in this Invitation to Tender include defined terms contained in the Tender Competition Rules available at www.hse.ie. This Invitation to Tender should**

be read in conjunction with the Tender Competition Rules.

- **Please note that any single document should not exceed 5MB in memory**

1) SPECIFICATION OF REQUIREMENT

1.1. Background

The HSE Disability Services focus on enabling people with disabilities to achieve their full potential, living ordinary lives in ordinary places, as independently as possible while ensuring that the voices of service users and their families are heard, and that they are fully involved in planning and improving services to meet their needs. A priority is to provide further respite care and support to persons with disabilities and their families.

HSE West and North West have a requirement for respite provision which will provide regular planned and crisis respite support to adults with disabilities. The respite service will be based on a community model of support which responds to the individual needs of each individual who is referred. The respite service will offer a wide range of opportunities for day, overnight, weekend, short breaks and social and recreational opportunities.

An important part of the development of quality respite services included the introduction of the "National Standards for Residential Services for Children and Adults with Disabilities 2013", with the commencement of regulation through HIQA in November 2013. Government, through the Department of Health, working through the HSE and with the support of the Regulator are committed to successfully implementing this change programme in a comprehensive and sustainable way over the coming years.

Prior to your submission, please read and review the attached link, as it provides valuable background information.
https://www.hiqa.ie/areas-we-work/disability-services

The following are the principles that should be considered:

- That respite services be person-centred and family-centred;
- That respite services be provided on a rights basis;
- That respite be defined as a support service and regarded among a system of support services;
- That there is a single point of access to respite care services in a given administrative area.
- That respite services be designed in consultation with families in acknowledgement of their expertise in providing care;
- That respite services be age-appropriate and developed as the service user develops;
- That respite care services have clear goals and that systematic and regular review ensure achievement of those goals.

1.2. Requirement

Sligo/Leitrim Disability Services are seeking a provider to work in partnership with the HSE to develop a respite service for adults with an intellectual disability, autism, and behaviours that challenge across the Sligo/Leitrim/W.Cavan/S.Donegal area. The service will also support adults with an intellectual disability who have additional complex medical needs.

The service should be underpinned by an inclusive Person Centred Planning approach, based on a model of positive behaviour support, in alignment with HIQA Residential Standards for Adults and Children with Disabilities, Health Act 2007, if applicable. At all times, the service should incorporate the service user, their

family or advocate and all other relevant professionals contributing to the overall care and support being provided to the service user.

As this is a regional service, the property is centrally located in Carrick on Shannon Co.Leitrim which is close to local amenities and local transport services. All referrals for adult respite service are processed via the HSE Respite Coordinator.

1.3. Service user profile

Detailed below is a sample of the profile of service users who may present to the respite house. This represents the current need which is subject to change over the term of the contract.

	Description	**No of individuals identified**	**Day Staff Requirement**	**24 Hour Support**	**Target service provision based on need**
Profile 1	Service users with complex challenging behaviour requiring access to apartment	12	1:1	Yes	2 nights/month
Profile 2	Service users with intellectual disability and autism -+/- visual impairment/ hearing impairment	30	1:1	Yes	2 nights/month
Profile 3	Service users with physical disability/ID including Wheelchair Users/Mobility issues	4	1:2	Yes	2 nights/month
Profile 4	Service users with nursing care needs including PEG/ epilepsy/ medication	4	1:1		2 nights/month

	Description	**No of individuals identified**	**Target service provision based on need**
Priority 1	Experiencing significant difficulties/health	10	25-30 nights annually

	issues with or without support		
Priority 2	Experiencing moderate difficulties/health issues with or without support	20	15-20 nights annually
Priority 3	Experiencing some difficulties/health issues with limited support network or no support	10	10-15 nights annually
Priority 4	Experiencing some difficulties/health issues but has a support network/Not experiencing any difficulties	10	1-10 nights annually

