**Gambling Regulatory Authority of Ireland**

Tender Response Document (TRD)

For the Provision of

**Website Maintenance and Enhancement Services**

|  |
| --- |
| Insert Tenderers Name |
| Insert Tenderer’s Name here |

N.B. The Response Document must be submitted and received via eTenders on or before the tender deadline of

12:00 IST on 05 December 2025

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# SECTION A

# IMPORTANT NOTES AND TENDERER’S DETAILS

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| SECTION A.1 IMPORTANT NOTES | |
| https://www.citycloud.com/wp-content/uploads/2014/07/tip.png | Tenderers should read the following Important Notes before completing this Request for Tender Response Document. |
| 1. This request for tender response document (“Response Document”) is issued in conjunction with, and in response to, the Request for Tender (“CFT”) issued by the Department of Justice on behalf of the Gambling Regulatory Authority of Ireland (GRAI) seeking tenders from economic operators (“Tenderers”) to establish a services contract (“Contract”) for the provision of design. development and support of new websites for the Gambling Regulatory Authority of Ireland (GRAI) 2. The CFT was issued under a public procurement tender competition using the Open Competitive Procedure (the “Competition”). 3. The purpose of the Response Document is to obtain the required information to determine the eligibility of Tenderers to provide the services (“Services”) required under the Contract and to determine the most suitable tender to deliver the required services. 4. The term ‘Tenderer’ is used in this document to denote any economic operator, irrespective of its composition including partnership, consortium and joint venture that submits a response (“Response”) to the CFT. 5. Instructions and/or Applicable Rules are provided in relation to each criterion and Tenderers must read and follow these carefully before compiling their Response. **Responses not in the requested format will NOT be evaluated**. 6. This Response Document is a MS Word document. Tenderers must not alter or edit this Response Document in any way, other than to populate the form fields where information is indicated as being required. Should a Tenderer change any text other than in the specific response areas provided, the Tenderer will be disqualified from further participation in this Competition. 7. Tenderers must provide information in the relevant text field response areas only. Reference to supporting documentation must be explicitly referenced and linked to the requirement being addressed. The information provided by Tenderers in these response areas (together with explicitly referenced and linked supporting documentation) is the only information that will be considered for assessment purposes in relation to the specific requirement. As such, Tenderers must ensure to submit all required information in each of the relevant response areas provided, even where Tenderers consider there may be some duplication from previous answers provided. 8. Where the Tenderer is a consortium, the economic operator designated as the lead (“Prime Contractor”) must complete, or must take responsibility for completion of, all sections of this Response Document. | |

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| SECTION A.2 TENDERER’S DETAILS | | |
| https://www.citycloud.com/wp-content/uploads/2014/07/tip.png | The Tenderer must clearly and comprehensively set out the name, title, telephone number, postal and email address of the nominated contact person of the Prime Contractor who is duly authorised to represent the Tenderer and to whom all communications shall be directed and accepted until this Competition has been completed or terminated. | |
| Tenderers Company Name: | |  |
| Tenderers Company Address: | |  |
| Name of Nominated Contact: | |  |
| Nominated Contact Title: | |  |
| Nominated Contact Telephone: | |  |
| Nominated Contact Email: | |  |
| Are you an SME (Yes/No) | |  |

|  |  |  |
| --- | --- | --- |
| SECTION A.3 3rd PARTY/SUBCONTRACTOR DETAILS – If applicable | | |
| https://www.citycloud.com/wp-content/uploads/2014/07/tip.png | Where a Tenderer intends to outsource or sub-contract any part of the Services covered under the Contract to a third-party company (“Company”), the Tenderer must provide full details of the Company and their proposed role under the Contract in the response area provided below.  **Note:** Where more than one (1) Company will be providing any aspects of the Services to be provided, the table below must be repeated and completed for each. | |
| Company **#1** Name: | |  |
| Company Address: | |  |
| Name of Nominated Contact: | |  |
| Nominated Contact Title: | |  |
| Nominated Contact Telephone: | |  |
| Nominated Contact Email: | |  |
| The Response must include a full breakdown of the roles and responsibilities of the Company in relation to any element of the Services, as set out in the CFT, to be carried out by the Company. | | |
| Provide response here | | |

