



REQUEST FOR TENDER

For

***A Single Party Framework for the Provision of IT
Consultancy Services for Safe Ireland***

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1 ABOUT THE CONTRACTING AUTHORITY

1.1 The Contracting Authority

Safe Ireland is a national development and co-ordination body with responsibility for Domestic Violence (DV) which over time has developed four distinct functions: investigating the causes and effects of DV; delivering frontline refuge and support services; developing guidelines for best practice in the delivery of local support services; and influencing national strategic policy. This is achieved by working directly with a range of public bodies; local independent frontline DV services; academic institutions; philanthropists; and donors.

Further information about the Contracting Authority is available at our website <https://www.safeireland.ie/>

2 SCOPE OF THE FRAMEWORK AGREEMENT

2.1 Type of Framework

The Contracting Authority proposes to engage in a competitive process for the establishment of a framework agreement. A framework agreement constitutes a means of establishing overall terms and conditions in accordance with which, for a specified duration, individual contracts may or may not be awarded.

This competition relates to the establishment of a single-party framework with one economic operator. Thereafter that economic operator being entitled to be considered for all contracts within the scope of the framework.

2.2 Scope of Requirements under the Framework

2.2.1 The Scope of the Framework

This single-party framework seeks IT Consultancy Services - Specification of Requirements as follows:

- IT support/ help desk for day-to-day queries, preference is for a ticket-based system to streamline communication and track tasks and projects
- Oversee Microsoft 365 platform and other applications and software for Safe Ireland as Master Administrator
- Monitor security and cybersecurity of all IT systems
- Complete quarterly Security audit of the office365 environment
- IT Policy development and staff training
- Provision and installation of new equipment when necessary i.e. laptops, printers, cables etc, in line with Safe Ireland procurement policies and procedures.

The successful tenderer will be required to:

- Assign a dedicated nominated contact for Safe Ireland
- Have a deep appreciation of the typical challenges of a not-for-profit organisation
- Demonstrate that they can react to requirements in a timely manner providing up to the minute professional advice.

- Immerse themselves in the requirements of Safe Ireland, engaging at strategic and operational level to address the requirements of the organisation in a collaborative manner and in line with their vision.
- Provide consistency in advice.

PLEASE NOTE: The successful tenderer must be in a position to provide this service with immediate effect. We anticipate a significant amount of this work can be completed remotely.

Safe Ireland employs approx. 28 staff [mixture of full time / part time, all year round] in a mixture of management, social care and administration roles.

These staff are onsite and remote, located between Safe Ireland central office, Merchants Quay, Dublin 8 , Safe Ireland Refuge in Castlebar, Co Mayo and Safe Ireland Cavan/Monaghan in Monaghan Town.

2.3 Numbers admitted to the Framework.

The framework agreement will be established as a single-party framework agreement with the tenderer selected following the tender stage and the application of the award criteria and subject to that tenderer meeting the minimum criteria and rules.

2.4 Duration of the Framework Agreement

The framework agreement will be *for a period of 2 years from 1st October 2025 to 30th Sept 2027.*

The Contracting Authority confirms that the period of any contracts awarded under the framework agreement may extend beyond the date of expiry of the agreement.

2.5 Estimated Value for the Framework Agreement

The total value of contracts to be awarded under the framework agreement will not exceed €50,000 EX VAT for its duration

It is emphasised, however, that this figure is provided strictly for indicative purposes only as there is no guaranteed expenditure under the framework agreement.

2.6 Awarding Contracts under the Framework Agreement

Under a single-party framework agreement, contracts may be awarded directly on foot of the original tenders or by consultation with the Framework Member and invitation to provide a supplementary tender within the constraints laid down in this tender documentation.

2.7 Right to tender outside of the Framework

The Contracting Authority intends to use the framework for the procurement of requirements falling within its scope during the specified period; however, it reserves the right to go outside the framework for the procurement of any requirement without reference to the Framework Member. Admission to a framework does not guarantee the award of any contract to any

economic operator, nor does it give the Framework Member the right to be consulted in respect of, or tender for, any contract.

2.8 Award to Runner Up

If, following the award of any contract under this framework agreement, the Framework Member cannot, for whatever reason, deliver the required services to the satisfaction of the Contracting Authority; the Contracting Authority reserves the right to award the contract to the next highest scoring tenderer emerging from the process at any time during the contract tender validity period.