1.4. Scope of Service:

- The HSE is seeking commencement of the service Q1, 2027. The service is required to operate 24/7/362 (closed for Christmas Eve, Christmas Day and St Stephen's Day).
- The Accommodation of a maximum of 5 service users at any one time (depending on Service User needs/compatibility).
- The service provider will have responsibility for management and governance of the service in line with the policies and procedures of their organisation and those of the HSE.
- The service provider will be expected to provide a safe and appropriate service to individuals with varying degrees of disability, including those with complex care and/or behavioural needs.
- The adults using this service will have high support needs with varying degrees of disability and complex needs. The service provided will have to meet the needs of all adults referred to the service.
- Due to the nature of adult intellectual disability services and on-going referrals, the service needs will change. The service provider will have to be flexible, creative and adaptable to the developing profiles of the adults and changing needs within the service.
- The required capacity will vary depending on need and user profile.
- Day provision required for holiday periods, all day Saturday & all day Sunday, and also required on Bank Holidays.
- Three transition day visits prior to overnight stay if required. Day provision offered to adults who may require longer transition period.
- Day respite breaks to adults that do not require overnight.

The service provider will be required to:

- Carry out compatibility studies, to include transition visits, detailed needs assessments and risk

assessment specific to residential respite.

- Provide accessible transport to and from home / day service settings if required. Transport also required for social outings. Suitable vehicles must be available for the delivery of the service, specifically a two minibuses, one of which must be wheelchair accessible.
- Work alongside the HSE respite coordinator in relation referrals, scheduling of breaks, prioritisation and Key Performance Indicators (KPIs).
- Work in partnership with HSE services to develop appropriate transition plans for each person.
- Develop the following:
    - a referral, admission and discharge pathway in consultation with the HSE;
    - Respite assessment of need and support planning process to include compatibility of the adults accessing the service;
    - Person Centred Plans and Care Plans for each adult accessing the service.
- Support and provide regular contact with families and significant others.
- Facilitate access, (including transport), to community supports including
    - Multidisciplinary services i.e. GP, Psychiatry, Psychology, Clinical Nurse Specialist, Dentist, Occupational Therapy, Physiotherapy, Social Work, Dietician, and Chiropody;
    - Education and/or Day Service Provision/work experience;
    - Social events, sports, health and leisure activities based on assessment of need and choice;
    - Holidays and breakaways.
- Ensure accurate assessment based record keeping.
- Ensure all policies outlined in Schedule 5 of the Health Act 2007, Regulations 2013 are in place and actively reviewed.
- Comply with all relevant HSE policies and procedures.

1.5. Property

This service will be delivered from a newly purpose-built property designed to meet the accessibility and support needs of adults who may avail of the service. The accommodation includes a self-contained one-bedroom apartment within the property, which may be utilised where an individual would benefit from increased privacy, a quieter environment, a transition towards greater independence, or where their specific support needs are best met through a more separate living arrangement.

The property is situated in a convenient location within close proximity to the town centre, providing easy

access to local amenities and public transport links.

A floor plan of the property is provided at Attachment 7.

The property will be made available to the successful Tenderer on an "as is" basis, fully fitted and equipped. No alterations, adaptations, fit-out works, additions, or structural modifications will be permitted. Tenderers should not include any costs relating to the fitting out, adaptation, or modification of the property within their tender submission.

The successful Tenderer will be required to enter into a lease or licence agreement governing the occupation and use of the property and to comply with all associated terms and conditions. Responsibility for maintenance of the property will remain with the HSE.

