Comhairle Cathrach Chorcaí
Cork City Council

Energy Management Team

Emergency Management and Climate Action Directorate

Specification & Tender Requirements

for

[Provision of a Smart Building Operations, Energy Analytics and Plant Optimisation Enterprise Platform]

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1 INTRODUCTION

Cork City Council seeks to procure a Smart Building Operations Enterprise Platform that provides a secure, scalable and unified environment for monitoring, analysing and optimising the energy performance of its building portfolio.

The platform shall consolidate data from Building Management Systems (BMS), energy metering infrastructure, environmental sensors, and other operational systems, to provide a single source of truth for building energy performance. The solution shall be based on open architecture principles, enabling integration with systems and equipment from multiple manufacturers while avoiding vendor lock-in.

The platform shall support energy and carbon management, fault detection and diagnostics, operational optimisation, portfolio-wide reporting, predictive analytics and data-driven decision making. It shall provide facilities and energy management teams with actionable insights, forecasting capabilities and artificial intelligence-assisted analysis to improve asset performance, reduce operational costs and support the Council's sustainability objectives.

The solution shall be capable of supporting future buildings, technologies and operational requirements through a flexible and interoperable architecture. It shall be complemented by robust integration capabilities, comprehensive training and support services, and clear arrangements for data ownership, portability and future expansion.

Ultimately, the Council seeks a strategic enterprise solution that transforms building data into operational intelligence, enabling more efficient, sustainable and resilient management of its estate through advanced analytics, predictive insights and artificial intelligence-enabled decision support.

In this regard, Cork City Council invites suitably qualified economic operators to tender for the provision, implementation, integration, commissioning, training and ongoing support of an Enterprise Smart Building Operations, Energy Analytics and Plant Optimisation Platform.

The platform shall support the Council's objective of delivering measurable improvements in energy performance, carbon reduction, asset reliability, operational efficiency, sustainability reporting and building performance management across its property portfolio.

The proposed solution shall be capable of supporting both current and future assets, including Civic Offices, Leisure Centres, Libraries, Fire Stations, Operational Depots, renewable energy systems, future district heating infrastructure and Smart City initiatives, including Digital Twin applications for buildings and associated assets.

2 PROCUREMENT OBJECTIVES

The Council wishes to implement an Enterprise Platform that aligns with the following objectives:

Strategic Objectives: -

- Support Climate Action Plan delivery.
- Achievement of Cork City Council's Mission City decarbonisation goals.
- Improve evidence-based investment decisions.
- Improve operational visibility across the estate.

Operational Objectives: -

- Reduce building energy consumption and operational CO_2 emissions.
- Reduce maintenance costs.
- Improve resilience of critical assets.
- Enable proactive rather than reactive maintenance.
- Detect and prioritise operational faults.

ICT Objectives: -

- Maintain compliance with Council ICT policies.
- Integrate with Council identity management systems.
- Operate within a secure cybersecurity framework.
- Prevent unauthorised access to operational technology systems.

The Contracting Authority seeks a platform that not only provides visibility of operational, energy and asset performance but also supports proactive and data-driven decision-making through the application of predictive analytics and artificial intelligence technologies. The ability to convert operational data into actionable insights that improve energy efficiency, asset reliability, maintenance planning and operational performance is considered a key objective of this procurement.

3 SCOPE OF SERVICES

3.1 Smart Building Operations Platform

The Contractor shall provide a Smart Building Operations Enterprise Platform for deployment across Cork City Council's building portfolio. The platform shall provide the functionality described within **Section 5** and support the Council's objectives in relation to energy management, operational efficiency, asset performance and sustainability reporting.

3.2 Configuration, Integration, Testing and Commissioning

The Contractor shall undertake all activities necessary to configure, integrate, test and commission the proposed solution. This shall include, where required: -

- Initial platform configuration and setup.
- Integration with existing Building Management Systems (BMS), existing energy metering infrastructure and other approved data sources.
- System testing and verification.
- User Acceptance Testing (UAT) support.
- Commissioning and handover.
- Provision of system documentation.

The Contractor shall demonstrate that the solution is operating correctly and that all agreed functionality has been successfully delivered.

3.3 Training and Knowledge Transfer

The Contractor shall provide appropriate training to Council personnel to enable the effective operation, administration and use of the platform.