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| SECTION A.4 JOINT VENTURE/CONSORTIUM DETAILS If applicable | | |
| https://www.citycloud.com/wp-content/uploads/2014/07/tip.png | Where a Tenderer is a joint venture/consortium, the Prime Contractor must provide full details of each of the joint venture/consortium member(s) and their proposed role under the Contract in the response area below.  **Note:** Where more than 1 joint venture/consortia member will be providing aspects of the Services to be provided, the table below must be repeated and completed for each. | |
| Company **#1** Name: | |  |
| Company Address: | |  |
| Name of Nominated Contact: | |  |
| Nominated Contact Title: | |  |
| Nominated Contact Telephone: | |  |
| Nominated Contact Email: | |  |
| The Response must include a full breakdown of the roles and responsibilities of the Company in relation to any element of the Services, as set out in the CFT, to be carried out by the Company. | | |
| Provide response here | | |

|  |  |
| --- | --- |
| SECTION A.5 TENDERERS’ STATEMENT  (Appendix 3 of the CFT) | |
| https://www.citycloud.com/wp-content/uploads/2014/07/tip.png | Applicable Rules:  Tenderers must complete and sign the Tenderers’ Statement as set out in Appendix 3 of the CFT.  The Tenderer’’ Statement must be printed on the Tenderer’’ headed notepaper and signed by a duly authorised signatory of the Tenderer’s organisation and returned as part of the Tenderer’s Response.  The signed copy of the Tenderer’s Statement may be scanned and submitted separately via the eTenders postbox. |

[Tenderers shall complete and return the following form of Tenderers’ Statement printed on the Tenderers’ headed notepaper and signed by the Tenderer.]

TENDERER’S STATEMENT

TO: Department of Justice on behalf of Gambling Regulatory Authority of Ireland (GRAI) (the “Contracting Authority”)

RE: Request for Tenders for the Website maintenance and Enhancement services

Having examined your Request for Tenders (the “CFT”) including the Instructions to Tenderers, the Selection and Award Criteria, the Requirements and Specifications, and the Terms and Conditions of the Services Contract, we hereby declare the following:

1. We understand the nature and extent of the Services required to be delivered as described in Requirements and Specifications at Appendix 1 to the CFT.

2. We accept all of the Terms and Conditions of the CFT, the Services Contract and the Confidentiality Agreement and agree if awarded a Services Contract to execute the Services Contract at Appendix 5 to the CFT and the Confidentiality Agreement at Appendix 6 to the CFT.

3. We accept all the Selection and Award Criteria as set out in Part 3 of the CFT.

4. We agree to provide the Contracting Authority with the Services in accordance with the CFT and our Tender.

5. We agree that, if awarded any Services Contract, we shall, in the performance of such contract, comply with all applicable obligations in the field of environmental, social and labour law.

6. We confirm that we have complied with all requirements as set out at Part 2 of the CFT.

7. We confirm that all prices quoted in our Tender will remain valid for the period of time commencing from the Tender Deadline, as specified at paragraph 2.10.3 of the CFT.

8. We shall, if awarded any Services Contract under the CFT, have in place on the Effective Date of the Services Contract all insurances (if any) as required by paragraph 2.21.1 of the CFT.

9. We confirm that all Data Subjects whose Personal Data is provided in our Tender have consented to the processing of such Personal Data by us, the Contracting Authority, the Evaluation Team and the supplier of the etenders.gov.ie website, for the purposes of our participation in this Competition or that we otherwise have a legal basis for providing such Personal Data to the Contracting Authority for the purposes of our participation in this Competition and that we will provide evidence of such consent and / or legal basis to the Contracting Authority upon request.

10. We do not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same).

11. The origin of goods connected to our Tender, if any, are not subject to the prohibitions set out in Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same).