2.9 Scope of Requirements under the Framework Agreement

The framework agreement will be established on foot of this tender competition.

The framework agreement will be for a single party to deliver a range of IT Services to Safe Ireland as required. The successful party will provide advice based on the prices in the tender submission.

2.10 Contract Management

The Contracting Authority requires tenderers to nominate a dedicated contract manager who will act as the main point of contact for the duration of the framework. This person shall have the authority to deal with all matters in relation to contracts and be responsible for the satisfactory delivery of the services required. The duties of the contract manager will include the preparation of a draft Service Level Agreement (SLA) for the Contracting Authority which will describe in detail how they propose to address the following:

- Maintain a good working relationship with the Contracting Authority
- Provide regular reports as agreed with the Contracting Authority
- Meet as and when required to review and examine performance.
- Deal with disputes, complaints or concerns that cannot be adequately resolved.

3 SELECTION CRITERIA

The Contracting Authority is using the Open procedure for the award of this framework agreement, therefore, while all interested parties may submit a tender, only those demonstrating that they have the required level of technical capacity will have their tender considered. In order to demonstrate a tenderers' qualifications, tenderers are required to provide the information set out in the Tender Response Document (TRD).

3.1 General, Legal and Financial Requirements

Tenderers are required to submit a fully completed Tender Response Document as provided and include information as follows:

- **General Information:** Provide contact and general information on the tendering organisation - company name, address and contact details for individual responsible for this tender and company overview as well as information on sub-contractors and consortium members if applicable.

- **Tax Compliance** - Confirmation that the tenderer / all parties associated with the tenderer are fully tax compliant in accordance with the rules of the Irish Revenue Commissioners
- **Insurances** – the successful contractor will be required to have relevant insurances in place to include levels in place to include Professional Indemnity at a level of €500,000.
- **Personal Circumstances** – complete declaration
- **Statutory Obligations**– complete declaration

Failure to comply with the requirements may result in the tender being considered inadmissible.

3.2 Technical Capacity Requirements

Tenderers are required to provide information to clearly demonstrate successful delivery of two [2] previous contracts of a similar nature, scale and complexity carried out over the last 5 years. Failure to comply with the requirements will result in the tender being considered inadmissible. **We reserve the right to check these references before contracting.**

4 AWARD CRITERIA

Only tenders which meet the Selection Criteria and are confirmed as valid and responsive to the specifications set out in this document will be evaluated against the award criteria.

Tenderers should ensure that they have submitted sufficient relevant information to allow their tenders to be assessed under each of the award criteria set out below.

The framework will be awarded on the basis of the most economically advantageous compliant tender taking into account the following award criteria and weightings.

Criterion A	Weighting	Maximum Marks	Minimum Marks Required
	30%	300	N/A
Title	Cost		
Description	<p>Tenderers must complete, sign and date the 'Form of Tender – Cost Criterion A' in the TRD. The hourly rate as tendered will be the fixed fees for the duration of the framework arrangement & the EX VAT-rate will be used for evaluation purposes broken</p> <p><i>These hourly rates as tendered must remain fixed for the lifetime of the Framework Agreement</i></p> <p>Please also complete Table 1 Hardware costs, <i>this is for information purposes and will not be evaluated as part of the cost criteria.</i></p>		
Criterion B	Weighting	Maximum Marks	Minimum Marks
	40%	400	240
Title	Methodology for Delivery of the Service Requirements		
Description	The response to this criterion should be completed in the Tender Response Document.		

	<p>Tenderers should provide details of:</p> <ul style="list-style-type: none"> • Approach to Service Delivery - Include a detailed plan for how services will be delivered to include accessibility of hardware as noted at Table 1 in the TRD. This plan should include roles and responsibilities etc. Please also describe your measures to ensure a high-quality service. • Methodology for Handling Service Requests and Incidents - Provide a clear methodology for logging, tracking, and resolving service requests and incidents, including prioritisation and escalation procedures specifying response timelines. Be specific on approach to providing support services, including phone, remote, and onsite support. Include timelines for dealing with urgent support requirements. • Information Security and Quality Assurance – Tenderers should set out how proactive and robust security will be applied to the services, particularly regarding Safe Ireland data, its employees and service users. Include a backup/disaster recovery plan, incident response & management strategy. 		
Criterion C	Weighting	Maximum Marks	Minimum Marks
	30%	300	180
Title	Resource Allocation and Expertise		
Description	<p>Please provide details of the following to demonstrate capacity and capability in relation to delivery of the service.</p> <ul style="list-style-type: none"> • Detail the Nominated Contact & all Specific Team Members to be assigned to this project indicating their areas of relevant expertise. Please include CV/Bios with a maximum of an A4 page per team member • Indicate the specific roles they will fulfil within the brief. • Detail experience and / or relevant qualification <p>Tenderer must ensure that personnel resources indicated clearly demonstrate capability and capacity to provide the required services.</p> <p>NOTE: The “Resource Allocation and Expertise” criteria will be evaluated based on the individual[s] presented in tenderers submission, therefore any changes will require prior approval with Safe Ireland and will only be accepted in exceptional circumstances.</p>		