Training proposals shall include:

- System administration training.
- User training.
- Reporting and analytics training.
- System documentation and user guides.
- Knowledge transfer arrangements.

3.4 Technical Support and Maintenance

The Contractor shall provide ongoing support and maintenance services throughout the contract period.

Support services shall include:

- Helpdesk support.
- Incident and fault management.
- Software updates and patches.
- Security updates.
- Platform monitoring.
- Service reporting.
- Access to technical expertise where required.

Tenderers shall clearly describe their proposed support model, service levels and escalation procedures. Tenderers shall also provide the name and curriculum vitae (CV) of the Service Delivery Manager (or equivalent), who will act as the primary point of contact and have overall responsibility for the delivery and coordination of services associated with the Project.

4 EXISTING ENVIRONMENT

The Council operates a diverse building portfolio comprising multiple generations of building management systems and building services equipment. The proposed solution shall be capable of interfacing with:

- Existing Building Management Systems
- Energy meters
- HVAC systems
- Boilers
- Heat pumps
- CHP systems
- Chillers
- Renewable energy systems e.g. solar, wind, geothermal etc.
- EV charging infrastructure.

The Council anticipates future expansion and therefore requires open and scalable architecture.

To establish energy baselines for its significant energy users (SEUs) Cork City Council has installed submeters in the City Hall Campus, Fitzgerald Park Museum and its 3no. Leisure Centres, of the following nature: -

- Clamp-on, non-invasive, plug-and-play 3-phase current sensors.
- Non-intrusive Ultrasonic Heat Meters.
- Gas Networks Ireland (GNI) “chatterbox” devices.
- Air Quality Sensors.

These submeters sit on local IoT networks [LoRaWAN] and data is pushed to the Lumina $^{+}$ cloud platform [via Milesight UG65 gateways] for active monitoring. It is envisaged that all this submeter/sensor data will be rerouted to the Enterprise Platform from the outset.

Cork City Council is actively engaged in the Mechanical & Electrical retrofit design of its entire building portfolio to meet its Mission City decarbonisation targets. In this regard, the chosen Enterprise Platform shall be integrated into the design of all future BMS upgrades.

Thus, the integration of new and existing buildings with the Enterprise Platform will be a protracted process aligning with the timeframe for Cork City Council’s Energy Reduction & Decarbonisation Capital Works Investment Programme.

5 CORE FUNCTIONAL REQUIREMENTS

Module 1: Enterprise Data Platform

The platform shall provide:
Mandatory

- BACnet/IP support.
- Modbus TCP support.
- OPC-UA support.
- MQTT support.
- REST API integration.
- Multi-vendor compatibility.
- Cloud or hybrid deployment.
- CMMS integration.
- BIM data integration.
- Building and Asset Digital Twin capability.

The proposed Enterprise Data Platform shall employ an open and interoperable architecture. All platform data shall be accessible through documented standards-based APIs and integration interfaces, enabling data exchange with third-party systems and future technologies. The solution shall be vendor-agnostic and shall not impose proprietary restrictions that limit data accessibility, integration or future expansion.

Module 2: Energy Analytics

The platform shall provide at a minimum: -

- Energy monitoring and analysis (Aggregated data sets up to 15min periods for energy analysis with more granular resolution up to 1 sec available upon request where justifiable).
- Historical analysis.
- Energy benchmarking.
- Automated performance reports.
- Weather normalization.
- Utility cost analysis.
- Building comparison tools.
- Demand analysis.

KPIs shall include, where applicable: -

- kWh/m^2
- kWh/occupant
- $€/m^2$
- $kgCO_2e/m^2$

The Energy Analytics Module shall provide a comprehensive suite of monitoring, analysis and reporting tools that transform energy data into actionable intelligence. The platform shall enable the Council to understand energy consumption patterns, compare performance across buildings, identify inefficiencies, assess utility costs, and track performance against energy-saving initiatives.

Module 3: Fault Detection & Diagnostics

Where the required operational data points are available, the platform shall be capable of automatically identifying: -

- Simultaneous heating and cooling.
- Sensor failures.
- Valve leakage.
- Excessive equipment cycling.
- Boiler inefficiencies.
- Heat pump inefficiencies.
- CHP inefficiencies.
- Chiller inefficiencies.
- Control strategy failures.