12. The subcontractor(s) on whose capacity we rely as part of our Tender (where the value of that subcontract exceeds 10% of the value of the Services Contract) does not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same).

|  |  |
| --- | --- |
| **SIGNED** | **Company** |
| **(Authorised Signatory)** | **Address** |
| **Print name** |  |
| **Date** |  |

SECTION A.6 DECLARATION AS TO PERSONAL CIRCUMSTANCES OF THE TENDERER

(Appendix 4 of the CFT)

Re: CFT for the provision of Website maintenance and Enhancement services

**NAME:** [Click here and insert name]

**ADDRESS:** [Click here and insert address]

I, [Click and insert name of Declarant], having been duly authorised by [Click and insert name of entity] sincerely declare that:

1 I am a [Click and Insert name of Declarant], of [Click here and insert name of entity] and am authorized by [Click and insert name of entity]] to make this declaration which relates to a tender (“the Tender”) submitted by [Click and insert name of entity] in response to an CFT dated 12/07/2024 titled the provision of Website Development and Support Services published by Department of Justice/Gambling Regulatory Authority of Ireland (GRAI) (“the Contracting Authority”).

2. Neither [Click and insert name of entity] nor any person who is a member of the administrative, management or supervisory body of [Click and insert name of entity] nor any person who has powers of representation, decision or control in [Click and insert name of entity] has:

a. ever been the subject of a conviction for participation in a criminal organisation, as defined in Article 2 of Council Framework Decision 2008/841/JHA.

b. ever been the subject of a conviction for corruption, as defined in Article 3 of the Convention on the fight against corruption involving officials of the European Communities or officials of Member States of the European Union and Article 2(1) of Council Framework Decision 2003/568/JHA as well as corruption as defined in the national law of the Contracting Authority or the law of the state in [Click here and insert name of entity] is established.

c. ever been the subject of a conviction for fraud within the meaning of Article 1 of the Convention on the protection of the European Communities’ financial interests.

d. ever been the subject of a conviction for terrorist offences or offences linked to terrorist activities, as defined in Articles 1 and 3 of Council Framework Decision 2002/475/JHA respectively, or for inciting or aiding or abetting or attempting to commit an offence, as referred to in Article 4 of that Framework Decision.

e. ever been the subject of a conviction for money laundering or terrorist financing, as defined in Article 1 of Directive 2005/60/EC of the European Parliament and of the Council.

f. ever been the subject of a conviction for child labour and other forms of trafficking in human beings as defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council.

3. [Click and insert name of entity]

a. is not in breach and has not breached its obligations relating to the payment of taxes or social security contributions.

b. has carried out the preparation of the Tender independently.

4. [Click and insert name of entity]

a. has, in the performance of all public contracts, complied with applicable obligations in the field of environmental social and labour law that apply at the place where the works are carried out or the services provided, that have been established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Schedule 7 of the European Union (Award of Public Authority Contracts) Regulations 2016 (Statutory Instrument 284 of 2016) .

b. is not bankrupt or the subject of insolvency or winding-up proceedings, its assets are not being administered by a liquidator or by the court, it is not in an arrangement with creditors, its business activities are not suspended nor is it in any analogous situation arising from a similar procedure under national laws and regulations.

c. is not guilty of grave professional misconduct.

d. has not entered into agreements with other economic operators aimed at distorting competition.

e. is not aware of any conflict of interest due to its participation in the Competition;

f. has not had any prior involvement in the preparation of the Competition;

g. has not shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.

h. is not guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the Selection Criteria for this Competition and did not withhold such information and did not fail or is not able to submit supporting documents in respect of this Competition as required under Regulation 59 of the European Union (Award of Public Authority Contracts) Regulations 2016 (Statutory Instrument 284 of 2016).

i. has not undertaken to unduly influence the decision-making process of the Contracting Authority in respect of the Competition, or obtain confidential information that may confer upon it undue advantages in respect of the Competition; or negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.

5. [Click and Insert name of entity] does not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same);

6. The origin of goods connected to the Tender, if any, are not subject to the prohibitions set out in Regulation (EU) No 833/2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same);

7. Any subcontractor, supplier or other entity on whose capacity [Click here and insert name of entity] relies as part of the Tender does not come within the category of prohibited economic operators identified in Regulation (EU) No 833/2014 of 31 July 2014 (as amended by EU Regulation 2022/576 or any subsequent amendments to same).