Tenderers should ensure in their Tender Response Document 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.

4.1 Methodology for Calculating the Cost Score

The below 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
Cost for the tender being evaluated	B
Maximum Points available for Cost	C
Formula employed	$\frac{A \times C}{B}$

4.2 Methodology for Calculating Scoring of Qualitative Criteria

For full transparency and clarity please note the below scoring mechanism and rationale will be operated by the Safe Ireland for qualitative criteria:

Score	Meaning	Interpretation
81% - 100% of the marks	Excellent	An excellent response demonstrating excellent understanding offering assurance to client – strongly supported.
71% - 80% of the marks	Very good	A very good response demonstrating very good understanding offering assurance to client – fully supported.
61% - 70% of the marks	Good	A good response demonstrating good understanding offering assurance to client – well supported.
Less than 60% is unacceptable		

Marks in the score ranges outlined above can be awarded where responses so merit additional marks.

Note: where there is a tie-break, the economic operator with the highest quality score will be awarded the tender. In a case where the overall qualitative scores are identical the economic operator with the highest score on the highest weighted qualitative criterion will be awarded the tender.

All information regarding the evaluation process or potential outcomes shall remain confidential until after the conclusion of the tender process.

4.3 Post Tender Clarification

At the discretion of the Contracting Authority, tenderers may be invited, in writing, to clarify certain aspects of their tender, particularly where information or documentation to be submitted appears to be incomplete or erroneous. However, all such requests will be made in full compliance with the principles of equal treatment and transparency and avoid any distortion of competition.

4.4 Verification

Award of contract/membership of the framework may be subject to attendance at a verification meeting. It would be essential that the key personnel assigned to this framework should be available and present at this meeting. If required, tenderers will be notified of the date, time, agenda, and format for such meetings as soon as possible.

4.5 Right to Confirm Suitability

Tenderers should note that the Contracting Authority reserves the right to confirm that the financial and technical capacity of the tenderer is valid and unchanged prior to the establishment of the framework and the award of any contract.

5 TIMETABLE

QUERIES: Any queries must be submitted via christine.lodge@safeireland.ie . Queries via any other format will not be responded to

SUBMISSIONS: A digital copy of the tender must be submitted by email ONLY to christine.lodge@safeireland.ie ***NO LATER than 19th September 2025 at 5pm***

Submissions in any other form or after this date and time will NOT be accepted.

6 ADDITIONAL INFORMATION

To allow sufficient time for Tender assessment a Tender Validity period of 4 months is required, this period commencing on the closing date by which the Tenders are to be returned.

6.1 Formatting of Tenders / Amending Tender Documents

Tenderers must ensure they use the Tender Response Document (TRD) when preparing their submission.

Tenderers are prohibited from amending any text or content of forms or declarations or templates provided as part of this tender competition in their tender responses. Where amendments have been identified, the Contracting Authority may at its discretion eliminate the tenderer from further consideration. Likewise, failure to use the template documentation provided may result in tenders being eliminated.

6.2 Confidentiality

After the official opening of Tenders, information relating to the examination, clarification, evaluation and comparison of Tenders and recommendations will not be disclosed to tenderers or other persons not officially concerned with such process until the award decision with the successful Tenderer has been announced and in conformity with national laws.

Tenderers shall treat the details of all documents supplied to them in connection with this contract as private and confidential and shall not disclose the contents to a third party without the permission of the Contracting Authority.

Any effort by the Tenderer to influence the Contracting Authority or their staff in the process of examination, clarification, evaluation, and comparison of Tenders and in decisions concerning the award of the contract may result in the rejection of that Tender.