The platform shall provide:

- Fault diagnostics & fault prioritisation.
- Estimated energy & CO_2 impact
- Corrective action recommendations

The Fault Detection and Diagnostics Module shall transform operational data into actionable maintenance and optimisation insights. The platform shall enable the early identification of equipment faults, control deficiencies and performance degradation, allowing the Council to prioritise corrective actions, reduce energy waste, minimise carbon emissions, improve asset reliability and support proactive facilities management across the estate.

Module 4: Plant Optimisation

The platform shall support optimisation of:

- Boilers
- Heat Pumps
- CHP
- Chillers
- Thermal storage
- Distribution networks
- Pumping systems

The solution shall be capable of identifying opportunities to improve operational performance using data including: -

- Occupancy
- Weather
- Demand
- Tariffs
- Carbon intensity

The Plant Optimisation Module shall support intelligent operational decision-making across the Council's estate. Using a combination of asset performance, occupancy, weather, demand, tariff and carbon data, the platform shall identify and recommend operating strategies that deliver the optimum balance of energy efficiency, cost, carbon performance and occupant comfort.

Module 5: Carbon & Sustainability Management

The platform shall provide:

- Reporting capabilities that support the Council's ISO 50001 energy management processes and reporting requirements.
- Emissions baselining.
- Estimated energy, cost and carbon savings opportunities.
- Carbon dashboards.
- Decarbonisation tracking.

The platform should provide configurable energy, carbon and sustainability reporting capabilities to support organisational, regulatory and operational reporting requirements.

Module 6: Predictive Analytics and Artificial Intelligence

The platform shall provide:

- Predictive maintenance.
- Energy forecasting.
- Demand forecasting.
- Operational anomaly detection.
- Natural language querying.
- AI-assisted diagnostics.
- AI-generated recommendations.

The Contracting Authority considers predictive analytics and artificial intelligence to be an important component of the proposed platform. Using the Criterion E proforma, Tenderers shall identify whether each capability is available as standard, requires configuration, requires an additional module or third-party integration, or is not currently available. The proposed solution shall utilise predictive analytics and artificial intelligence technologies to transform operational and energy data into actionable insights that support proactive asset management, forecasting and operational decision-making.

Module 7: Portfolio Management

The platform shall support:

- Multi-building management.
- Estate-wide analysis.
- Building benchmarking.
- Exception reporting.
- Portfolio performance dashboards.
- Provide data and recommendations for investment prioritization.

The Portfolio Management Module shall provide a consolidated view of building performance across the Council's estate, enabling the identification of trends, priorities and improvement opportunities at portfolio level. The platform shall support evidence-based decision-making through benchmarking, performance analysis and investment prioritisation, helping to maximise operational, financial and sustainability outcomes across the property portfolio.

6 ICT, CYBERSECURITY AND CLOUD REQUIREMENTS

6.1 Mandatory Submission Requirements

Each Tenderer shall submit: -

A. System Architecture Diagram

A detailed architecture diagram illustrating:

- Identity and access management architecture.
- Cloud and application architecture.
- Data architecture and data flows.
- Network Security architecture.
- Integration architecture.

B. Cloud Security Questionnaire

The Council Cloud Security Checklist shall be completed in full and submitted with the Tender response. Responses shall include supporting evidence where applicable. Requirements include risk assessment, security protocols, incident response, governance, certifications and compliance evidence as outlined in *Cork City Council Cloud Security Checklist v1.0* attached to this Document Package.

C. Cybersecurity Documentation

Tenderers shall submit:

- ISO27001 certification (where held).
- SOC reports (where available).
- Penetration testing summary reports.
- Cybersecurity policies.
- Vulnerability management procedures.
- Incident response procedures.
- Business continuity plans.

D. Identity Management Requirements

The proposed solution shall support: -

- Microsoft Entra ID integration.
- Single Sign-On (SSO).
- Multi-Factor Authentication.
- Role-based access control.
- Disabling or removing a user's access within the Council identity environment shall prevent subsequent authentication to the platform, with tenderers describing how application accounts, roles and permissions are created, modified and removed.

The Tenderer shall identify support for:

- SAML 2.0
- OpenID Connect

7 OPERATIONAL TECHNOLOGY & BMS SECURITY REQUIREMENTS

Protection of operational technology assets is considered a critical requirement.
The Tenderer shall demonstrate:

- Network segregation and zoning architecture.
- Secure remote access architecture.
- Data protection and encryption.
- Security monitoring and detection.