I understand and acknowledge that the provision of inaccurate or misleading information in this declaration may lead to my business/firm/company/partnership being excluded from participation in this or future tenders, and I make this solemn declaration conscientiously believing the same to be true and by virtue of the Statutory Declarations Act, 1938. This declaration is made for the benefit of the Contracting Authority.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature of Declarant**

**Declared before me by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ who is personally known to me**

**(or who is identified to me by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_who is personally known to me) or\***

**at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ this \_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 20\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(signed)**

**Practising Solicitor/Commissioner for Oaths**

\*Please include such other form of identification used to identify the Declarant as permitted by the Statutory Declarations Act, 1938 (as amended)

# SECTION B

COMPLIANT TENDERS

|  |  |
| --- | --- |
| SECTION B.1 eESPD Requirements  (Part 3: Selection and Award Criteria, Section 3 of the CFT) | |
|  | Applicable Rules:  Tenderers must:   * Complete the electronic version of the European Single Procurement Document (“eESPD”), available on[www.etenders.gov.ie](http://www.etenders.gov.ie) * demonstrate that they satisfy the pass/fail Economic and Financial Standing requirement, namely Turnover, as set out in the CFT at 3.2.A. * Self-certify that they satisfy the pass/fail Technical & Professional Ability requirement, namely Required Personnel Capacity, as set out in the CFT at 3.2.B (a). * demonstrate that they satisfy the pass/fail Technical & Professional Ability requirement, namely Relevant Experience and References, as set out in the CFT at 3.2.B (b). * demonstrate that they satisfy the pass/fail Technical & Professional Ability requirement, namely Accreditations, as set out in the CFT at 3.2.B (c).   Tenderers that fail any one of the above criteria shall be excluded from further participation in the Competition.  **N.B.** Tenderers should note that where a Tenderer is relying on the capacity of other entities (for example, sub-contractors or consortium members) for the purposes of fulfilling any of the selection criteria set out in the CFT, it must ensure that each such entity:   1. completes and submits a separate eESPD in respect of that entity, and 2. when requested by the Contracting Authority, submit proof, to the satisfaction of the Contracting Authority, that each such entity will place the necessary resources at the disposal of the Tenderer.   Tenderers that fail this criterion shall be excluded from further participation in the Competition.  **N.B.** Tenders should note that where a Tenderer (Prime Contractor) intends to subcontract any share of the Contract to a Subcontractor, but is not relying on the capacity of such Subcontractor for the purposes of fulfilling any of the selection criteria in part 3.2 of the CFT, it must ensure that each such Subcontractor submits a separate eESPD in respect of such Subcontractor, completing those sections of the eESPD which are specified in section 2.D of the eESPD for this Competition.  Tenderers that fail this criterion shall be excluded from further participation in the Competition. |

# SECTION C

# SELECTION CRITERIA

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| SECTION C.1 ECONOMIC & FINANCIAL STANDING  (Section 3.2.A of the CFT refers) |
| **Requirement:** Tenderers must have achieved a minimum annual turnover of at least **€500,000** for each of the past three financial years (or if the date of establishment was more recent, the minimum turnover must be achieved for each year of trading). In the case of a consortium/group, this condition may be satisfied by the group members as a whole.    Tenderers must pass this requirement. |
| |  |  | | --- | --- | | Details of Annual Turnover for the past 3 years | | | Tenderer’s Response: | | | Year | Annual Turnover | |  |  | |  |  | |  |  |   Tenderers will declare by way of the eESPD (available at etenders.ie), that they satisfy the Selection Criteria in relation to Economic and Financial Standing.  Supporting Documentation/Evidence Required as per the CFT must be provided by the successful Tenderer, prior to the award of, and shall be a condition of, any Services Contract. |

|  |  |
| --- | --- |
| SECTION C.2 TECHNICAL & PROFESSIONAL ABILITY  (Section 3.2.B of the CFT refers) | |
| (a) Required Personnel Capacity | |
| Self-certify that the Tenderer has sufficient numbers of personnel who work in areas relevant to the delivery of this contract available to it in order to perform the services to be provided under this CFT. | Yes  No |