1.6. Staff requirement

- The service will be expected to have an identified Person in Charge to oversee and complete the assessment process as well the operation of the respite service. This will require protected time to address and complete risk assessments, mentoring, documentation, daily notes etc.
- The service will be expected to provide a range of suitably qualified staffing supports including Health Care Assistant, Social Care Workers and or Nursing Staff as appropriated based on client's needs.
- The staff mix will be based on the adults needs identified in profiles
- Staff nurse support will be required for adults with more complex need and medical needs.
- Nurses are required to be registered with NMBI.
- Healthcare Assistants required to have a minimum of Fetec Level 5 with Intellectual Disability module or working toward this module.
- Social Care Workers are required to have a minimum of Social Care degree.
- Person in Charge – Nurse

  Required to be CNM2 level with 3 years experience in a disability setting and have completed HIQA approved leadership and management course
- Person in Charge – Social Work Team Leader

  Required to have 3 years social care Team Leader experience and have completed HIQA approved leadership and management course
- All staff are required to complete and update all HSE mandatory training.
- The service provider will have to ensure the adequate skilled staff available to work during high demand times, e.g. day service holidays, Christmas and weekends. These periods has been identified as the times families require additional support.

- Staff ratio and skill mix dependent on the persons needs and evidence based, i.e. risk assessment, adult profiles.
- Service provider to provide reassurances of staff qualifications and mandatory training.

1.7. Service provider will be responsible for the provision of:

- IT and Communications systems.
- All relevant insurances.
- Ensure all policies outlined in schedule 5 of the regulations are in place and actively reviewed.
- Mission statement and Statement of purpose.
- Health & Safety statement.
- Risk Management structures.
- Accessible transport.
- Medication management.

1.8. Training

Service Providers are required to confirm that, at a minimum, staff will have received the following training, including, but not limited to:

- GDPR
- Children First
- Safeguarding Vulnerable Adults
- Consent
- Trust in Care
- Covid 19 / Infection Control
- Health and Safety
- Positive behaviour Support or similar
- Manual Handling
- First Aid
- Safe Administration of Medication
- Epilepsy training, fire training, autism awareness, HIQA human rights module HSEland, CPR

Certificates to be available to the HSE on request

2. GUIDANCE FOR TENDER RESPONSES:

This tender is seeking a service provider that will best fit with the approach of the HSE in the provision of this service. Your understanding of this should be evident from your responses. A demonstration of the capability of your organisation to deliver the required services, in terms of governance structure is required, together with relevant detailed examples of where you have delivered this type of service previously.

Evidence and understanding around HSE policy as relevant to the Disability Services is required and should be reflected in your responses. Evidence of appropriate engagement with stakeholders including client, families, regulator and funder should be included. Evidence of delivery on key performance indicators, while maintaining person centre services, should be reflected in your answers.

In addition, the HSE is seeking details on how your proposal will deliver a quality, client centred service which is flexible in response to changing demand. The HSE requires that the start-up of the new service be as seamless as possible. Your responses should at all times reflect the current needs of the population and should include relevant examples of your experience to illustrate and demonstrate your capacity and expertise in relation to the requirement.

Tenders must provide costs based on the number of clients and the level of support required as outlined in this and accompanying documents. Should there be requirement for additional capacity over the course of the contract, the HSE will negotiate the additional cost on the basis of the breakdown of the tendered cost for this requirement.

3. GENERAL REQUIREMENTS:

3.1. Confidentiality & Data Protection:

The contracted service provider will be obliged to manage and process any information which they acquire from the HSE in accordance with the Data Protection Act 1988, The Data Protection (Amendment) Act 2003 and Directive 2002/58/EC of the European Parliament and of the Council and the General Data Protection Regulation (EU) 2016/679 which became directly applicable on 25th May 2018. The contracted service provider will further be obliged to manage and process any information which they acquire from the HSE in accordance with any data protection legislation as and when enacted in Ireland throughout the course of this contract.

The HSE shall use only processors providing sufficient guarantees to implement appropriate technical and organisational measures in such a manner that processing will meet the requirements of this Regulation and ensure the protection of the rights of the data subject including, but not limited to, the following:

- Completion of the Supplier Confidentiality Agreement (copy attached).
- Not engaging another processor without prior specific or general written authorisation of the HSE
- Assisting the HSE in complying with various obligations of the GDPR. These obligations may include assisting with and/or notifying the Data Protection Commissioner and/or a data subject of a data breach.
- Assistance with carrying out data protection impact assessments, as well as assisting the HSE to fulfil its obligation to respond to requests from the data subjects for their personal information
- Holding of adequate indemnity where liability and fines for data breaches and other GDPR obligations may be the subject of insurance coverage
- Assurance of the security of the data including its movement and where data is hosted.
- Delete or return all the personal data to the HSE, at the termination of contract and delete any existing copies of the personal data held (unless otherwise required by law)

The successful service provider will be required to demonstrate it has satisfactory policies and procedures in relation to maintaining data protection and security of information. Furthermore, the successful service provider will be required to confirm that they have a Data Protection Officer in place.