The Tenderer shall specifically describe how the proposed architecture protects against and mitigates the risk of: -

- Unauthorised plant control.
- Controller compromise.
- Lateral movement from IT networks.
- Direct cloud-to-controller vulnerabilities.

Initially the Platform is intended to provide analytics, optimisation guidance and performance management rather than direct building control functions. However, intelligent control and optimisation is envisaged as BMS systems across Cork City Council's estate are upgraded.

8 DATA OWNERSHIP, PORTABILITY & EXIT STRATEGY

All operational and historical data collected, processed or generated through the proposed platform shall remain the property of Cork City Council.

This shall include, but not be limited to, operational data, energy and carbon data, associated metadata, asset models, equipment hierarchies, calculated performance indicators, dashboards, reports and analytical outputs generated for or on behalf of Cork City Council.

The proposed solution shall support full access to Council data throughout the contract term and upon termination or expiry of the contract.

Tenderers shall provide details of:

- Data export procedures.
- Supported open data formats.
- API access arrangements.
- Data migration processes.
- Exit and transition arrangements.

All Council data shall be retrievable in industry-standard, machine-readable formats without unreasonable technical, commercial or contractual restrictions.

The proposed solution shall support the transfer of data, metadata and associated configuration information to a successor platform or service provider.

The Council requires a vendor-neutral solution, and no proprietary lock-in arrangements are acceptable.

9 KEY PERFORMANCE INDICATORS

The Enterprise Platform shall provide reporting and analytics capabilities to enable monitoring of the following Key Performance Indicators: -

9.1 Energy

- Identification of energy reduction opportunities.
- Energy performance benchmarking.
- Energy intensity monitoring and reporting.
- Peak demand analysis and reporting.

9.2 Carbon

- Carbon emissions monitoring and reporting.
- Carbon intensity tracking.
- Renewable energy performance reporting.
- Progress tracking against carbon reduction objectives.

9.3 Asset Performance

- Automated fault detection and prioritisation.
- Fault diagnostics and operational insights.
- Asset performance monitoring.
- Operational improvement opportunity identification.

9.4 Platform Availability

- 99.9% platform availability.
- Automated reporting and dashboarding.
- Secure authentication and access management.

10 EVALUATION METHODOLOGY AND AWARD CRITERIA

The Contract shall be awarded based on the Most Economically Advantageous Tender (MEAT) having regard to quality, technical merit, cybersecurity, demonstrated outcomes, service delivery capability, future readiness and whole-life cost.
The evaluation process shall comprise three stages.

10.1 Mandatory System Compliance Requirements

The mandatory compliance requirements listed below collectively comprise Criterion C (Cybersecurity & ICT Compliance) and shall be evaluated on a Pass/Fail basis. Tenderers must achieve a Pass in all mandatory requirements to proceed to the qualitative evaluation stage.

Requirement	Assessment
Section 6.1(B): - Completed Cloud Security Checklist *(Separate Appendix Document to be completed)*	Pass/Fail
Section 6.1(A): - System Architecture Diagram Submitted *(Must be included as part of Criterion C response)*	Pass/Fail
Section 6.1(D): - Single Sign-On (SSO) Capability Confirmed *(Must be included as part of Criterion C response)*	Pass/Fail
Section 6.1(D): - Multi-Factor Authentication Capability Confirmed *(Must be included as part of Criterion C response)*	Pass/Fail
Section 6.1(D): - Microsoft Entra ID Compatibility Confirmed *(Must be included as part of Criterion C response)*	Pass/Fail
Section 6.1(D): Compliance with Mandatory Identity Management Requirements Confirmed (SSO, MFA, Entra ID Integration, RBAC & User Lifecycle Management. *(Must be included as part of Criterion C response)*	Pass/Fail
Section 7: -Compliance *with the Mandatory OT/BMS Cybersecurity Requirements Demonstrated*. *(Must be included as part of Criterion C response)*	Pass/Fail
Section 5 Module 1 & Section 8: - Open API Access Confirmed *(Must be included as part of Criterion C response)*	Pass/Fail
Section 8: - Confirmation of Open Data Export Capability *(Must be included as part of Criterion C response)*	Pass/Fail
Section 8: - Acceptance of Council Data Ownership Requirements *(Must be included as part of Criterion C response)*	Pass/Fail

10.2 Qualitative Evaluation Elements

Please note that the maximum marks available is 10,000.