|  |
| --- |
| (b) Relevant Experience and References |
| Tenderers must have the capacity and ability to deliver all the Services described within the CFT and must demonstrate that they have the level of expertise required to provide high quality services of a similar type to those sought herein.  Information which must be included with Tender Response  **Requirement**:  Tenderers must provide details of three (3) previous contract examples that demonstrate successful delivery by the Tenderer of Services of a similar nature, scale and complexity to those set out in Appendix 1 of the CFT within the last 3 years. Specifically, that at least one example demonstrate experience in:  a. the design, development and rollout of content and functionality rich websites with the use of **Statamic CMS**  b. the support and maintenance of high-profile websites and this should include support and maintenance of websites meeting high accessibility standards.  [**Note:** The contract examples must be from within (i.e. commenced and/or ended) the last five (5) years (Date measured from the Tender Deadline).  For each contract example provided, Tenderers must;   * include sufficient information to allow the Contracting Authority to determine the level of the Tenderers’ experience, and * demonstrate how the services similarly relate to those being sought by the GRAI at this time, and * provide appropriate reference details for each relevant customer organisation.   [**Rule**: Responses to this criterion must be in the format of the Previous Contract Experience Template as set out below].  Reference(s) for Previous Contract Experience:  [**Note:** Upon request from the Contracting Authority, References must be provided to the  Contracting Authority without delay]  **Note**: Tenderers should inform their customer referee(s) that   1. the contract example(s) has been used for the purpose of responding to this CFT and 2. the Contracting Authority may contact the referee for the purposes of contract example(s) verification without prior notice being given to the Tenderer.   Tenderers must complete a Previous Contract Experience Template for each contract example: |

|  |  |
| --- | --- |
| PREVIOUS CONTRACT EXPERIENCE AND REFERENCE – CONTRACT 1 | |
| 1. Title and Brief Description of the Contract |  |
| 1. Customer Organisation Name |  |
| 1. Name of Referee within customer organisation responsible for awarding the contract or managing the contract |  |
| 1. Position/Title of Referee within customer organisation |  |
| 1. Referee Contact Number |  |
| 1. Referee Contact Email Address |  |
| 1. Referee Contact Postal Address |  |
| 1. Start date of this contract example |  |
| 1. Contract Duration/Term (including any possible extensions) |  |
| 1. Total Contract Value (excluding VAT) |  |
| 1. Tenderers must provide details of the Tenderer’s actual involvement and level of responsibility for the overall delivery of the contract. (Max. 500 words) |  |
| 1. Tenderers must explain how this contract is of a similar nature, scale and complexity to the Services set out in Annex 1 of the CFT. (Max. 500 words) |  |

|  |  |
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| PREVIOUS CONTRACT EXPERIENCE AND REFERENCE – CONTRACT 2 | |
| 1. Title and Brief Description of the Contract |  |
| 1. Customer Organisation Name |  |
| 1. Name of Referee within customer organisation responsible for awarding the contract or managing the contract |  |
| 1. Position/Title of Referee within customer organisation |  |
| 1. Referee Contact Number |  |
| 1. Referee Contact Email Address |  |
| 1. Referee Contact Postal Address |  |
| 1. Start date of this contract example |  |
| 1. Contract Duration/Term (including any possible extensions) |  |
| 1. Total Contract Value (excluding VAT) |  |
| 1. Tenderers must provide details of the Tenderer’s actual involvement and level of responsibility for the overall delivery of the contract. (Max. 500 words) |  |
| 1. Tenderers must explain how this contract is of a similar nature, scale and complexity to the Services set out in Annex 1 of the CFT. (Max. 500 words) |  |

|  |  |
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| PREVIOUS CONTRACT EXPERIENCE AND REFERENCE – CONTRACT 3 | |
| 1. Title and Brief Description of the Contract |  |
| 1. Customer Organisation Name |  |
| 1. Name of Referee within customer organisation responsible for awarding the contract or managing the contract |  |
| 1. Position/Title of Referee within customer organisation |  |
| 1. Referee Contact Number |  |
| 1. Referee Contact Email Address |  |
| 1. Referee Contact Postal Address |  |
| 1. Start date of this contract example |  |
| 1. Contract Duration/Term (including any possible extensions) |  |
| 1. Total Contract Value (excluding VAT) |  |
| 1. Tenderers must provide details of the Tenderer’s actual involvement and level of responsibility for the overall delivery of the contract. (Max. 500 words) |  |
| 1. Tenderers must explain how this contract is of a similar nature, scale and complexity to the Services set out in Annex 1 of the CFT. (Max. 500 words) |  |