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

3.2. Health & Safety and Infection prevention control

The service provider is to ensure that it complies in full with all relevant and applicable legislation. This applies to all legislation over the course of the contract.

3.3. Covid 19

The service provider is required to be fully compliant with COVID Public Health Guidance and COVID19 Return to Work Safely document. Service providers are required to have developed policy in relation to carrying out assessments in compliance with HSE Infection Control Guidelines.

3.4. Joint applications

Where two or more parties are making a joint application this should be outlined in detail as to which inputs are expected from each, as well as being very clear who takes overall clinical responsibility for the provision of the service.

3.5. Staff Vetting and Training

The Service Provider will also be required to demonstrate it has satisfactory staff training and vetting, procedures in place and in operation in order to meet requirements of HSE, to include but not limited to Garda Vetting.
All staff need to be Garda Vetted as per national legislation. The National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016 provide a statutory basis for the vetting of persons carrying out relevant work with children or vulnerable persons. The Act also creates offences and penalties for persons who fail to comply with its provisions. All staff involved in the provision of this service are required to have valid Garda and International Police Vetting on file and revised every 3 years minimum or as indicated.

3.6. Payment

Payment schedule will be in line with normal HSE payments. The HSE is committed to meeting supplier payments in an efficient and timely manner in keeping with the HSE's Prompt Payment of Interest Policy.

4. PROCUREMENT PROCESS – OPEN PROCEDURE ANNEX XIV

Tenderers are advised to read all the tender documentation and appendices provided with this tender in order to inform their tender response.

4.1. List of Documentation:

- HSE 29589 Invitation to Tender (this document)
- HSE 29589 Sample Rota
- HSE 29589 Tender Response Document
- HSE 29589 Costing Matrix, including core roster
- Appendix 1 Commercial Declaration (included at the end of the HSE 29589 Tender Response Document) - must be signed and submitted with the tender response
- Appendix 2 Statement of Compliance (included at the end of the HSE 29589 Tender Response Document) - must be signed and submitted with the tender response
- Appendix 3 Acknowledgement and Confirmation of Communication Protocol (included at the end of the HSE 29589 Tender Response Document) - must be signed and submitted with the tender response
- Appendix 4 Certificate of Bona Fide Tender (included at the end of the HSE 29589 Tender Response Document) - must be signed and submitted with the tender response
- Appendix 5 Supplier / Candidate Declaration (included at the end of the HSE 29589 Tender Response Document) - must be signed and submitted with the tender response
- Appendix 6 Children First Act Declaration (included at the end of the HSE 29589 Tender Response Document)
- Attachment 1 Tender Competition Rules
- Attachment 2 HSE Service Provider Confidentiality Agreement
- Attachment 3 Data Processing Agreement
- Attachment 4 Service Arrangements
- Attachment 5 HSE Standard Terms for Services and Supplies
- Attachment 6 ESPD Guidance
- Attachment 7 Property floor plan

The HSE's aim in this tender process is to secure a suitable service provider for the provision of the defined services outlined for the service users as per the service user profiles.

The specification is designed to provide potential tenderers with clarity about the nature and quality of services the HSE seeks to procure. Should a procured provider fail to have all necessary registrations in place, or to otherwise meet any of the specification requirements at any time, the HSE reserves the right to cancel any contract signed with/without notice as it deems necessary.