Criterion A	Weighting	Maximum Marks	Minimum Marks Required
	50%	5,000	N/A

Title	**Commercial Evaluation**
Description	The Commercial Evaluation comprises an assessment of the following documents completed and returned by each Tenderer:- (1) A Schedule of Basic Rates (2) Standard Deployment Scenario (priced using (1) above). The Total Evaluation Cost derived from the Standard Deployment Scenario shall be used for the purposes of calculating the Tenderer's price score under Criterion A. Tenderers shall derive all pricing used within the Standard Deployment Scenario from the Schedule of Basic Rates submitted as part of their Tender. In addition to the Total Evaluation Cost, the Contracting Authority shall review the completed Schedule of Basic Rates to assess: • completeness of pricing; • transparency of recurring and future charges; • reasonableness and consistency of platform growth pricing; • reasonableness and consistency of training and professional services rates; • disclosure of exclusions, assumptions and third-party costs; and • the overall commercial robustness of the Tender. Where the Contracting Authority considers that submitted rates are materially unbalanced in comparison with the pricing used within the Standard Deployment Scenario, the Tenderer may be required to provide a detailed pricing breakdown and justification. The Contracting Authority reserves the right to seek clarification where pricing appears incomplete, abnormal, unbalanced, inconsistent with the Standard Deployment Scenario or otherwise presents a commercial risk. Please see Section 10.3.1 following for a breakdown of the scoring metric used under this Criterion.

Criterion B	Weighting	Maximum Marks	Minimum Marks
	25%	2,500	1,250
Title	**Relevant Project Experience & Demonstrated Outcomes**		
Description	Tenderers are required to provide details of three relevant projects that demonstrate the capability of the proposed platform to drive organisational decision making and optimisation opportunities across building systems and associated plant and equipment. The referenced projects shall be: • Operational for a minimum of 12 months. • Utilise the proposed platform. • Demonstrate active use of analytics and optimisation functionality. • Have delivered measurable operational benefits The Council will assess the presented projects based on the following criteria: • Relevance of the project to the operational objectives and estate profile of Cork City Council. • Real-world optimisation capability. • Demonstrated savings (Cost-based, energy-consumption-based, CO_2-based and any other desirable metric proposed). • Fault diagnostic and predictive maintenance capability. • Forecasting and operational analytics capability. The listed projects should identify the Core Functional Requirements of the Platform as identified in Section 5 of this Specification. Modules 1 to Module 7, as indicated in Section 5, provide substantive detail on the performance requirements of the proposed Platform. Tender Response documentation for this Section must not exceed 2no. A4 pages per sample project work referenced. Any information submitted in excess of the stated page limit may be disregarded and shall not be evaluated.		

Criterion C	Weighting	Maximum Marks	Minimum Marks
	Pass/Fail	0	0
Title	**Cybersecurity & ICT Compliance**		
Description	Tenderers shall demonstrate compliance with the mandatory cybersecurity, ICT, identity management, operational technology security and data ownership requirements defined in Sections 6, 7 & 8 of this specification. Failure to achieve a Pass in any mandatory compliance requirement listed in Section 10.1 shall result in exclusion from further evaluation. There is no upper page limit to documentation in support of Criterion C. Tenderers may submit a declaration in support of the mandatory compliance requirements listed in Section 10.1.		

Criterion D	Weighting	Maximum Marks	Minimum Marks
	15%	1,500	750
Title	**Service Level Agreement Requirements (Service Delivery & Support)**		
Description	Tenderers shall provide a comprehensive Service Level Agreement (SLA) covering all software, hosting, integration, support and maintenance services associated with the proposed solution. The SLA shall remain in force for the duration of the Contract and shall clearly define: • Provision, installation and commissioning of required Hardware in accordance with the criteria outlined in Section 3.2 of this Specification. • Support arrangements • Incident management procedures • Escalation procedures • Service availability commitments • Planned maintenance arrangements • Reporting arrangements • Performance measurement procedures • Service review mechanisms The following aspects should be detailed within the SLA: ➢ Service Availability (Core Platform availability) as indicated in Section 3.1 of this document and expanded upon in Section 5 of this document. ➢ Planned Maintenance (Notice periods for activity) ➢ An Incident Classification system for prioritisation of response ➢ Incident response and resolution targets based on priority ranking ➢ Service support hours ➢ Cybersecurity Incident Management (Response and actions) ➢ Software Updates and Upgrades ➢ Service Reporting ➢ Service Review Meetings ➢ Service Transitions and Exit Support, as explicitly outlined in Section 8 *Data Ownership, Portability & Exit Strategy*. There is no upper page limit for this section as it is deemed a substantive matter requiring robust detail from the tenderer.		

