eTenders SRFT 9528627 - BIM 2026-40

Call for Tender for the Provision of
Business Refinement Services and Transformation Support

Closing date for tender responses: 12 noon (Irish Standard Time) – Wednesday, 9th December 2026

Responses to queries/clarifications received (Version 1 of 1)

No:	Query/clarification received:	Response:
1.	CFT section 2, selection criterion 1.3, requires three comparable projects, including at least one public-sector project. TRD B.3 refers to two projects but provides three reference tables. Please confirm the required number of reference projects and the applicable public-sector reference requirement.	There is an error on the TRD. The requirement for this section criterion is three (3) previous projects and one (1) must be related to public sector. Updated TRD has been uploaded to Contract Documents section on eTenders to rectify this issue.
2.	For the pricing evaluation, what quantities or weighting will be applied to the remote and onsite daily rates? Is approximately 100 days per year solely indicative? Please confirm whether EUR 215,999 excluding VAT is an estimate or a binding maximum covering the initial term and both possible extensions, and whether an indicative remote/onsite split is available for pricing travel-inclusive rates.	For evaluation purposes, we will get a total costing of 90-days remote working and 10-days onsite working. Please see updated pricing schedule included in both the CFT document and the TRD. We would like to also reiterate the following: Tenderers should note that the 100-days per annum is provided for guidance purposes only and may not reflect the actual number of days commissioned during the contract period. BIM does not guarantee any minimum level of expenditure or number of days under this contract.
3.	CFT section 7 and the portal specify 180 days' tender validity, whereas TRD C.4 specifies 120 days. Please confirm the required validity period.	The correct validity period is 180 days. Updated TRD has been uploaded to Contract Documents section on eTenders to rectify this issue.
4.	Selection criterion 1.3 (number of projects). Section 2, Phase 1, criterion 1.3 of the CFT asks for three (3) previous projects, at least one of them for a public sector organisation or contracting authority. Section B.3 of the Tender Response Document asks for two (2) previous projects and provides three reference tables. Please confirm how many projects are required, and that the public-sector requirement applies.	Please see response to Q1 above.
5.	Selection criterion 1.3 ("similar nature"). The CFT states that BIM's programme includes digital transformation, "digital and systems projects" and "the implementation of new systems, processes and ways of working". Please confirm that projects in	Yes

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	which the tenderer reviewed and changed an organisation's business systems and the related processes and supported their adoption in live use (including inside a large, regulated organisation, under that organisation's change-control governance), will be accepted as projects "of a similar nature" for criterion 1.3.	
6.	Selection criterion 1.3 (public sector). Please confirm that a publicly funded post-primary school is accepted as a "public sector organisation" for criterion 1.3.	Yes, projects with similar funding types are acceptable.
7.	Selection criterion 1.3 (renewed contracts). Where a contract was renewed in consecutive, separately contracted periods for the same client, may the tenderer present it as one project covering the whole period?	Yes
8.	Pricing evaluation. The Form of Tender asks for a remote day rate, an on-site day rate and a "TOTAL PROPOSED PRICING". Please explain how the total price used in the Phase 3 formula is calculated (for example, the sum of the two-day rates, or each rate multiplied by an assumed number of days), and what tenderers should enter in the total row.	Please see response to Q2 above.
9.	Annex 4 Draft Contract. Section 9 and Annex 4 of the CFT state that the Draft Contract is "attached separately", but it is not among the documents published on eTenders (only the CFT and Annex 5 TRD). Please publish it.	Annex 4 is available on the Contracts document page on the eTenders platform along with the other documents. If you are having difficulty viewing this, please contact the eTender support team.
10.	Tender validity. Section 7 of the CFT states 180 days, while the Form of Tender in Section C.4 of the TRD states 120 days. Please confirm which period applies.	Please see response to Q3 above.
11.	Turnover (criterion 1.1). The CFT asks for annual turnover of €80,000 "over past three years", while Section B.1 of the TRD asks for €80,000 "during each of the last three (3) years". Please confirm which test applies, and that the last three financial years for which accounts are finalised may be used.	The requirement is that tenderers demonstrate an annual turnover of at least €80,000 in each of the last three completed financial years. Audited accounts or equivalent financial statements for the last three finalised financial years may be submitted as evidence; however, evidence will not be requested unless the tenderer has been selected as the successful tenderer. Declarations are sufficient at this stage.
12.	Criterion 2.2 (key personnel). Will experience in designing the processes, controls and systems that support publicly funded programmes (for example application, assessment, monitoring and reporting workflows) be considered under the bullet "experience supporting publicly funded programmes and projects, including the design, implementation or review of grant schemes"?	Yes

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13.	[redacted] was incorporated on 9 September 2026. Based on our incorporation date, would [redacted] be eligible to tender as a standalone bidder? If so, could you confirm how BIM calculates the pro-rata turnover threshold and what period the accountant's letter should cover?	Unfortunately, BIM requires tenderers to be in existence for a minimum of six (6) months, in order to apply the pro-rata calculation to the turnover requirement. This requirement is highlighted in the Tender Response Document in Section B.1.
14.	Please can you confirm whether there is currently an incumbent supplier, or suppliers, delivering any of the services covered by this requirement? If so, please provide the name(s) of the incumbent supplier(s) and indicate which elements of the requirement they currently deliver.	This is a new procurement process, and all previous contracts are not relevant to this competition.
15.	Can you please confirm that the estimate cost of €215,999 is related to a one-year term of up to 100 days of consulting?	No, the €215,999 limit is applied to the lifetime of the contract, including any possible extensions.
16.	Is the €215,999 the budget for the 12-month term or does that also include the 2 possible 12-month extensions?	Please see response to Q15 above.
17.	We note there was a CFT for Design, Development and Provision of Business Capability Building Supports in 2025, Business Refinement Support in 2024 and recently an SRFT for the Provision of Organisational Strategy Development and Advisory Support (2027–2032). How does this opportunity differ from previous opportunities? Could the Contracting Authority confirm whether similar services were previously provided under an existing framework or single-supplier contract, and if so, could you specify the name(s) of the incumbent service provider(s)?	This is a new procurement process, and all previous contracts are not relevant to this competition.
18.	Could you please clarify whether a project delivered for RCSI University of Medicine and Health Sciences would satisfy this requirement? RCSI is an independent, not-for-profit university established under Royal Charter, with statutory recognition and public-interest functions in healthcare education and professional training. We would appreciate confirmation as to whether RCSI would be considered an eligible organisation for the purposes of this selection criterion.	Yes, projects with similar funding types are acceptable.

Issue date: Tuesday, 24th November 2026 (via www.etenders.gov.ie)