Tenderers should read the tender structure below, and evaluation methodology fully before completing the tender response documents, i.e. the **Tender Response Document and the Costing Matrix including Core Roster.**

4.2. Tender structure:

It is intended to conduct this competition through the following stages:

- The HSE will issue tender documentation and provide any clarifications required during the clarification

- period stipulated.
- Receive tender submissions before the stated closing date and time. No tenders received after the
- closing date will be considered.
- The HSE reserves the right to meet as appropriate any tenderers with a view to clarifying any outstanding issues in relation to their submission proposals. This would be at the sole discretion of the HSE with the purpose of seeking additional information or clarification in relation to that submission.
- The HSE reserves the right to meet with any/all/none of the tenderers.
- Evaluate tender submissions on the basis of the stated award criteria.
- The HSE reserves the right, at its sole discretion, to enter into direct negotiations with the identified highest scoring Tenderer(s).
- Finalise the service arrangement with the successful Tenderer(s).
- Commence the new arrangement.

Without prejudice, the HSE has endeavoured to give potential respondents an accurate description of the requirements. The information given in these tender documents are indicative only and the HSE does not make any commitment or any guarantee of business resulting from the tender process. Please note that HSE Procurement are managing this process on behalf of HSE nationally, organisations funded by the HSE and other publicly funded agencies.

The Tender process will be run under Article 74 of EU Directive 2014/24/EU (Annex XIV Services - Formerly Annex II B Services). These Services are categorised as Annex XIV for the purposes of Directive 2014/24/EU of the European Parliament and of the Council, on the co-ordination of procedures for the award of public works contracts, public supply contracts and public service contracts. The HSE is not obliged to comply with the full requirements of the Directive. Notwithstanding this, it is the intention of the HSE to carry out the process in a manner that is fair, objective, transparent and non-discriminatory. The HSE will define the parameters of the contract within this document. Tenderers should note that the award process for any contract awarded as a result of this tender competition is not subject to the provisions applicable to contracts in EC Directive 2014/24/EU.

The HSE will define the parameters of the tender competition and the nature of subsequent contract awarded as a result of this tender competition within this and other tender documentation.

4.3. Evaluation of Tenders

Tenders are evaluated under the following 3 stages:

(a) Exclusion: Tenderers who fail to sign the Tenderer Declaration at the end of the Tender Response Document (without amendment or qualification) will be excluded from the Tender Process, as indicated in Section 2.1 below.

(b) Candidates must complete and submit the European Single Procurement Document ("**ESPD**"). The ESPD must be completed and submitted through the etenders website/ Irish Government Procurement Opportunities Portal (www.etenders.gov.ie). Guidance on the completion of the ESPD is available within Attachment 6.

(c) Selection Criteria: Tenders must meet or exceed the minimum requirements for EACH of the Selection Criteria outlined below. Those tenders that meet the minimum requirement will progress to be evaluated under the Award Criteria.

(d) Award Criteria: Tenders must meet or exceed the minimum requirements of each of the Award

Criteria outlined below. To be eligible for award, tenders must achieve 60% of the available marks under non-cost criteria in the table below. The award of marks for cost will only be applied to those tenders deemed eligible for award.

4.4. Format of Tender:

The HSE now invites tender submissions as an Open Procedure tender process, under which it will qualify tenderers on the basis of the Exclusion Criteria and Selection Criteria. Tenders that sufficiently meet the requirements under Selection Criteria will be evaluated under the published Award Criteria.

Please see the **Tender Response Document** template to be completed. Please refer to the **HSE Tender Competition Rules** provided as part of tender documentation in advance of completing the Tender Response Document. **Completed Tenders must be returned as indicated above.**

4.5. Communication Protocol:

The sole point of contact for this tender competition shall be via e-tenders messaging. Service Providers must not contact any HSE/HSE personnel about this Invitation to Tender unless authorised to do so by the HSE Contact. The HSE reserves the right to exclude from the process any Service Provider who fails to comply with these requirements.