Criterion E	Weighting	Maximum Marks	Minimum Marks
	10%	1,000	500
Title	**Predictive Analytics and Artificial Intelligence**		
Description	Tenderers shall identify whether each of the capabilities listed below is available as standard, requires configuration, requires an additional module and/or third-party integration, or is not currently available within the proposed platform. The Predictive Analytics and Artificial Intelligence Module shall transform operational, energy and asset-performance data into actionable, forward-looking insights. The platform shall support proactive asset management, operational planning, energy optimisation and informed decision-making through the application of predictive analytics and artificial intelligence technologies. The following capabilities shall be addressed within the Tenderer's response: 1. Predictive Maintenance. 2. Energy Forecasting. 3. Demand Forecasting. 4. Operational Anomaly Detection. 5. Natural Language Querying. 6. AI-Assisted Diagnostics. 7. AI-Generated Recommendations. For each capability identified, Tenderers shall provide a brief commentary describing: • the functionality available; • any configuration requirements; • any dependency on additional modules, licences or third-party services; • the practical application of the capability within a building operations environment; and • any associated support, maintenance and upgrade arrangements. Submissions shall be evaluated having regard to the breadth, maturity, usability and practical applicability of the predictive analytics and artificial intelligence capabilities offered, including any dependency on additional modules, third-party services or supplementary licensing arrangements.		

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

10.3 Methodology for Calculating Scores

10.3.1 Criterion A – Commercial Evaluation

The following formula will be applied to the cost score:

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

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

10.3.2 Criterion B - Relevant Project Experience & Demonstrated Outcomes

Criterion B - will be assessed in the following manner: -

(i) A raw score out of 10 will be allocated per project listed. (Max scoring of 3no. projects x 10 = 30 marks available taking account of the scoring guidance set out in (iv) below).

(ii) The raw score, in this case out of 30 awarded, will be divided by 30 and then multiplied by the maximum marks available for that section in order to obtain the mark.

(iii) All marks other than the raw scores will be calculated to two decimal places.

(iv) Scoring of answers is as follows (0 the lowest and 10 the highest);

0 = Failed to address the issue.

1-2 = A response which the Contracting Authority considers has limited detail.

3-4 = A response which the Contracting Authority considers lacks convincing detail.

5-6= A response which demonstrates a reasonable understanding of the Contracting Authority's requirements for the services to be provided but lacks sufficient detail to award a higher mark.

7-8 = A response that demonstrates real understanding of the requirements as evidenced by the relevance, associated compliances, quality assurance and aligns with the deliverables as outlined for this Tender.

9-10 = A response that exceeds the Contracting Authority's requirements. Provides detailed supporting evidence and has very few or no weaknesses. Deliverables shown align fully with the deliverables as outlined for this Tender. Response demonstrates that the Tenderer will provide outstanding service if awarded.

Cork City Council and/or its agents reserve the right to contact the client organisations referenced within the submission to validate the details supplied by applicants.

10.3.3 Criterion C - Cybersecurity & ICT Compliance

Criterion C is assessed on a Pass/Fail basis. Tenderers must satisfy all mandatory requirements listed in Section 10.1. No qualitative score shall be awarded under this Criterion.

There is no upper page limit on response documents for this section. It is incumbent upon Tenderers to substantially address the Platform Specification requirements set out in Sections 6, 7 & 8 of this document.