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| (c) Accreditations |
| Tenderers must also provide evidence of their hosting provider holding ISO/IEC 27001 Information Security Management accreditation or a similar best practice information security management framework along when firm plans to transition to ISO/IEC 27001:2022 by mid-2025 at latest.  Information which must be included with Tender Response:   * Details of the accreditation(s) held and date of certification * Name of the external auditor and date of the most recent audit * Status of plans to be compliant with Is ISO/IEC 27001:2022 by mid-2025 at latest. |
| <<Tenderers must detail how they will meet the above requirement. Please insert response here. >> |

# SECTION D - AWARD CRITERIA

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| Section 3.3 of the CFT specifies the GRAI’s requirements for the provision of website development and support services.  Appendix 1 of the CFT sets out the Requirements and Specifications.  In advance of responding to these requirements, Tenderers should ensure that they have fully understood the scoring methodology outlined in Section 3.3 of the CFT, including but not limited to the scoring scale and minimum scores required.  As set out in Section 3.3 of the CFT, Tenderers **must achieve a minimum of 60% of the marks** **available** for each of the award criteria (1-7) below.  Tenderers must include their response to each requirement in the relevant response areas provided below. Tenders not submitted in this format will not be considered. Reference to supporting documentation must be explicitly referenced and linked to the requirement being addressed.  **Please pay attention to page limits and instructions listed for Sections D1 to D7 Below.**  **D1 – SUPPORT AND MAINTENANCE (150 MARKS)**  **5 A4 Pages – Font Calibri (11)**  **D2 – CONTENT MANAGEMENT SUPPORT (50 MARKS)**  **3 A4 Pages – Font Calibri (11)**  **D3 – SERVICE MANAGEMENT (100 MARKS)**  **7 A4 Pages – Font Calibri (11)**  **D4 – TRANSITION OF SERVICES (100 MARKS)**  **3 A4 Pages – Font Calibri (11)**  **D5 – UPGRADES & ENCHANCEMENTS (150 MARKS)**  **8 A4 Pages – Font Calibri (11)**  **D6 – GREEN PROCUREMENT (50 MARKS)**  **2 A4 Pages – Font Calibri (11)**  **D7 – SUITABILITY OF TEAM/RESOURCES PROPOSED (100 MARKS)**  **2 A4 Pages - There is no page limit on CVs if using the** [**template provided**](#_E__) **below in Section E**  **Please do not include Appendices or other attachments as part of your responses to sections D1 to D7 unless they are diagrams, charts or schematics to support your answers in sections D1 to D7. Appendices that are not diagrams, charts or schematics will not be considered.**  **Do not include URLs in your answers D1 to D7 below as they will not be considered. Please complete section C.2(b) above to provide details of previous projects should you wish to reference them below** |

D.1 Award Criterion (1) – Support & Maintenance

Max 5 A4 Pages – Font Calibri (11)

|  |
| --- |
| Maximum marks available – 150 marks  Minimum marks required – 90 marks |

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| In responding to this requirement, Tenderers must detail how they will address each of the requirements set out in Appendix 1, Section 1.  Clear responses to the individual sub-requirements are required. |
| **1.1. Experience with current technologies in GRAI stack**  *Tenderers must describe how they will address requirements in Appendix 1, section 1.1* |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |
| **1.2. *General support and maintenance***  *Tenderers must describe how they will address requirements in Appendix 1, section 1.2* |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |
| **1.3. *Monitoring and Reporting***  *Tenderers must describe how they will address requirements in Appendix 1, section 1.3* |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |
| **1.4. *Documentation Management***  *Tenderers must describe how they will address requirements in Appendix 1, section 1.4* |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |

D.2 Award Criterion (2) – Approach to Content Management

Max 3 A4 Pages – Font Calibri (11)

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| Maximum marks available – 50 marks  Minimum marks required – 30 marks |