All consultation will be conducted through the Communications Protocol for this competition. Any queries in regard to the competition should be **submitted in writing** via the message facility on the etenders website.

All responses to queries will be circulated by the HSE via the messaging facility on www.etenders.gov.ie. Where appropriate, queries may be amalgamated. Candidates should note that the HSE will not respond to individual candidates privately. The identity of the person making the query will not be disclosed when circulating the response.

Please refer to the Communications Protocol set out in the Tender Competition Rules. Please note the final date for receipt of queries in regard to this competition.

Any necessary meetings or discussions will be arranged and/or facilitated by the point of contact. In all phases of this procurement, all communication among tenderers and the HSE related to the Invitation to Tender must be in writing, via etenders messaging facility. All tenderers will be advised of any significant issues raised by any tenderer. Copies of all questions received and answers given will be forwarded to all participants via etenders messaging.

Questions received after the closing date for queries will not be entertained.

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

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

4.6. Communication Processes

Each tenderer (or consortium) must nominate a primary contact person who will have irrevocable authority to communicate and make commitments in regard of their tender proposal and any subsequent contract

award.

4.7. Clarification of Tenders

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

4.8. Timeframe

Without prejudice, it is anticipated that a contract will be awarded in Quarter 1 of 2027 with the commencement of the service as soon as practicable post tender award. The HSE requests that tenderers respond to this Invitation to Tender **only** if they are confident that they have both the level of expertise and the capacity within their organisation to meet the requirement of the HSE within this timeframe. Tenderers will be required to state estimated timeframes for completion of the main task and document any foreseen limiting or delaying factors.

4.9. Conditions of Contract & Agreement

The HSE's Standard Conditions of Contract will apply to any contract awarded as a result of this tender competition, a copy of which is included with the tender documentation published alongside this Invitation to Tender.

It is intended that the successful Tenderer(s) will sign formal Service Arrangement with the HSE for the provision of the services. A copy of which are included within the tender documentation. The HSE guarantees no level of business purchase agreements to any service provider as a result of this tender competition.

The contract(s) will be subject to continuous performance monitoring and ongoing review.

It is intended that the duration of the contract awarded under this tender process will be for an initial period of 3 years with the option to extend, for a further 2 years.

All support staff involved in the provision of services will have the appropriate qualification and mandatory/specific training for the relevant grade of staff in keeping with National Disability Policies.

In addition, tenderers will be required to adhere to National Financial Regulations.

4.10. Cost

The HSE seeks to achieve value for money in line with the current budgetary constraints. Tenderers must be cognisant of these in costing their tender submissions.

Tenderers must provide costs based on the level of support required per client and on the number of clients proposed to be resident in the property/location.

Tenderers should complete the tables in the Costing Matrix, including Core Roster.

- The prices tendered are to be inclusive of all labour, travel and expenses, administration and reporting to HSE during the course of the contract;
- All prices tendered must be in Euro and submitted in the format as requested using the Costing Matrix and no other charges whatsoever will be payable by the HSE;
- The Respite property is provided by the HSE. Tenderers acknowledge, following inspection of the property, that no additional funding will be provided by the HSE. The HSE shall have no obligation or liability to provide any further funding or financial contribution towards any aspect of the property;
- The prices quoted will remain fixed for the initial term of the contract;
- The prices quoted are to be exclusive of VAT.

Notes

Tenders will only be considered on completion of the Costing Matrix including Core Roster**.** Additional information may be submitted by attachment or enclosure.

The prices tendered will be inclusive of all costs; for clarity no other payments or expenses whatsoever shall be made by the HSE.

2) EVALUATION PROCESS

The methodology for evaluation of tenders is outlined in the following stages:

Exclusion Criteria

Tenderers who fail to sign the Supplier Declaration at the end of the Tender Response document will be excluded from this competition.

Tenderers are required to complete and submit the eESPD (see Attachment 6 for guidance).

Tenderers who fail to sign any of the other appendices may be excluded from further consideration in this competition, at the discretion of the HSE.