10.3.4 Criterion D - Service Level Agreement Requirements (Service Delivery & Support)

Criterion D - Service Level Agreement Requirements (Service Delivery & Support), will be assessed in the following manner:

(i) A total raw score out of 10 will be allocated to this Criterion.
(ii) The raw score, in this case out of 10 awarded, will be divided by 10 and then multiplied by the maximum marks available for that section to obtain the mark.
(iii) All marks other than the raw scores will be calculated to two decimal places.
(iv) Scoring of answers is as follows (0 the lowest and 10 the highest);

0 = Failed to address the issue.

1-2 = A response which the Contracting Authority considers has limited detail.

3-4 = A response which the Contracting Authority considers lacks convincing detail.

5-6= A response which demonstrates a reasonable understanding of the Contracting Authority's requirements for the services to be provided but lacks sufficient detail to award a higher mark.

7-8 = A response that demonstrates real understanding of the requirements as evidenced by the relevance, sufficient granularity, quality assurance and deliverables to be achieved.

9-10 = A response that exceeds the Contracting Authority's requirements. Provides detailed supporting evidence and has very few or no weaknesses. Response demonstrates that the Tenderer will provide outstanding service if awarded.

Cork City Council and/or its agents reserve the right to contact the client organisations referenced within the submission to validate the details supplied by applicants.

10.3.5 Criterion E - Predictive Analytics and Artificial Intelligence

For each of the seven capability areas identified under Criterion E, Tenderers shall indicate whether the functionality is available as standard, requires configuration, requires additional modules or third-party services, or is not currently available. This information will form part of the overall assessment of the proposed capability.

Each capability area shall be assessed on a scale of 0 to 10 marks having regard to:

- capability maturity;
- practical applicability within a building operations environment;
- availability as standard;
- configuration requirements;
- dependency on additional modules or third-party services;
- licensing implications;
- quality and completeness of the accompanying commentary.

Scoring of responses is as follows:

- 0 = Capability not available or response fails to address the requirement.
- 1-2 = Limited functionality with significant weaknesses.
- 3-4 = Basic functionality with limited practical application demonstrated.
- 5-6 = Satisfactory capability that broadly meets requirements.
- 7-8 = Good capability demonstrating maturity, practical applicability and operational value.
- 9-10 = Excellent capability demonstrating advanced functionality, proven maturity, strong operational benefits and very few or no weaknesses.

A maximum cumulative raw score of 70 marks shall be available across the seven capability areas. The cumulative raw score shall be divided by 70 and multiplied by the maximum marks available under Criterion E to obtain the final score.

Appendix A: Checklist for Submission

Unless otherwise stated, all declarations, schedules and certification forms submitted as part of the Tender shall be completed, signed by an authorised signatory and stamped with the Tenderer's company seal.

No.	Documents for Inclusion in Tender Response Package	Check
1	Completed Tender Response Document	
2	Completed Criterion A – Tender Submission for a Standard Deployment Scenario. *(Note: Scenario Deployment Costs must be developed from the Schedule of Basic Rates, as submitted as part of the Tender Response Package.)*	
3	Inclusion of Criterion B supporting documentation *(Note: No more than three (3) projects may be submitted. A maximum of two (2) A4 pages shall be provided for each project reference.)*	
4	Inclusion of Criterion C supporting documentation; including System Architecture Diagram, Cybersecurity Documentation, Identity Management Requirements, OT/BMS Security Requirements and Data Ownership Responses. *(Note: There is no upper page limit on response documents for this section. It is incumbent upon tenderers to substantially address the Platform Specification requirements as outlined in Sections 6, 7 & 8 of this Specification)*	
5	Inclusion of Criterion D supporting documentation *(Note: There is no upper page limit on response documents for this section. It is incumbent upon tenderers to substantially expand upon the SLA proposed)*	
6	Completed Criterion E Declaration: Predictive Analytics and Artificial Intelligence.	
7	Completed Cork City Council Cloud Security Checklist v1.0	
8	Supporting documentation in relation to Financial Information of Tenderer's: • Tax Clearance • Turnover • Insurances	
9	Supporting documentation in relation to Quality Assurance practices within their organisation. *(Note: This is a Pass/Fail criterion, as per instruction within the Tender Response Document – See Pg. 13 of the Tender Response Document. There is no upper page limit regarding associated certification documents for this item.)*	
10	European Single Procurement Document (ESPD)	
11	Schedule of Basic Rates *(To be applicable for the duration of the Contract Agreement – Please note that the Completed Criterion A response must derive from this Schedule of Basic Rates)*	