6.3 Clarification of Tenders

The Contracting Authority is entitled, but not obliged, to seek clarification of tenders, including pricing breakdowns in the course of the evaluation process. No change in the price or substance of the Tender shall be sought, offered, or permitted.

To assist in finalising the tender evaluation, selected tenderers may be invited to attend clarification meetings with the Contracting Authority.

6.4 Correction of Errors

Detailed pricing of all Tenders will be examined for arithmetical errors and the following approach to the correction of such errors will apply:

- ✓ Where there is a discrepancy between amounts in figures and words the amount in words shall apply.
- ✓ Where there is a discrepancy between the unit price and the total amount derived from the multiplication of the unit price and the quantity, the unit price as quoted will normally govern unless, in the opinion of the promoters there is a gross mathematical error in the unit price, in which event the total amount as quoted will govern.
- ✓ The amount stated in the Form of Tender will be adjusted by Safe Ireland in accordance with the above procedure and, with the agreement of the Tenderer, shall be considered as binding upon the Tenderer. A Tenderer who does not accept the correction of their tender as outlined above may have their tender rejected.

6.5 Conflict of Interest

Any conflict of interest involving a tenderer (or tenderers in the event of a consortium bid) must be fully disclosed to the Contracting Authority. Any registrable interest involving the tenderer and the Contracting Authority or employees of the Contracting Authority, or their relatives must be fully disclosed in the tender submission or should be communicated to the Contracting Authority immediately upon such information becoming known to the tenderer, in the event of this information only coming to their notice after the submission of a bid and prior to the award of the contract. Failure to disclose a conflict of interest may disqualify a tenderer or invalidate an award of contract, depending on when the conflict of interest comes to light.

6.6 Right Not to Award

The Contracting Authority does not bind itself to accept the most economically advantageous tender or any tender.

It also reserves the right to accept or reject in whole or in part any or all tenders received, and, in particular, to source the requirement with more than one service provider.

The invitation to tender is issued in good faith; however, the Contracting Authority at its sole discretion shall not be obliged to award a contract or proceed to further stages in the procurement process and reserves the right to cancel the procurement process.

6.7 Copyright

The Contracting Authority will have copyright ownership of any material developed for use by the Contracting Authority under the terms of this tender. The service provider may have a non-exclusive license to use such material but only for its own purposes (to be agreed with the successful tenderer).

6.8 Currency and Payments

The currency and invoices in which all prices and rates shall be tendered, and which payments under the contract will be paid, shall be euro (€).

All prices and rates tendered should be on the basis of both VAT exclusive and VAT inclusive costs, clearly identifying the applicable rate of VAT.

A schedule of payments will be agreed with the successful tenderer and invoices shall be submitted in accordance with the terms agreed with the Contracting Authority.

6.9 Irish Legislation and Law

Tenderers should be aware that national legislation applies in other matters such as Employment, Working Hours, Official Secrets, Data Protection and Health and Safety. Tenderers must have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in the Contracting Authority tenders and in delivering contracts awarded to them. The contract(s) awarded on foot of this tender process will be governed by Irish law.

6.10 Freedom of Information

All responses to this Request for Tender will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the tenderer except insofar as is specifically required for the consideration and evaluation of the response or as may be required under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement Procedures, or in response to questions, debates or other parliamentary procedures in or of the Oireachtas (the Irish Parliament). Tenderers are asked to consider if any of the information supplied by them in response to this request for tenders should not be disclosed because of its sensitivity. However, any blanket or all-encompassing request for exemption from disclosure is not acceptable; tenderers must identify explicitly any such information and give relevant reasons for considering it to be economically sensitive or confidential in nature. If this is the case, tenderers should specify the information that is sensitive and the reasons for its sensitivity. The Contracting Authority cannot guarantee that any information provided by tenderers, either in response to this tender or in the course of any contract awarded as a result thereof, will not be released pursuant to the Contracting Authority's obligations under law, including the Freedom of Information Act 2014, or to those under EU and Irish Government Procurement rules. The Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released, or in respect of any consequential damage suffered as a result of such disclosure.

6.11 Data Protection

“Data Protection Laws” means all applicable national and EU data protection laws, regulations and guidelines including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the “General Data Protection Regulation”), the Data Protection Act, 2018 and any guidelines and codes of practice issued by the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time.

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

The Tenderer, as Controller in respect of any Personal Data provided by it in its Tender.