Selection Criteria

Main Criteria	Sub-Criteria	Minimum Requirement
Economic and Financial Standing	Overall Turnover	To be provided
	Turnover Relating to Specific Product(s)/Service(s)	To be provided
	Professional Statement	Statement of Purpose, Independent professional opinion (i.e. Bank, Auditor or Accountant) assuring financial capacity to undertake the Contract
	Insurance	Must meet HSE minimum requirements detailed within the Tender Response Document
	Tax Clearance	Tenderers must be tax compliant and provide evidence.
Suitability To Pursue Professional Activity	HIQA Registration / Minimum Service Requirements	Tenderers will only be considered where they can demonstrate evidence of previously meeting HIQA Residential Standards for Adults and Children with a Disability and achieving registration in residential services within the Republic of Ireland Tenderers outside the jurisdiction of the Republic of Ireland must demonstrate evidence of compliance with the statutory obligations of that jurisdiction.

	Relevant Experience	Tenderers must provide examples of relevant experience as detailed within the Tender Response Document.
	Staff Training and Vetting Procedures	Tenderers must provide details of staff training policy and vetting procedures as detailed within the Tender Response Document.
	Data Protection	Details are required regarding the Tenderer's policies and procedures in relation to maintaining data protection and security of information held by the Tenderer or within the Tenderer's company

Note: Tender proposals must meet the minimum requirements in all criteria above to qualify for the next stage of the evaluation process.

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

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

Please note that where the Tenderer is a subsidiary company and is relying on its parent company to meet the minimum turnover requirements, the details required by this Section should also be provided in respect of the parent company.

As noted above, in the first instance, **Tenderers must submit the eESPD (see Attachment 6 for guidance).**

Consortia

Each individual entity is required to apply on an individual basis in order to demonstrate that they meet the relevant service standards.

Organisations, and in particular SME's, may wish to consider a consortium, where they are not of sufficient scale to bid solely in their own right. Their application will require that there is a Lead/Prime Entity for all such groupings and undertakings who assumes full responsibility for the delivery of the Contract. If an application is submitted by a group of Applicants or subcontractors, each entity must show that they have the required economic and financial capacity and the professional and technical ability to perform the Services as detailed in this document.

Should the contract be awarded to a consortium, each firm in the consortium shall be jointly and severally liable to the HSE for the fulfilment of the terms of the contract.

An economic operator may, where appropriate and for a particular contract, rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. It must, in that case, prove to the HSE that it will have at its disposal the resources necessary, for example, by producing an undertaking by those entities to that effect.

Applications should make clear which companies are proposed to be members of the consortium (and jointly and severally liable to the Contracting Authority) and which are to be subcontractors. Subsequent changes to the members of the consortium may result in disqualification of that group.

Any conflict of interest or potential conflict of interest involving an Applicant, (or Applicant(s) in the event of a consortium bid), must be fully disclosed to the HSE, particularly where there is a conflict of interest in relation to any recommendation or proposals put forward by the Applicant. In the event that the HSE considers that a conflict of interest or potential conflict of interest exists, the HSE will, at its absolute discretion, decide on the appropriate course of action.

Applicants may submit a response in their own capacity or within a consortium, however they will not be permitted to be considered for this tender in both capacities. In the event that this occurs, the HSE will contact both the consortium lead and the sole provider applicant for them to agree which party should be withdrawn from consideration for the tender.

Criteria for Award

Submitting parties that achieve the minimum requirements set out in the Selection Criteria will be evaluated to determine which presents the most economically advantageous tender. Tenders will be evaluated using the criteria and associated weightings outlined below:

Main Criteria	Weighting	Marks Available	Minimum Marks Required
Service management proposals	25%	250	150 (60% of available marks)
Service Planning	30%	300	180 (60% of available marks)
Environmental, Green, Social Value - Value added proposals	5%	50	n/a
Cost	40%	400	n/a
Total	**100%**	**10000**	

Note: Overall Minimum Requirements for Award: Tenders must achieve the minimum of 60% of the available marks for the non-cost criteria as listed above. Where a tender submission does not achieve the minimum required score under a specific criterion, it will not be further scored or considered, and that tender submission will be eliminated from the tender competition.

The HSE is seeking to put in place suitable service arrangements that will deliver a client centred approach at a fair price for the HSE and the service provider. The HSE intends to appoint an approved provider and for fair and fixed prices to be set for these services.

Guide to Award Evaluation Process

Cost Criteria:

The tenderer should include a complete fixed rate in relation to cost; the highest mark is assigned to the tender with the lowest **fixed** cost that meets minimum requirements identified in this Invitation to Tender. The score assigned for cost, for all other Tenderers is calculated as per the following formula (Lowest Valid Tender Cost / Vendor Tender Cost X Maximum Score Available) in relation to this score.

The cost score will be calculated based on the total cost for the initial three years of the contract.

In relation to cost, the highest mark is assigned to the tender with the lowest cost, which has been deemed to meet the minimum requirements identified in this document. The score assigned for cost, for all other Tenderers, is calculated pro rata in relation to this score.

- The tender submission should include a full breakdown of costs clearly identifiable within the overall price. All submissions should be fully transparent in terms of the costs tendered.
- The annual cost will be calculated based on 24/7/362 service.
- The contract price shall not be subject to increase for the initial duration of the contract.
- The HSE reserves the right to review the contract price each year on the anniversary of the commencement date of the Contract.
- In the event of an unexpected change in service delivery, the HSE will discuss the implications of additional costs and reserves the right to renegotiate improved terms.

The HSE reserves the right to interview all tenderers, or the highest scoring tenderer, following an assessment of the submissions.

Tenders will be evaluated on the basis of the award criteria in order to identify a MEAT (Most Economically Advantageous Tender) proposal. However, the HSE reserves the right (under Annex XIV) to negotiate down the levels of service with the highest scoring tenderer following approval if the tendered cost exceeds the available budget.

Please refer to the Response document(s) for further details.

Non-cost Criteria:

For non-cost criteria identified in this tender, including, where applicable, sub-criteria, the specific measures and scoring are further described below. Scoring of the weighted criteria will be based on tenderer's responses to each of the sub-sections outlined above. The Evaluation Group will assess the information provided under each of the sub-sections above and attribute scoring on a rating of 0–100% as follows:

Weighting	Meaning
91% - 100%	An excellent response, with very few or no weaknesses, that demonstrates a complete understanding of requirements and provides comprehensive and convincing assurance that the Tenderer will deliver to an excellent standard.
80% - 90%	A very good response that demonstrates real understanding and fully meets the requirements and assurance that the Tenderer will deliver to high standard.
60% - 79%	A satisfactory response which demonstrates a reasonable understanding of requirements and gives reasonable assurance of delivery to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.
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%	No response

In order to achieve optimised scoring, the Contracting Authority requires comprehensive and detailed responses to the specification questions which demonstrate the capabilities of the tenderer relative to the requirements.

Please note the minimum pass score indicated above. Should a tenderer fail to meet this minimum score, their submission will be eliminated, no further assessment will take place, including under cost, and no other information regarding their submission (including costing information) will be released.

As noted in the scoring range table above, in certain circumstances tenderers may attain a higher score than otherwise merited under the non-cost award criteria minimum scoring requirement. In order to achieve this higher score, tenderers must provide and demonstrate additional comprehensive assurances that the tenderer will deliver to an excellent, very good or high standard which, in the view of the Procurement Evaluation Group, exceeds the minimum requirements as identified in the tender specifications <u>without additional costs to the HSE.</u>

The Contracting Authority evaluation team <u>may</u> wish to receive a presentation based on your tender submission.

Companies who wish to bid for the above project should have the appropriate team members available to make a presentation, or participate in a conference call on their submission to the evaluation team. Details will be finalised post tender closing date. In particular, the Contracting

Authority requests that the members of the team who will lead this project would be available to attend the presentation.

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