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| In responding to this requirement, Tenderers must detail how they will address each of the requirements set out in Appendix 1, Section 2 |
| **2.1. *Approach to Content Management***  *Tenderers must describe how they will address requirements in Appendix 1, section 2.1* |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |
| **2.2. *Training Documentation***   1. *Tenderers must describe how they will address requirements in Appendix 1, section 2.2* |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |

D.3 Award Criterion (3) – Approach to Service Management

Max 7 A4 Pages – Font Calibri (11)

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| Maximum marks available – 100 marks  Minimum marks required – 60 marks |

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| In responding to this requirement, Tenderers must detail how they will address each of the requirements set out in Appendix 1, Section 3 |
| **3.1 *Service Desk Metrics***  *Tenderers must describe how they will address requirements in Appendix 1*, section 3.1 |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |
| **3.2 *Website Availability and Performance Metrics***  *Tenderers must describe how they will address requirements in Appendix 1*, section 3.2 |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |
| **3.3 *Account Management***  *Tenderers must describe how they will address requirements in Appendix 1*, section 3.3 |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |
| **3.4 *Service Levels***  *Tenderers must describe how they will address requirements in Appendix 1*, section 3.4 |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |
| **3.5** ***Digital Standards for user experience***  *Tenderers must describe how they will address requirements in Appendix 1, section 3.5* |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |

D.4 Award Criterion (4) – Approach to Service Transition

Max 3 A4 Pages – Font Calibri (11)

|  |
| --- |
| Maximum marks available – 100 marks  Minimum marks required – 60 marks |

|  |
| --- |
| In responding to this requirement, Tenderers must detail how they will address each of the requirements set out in Appendix 1, Section 4 |
| **4 *Transition of Services***  *Tenderers must describe how they will address requirements in Appendix 1*, section 4 |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |

D.5 Award Criterion (5) – Approach to Upgrades and Enhancements

Max 8 A4 Pages – Font Calibri (11)

|  |
| --- |
| Maximum marks available – 150 marks  Minimum marks required – 90 marks |

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| --- |
| In responding to this requirement, Tenderers must detail how they will address each of the requirements set out in Appendix 1, Section 5 |
| **5.1 *Website to Salesforce integrations***  *Tenderers must describe how they will address requirements in Appendix 1*, section 5.1 |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |
| **5.2 *Statamic Content Management (CMS)***  *Tenderers must describe how they will address requirements in Appendix 1*, section 5.2 |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |
| **5.3 *Website AI Integrations***  *Tenderers must describe how they will address requirements in Appendix 1*, section 5.3 |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |

D.6 Award Criterion (6) – Green Public Procurement

Max 2 A4 Pages – Font Calibri (11)

|  |
| --- |
| Maximum marks available – 50 marks  Minimum marks required – N/A |

|  |
| --- |
| In responding to this requirement, Tenderers must detail how they will address each of the requirements set out in Appendix 1, Section 6 |
| **5.1 *Approach to Green Public Procurement***  *Tenderers must describe how they will address requirements in Appendix 1*, section 6 |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |

D.7 Award Criterion (7) – Personnel

Max 2 A4 Pages below – Font Calibri (11) – No limits on CVs using template in Section (E)

|  |
| --- |
| Maximum marks available – 100 marks  Minimum marks required – 60 marks |

|  |
| --- |
| In responding to this requirement, Tenderers must detail how they will address each of the requirements set out in Appendix 1, Section 6 |
| **5.1 *Tenderers are required to provide information on the calibre of the named personnel who will be assigned to support and maintain the GRAI Website environment***  *Tenderers must describe how they will address requirements in Appendix 1*, section 6 |
| <<Tenderers must detail how they will meet the above requirement(s).  Please insert response here. >> |

D.8 Award Criterion (8) - Cost Proposal

Maximum marks available – 300 marks

Minimum marks required – N/A

Pricing Requirement

Full details of the pricing requirements are set out in Appendix 2 of the CFT.

Tenderers must complete each of the Pricing Tables in **Appendix 2 (Pricing Schedule)** which is provided as a separate attachment to the CFT and is available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie)

For confirmation purposes, please enter the following information from the Pricing Schedule:

|  |  |
| --- | --- |
| Total Cost (excl. VAT) | €xxx,xxx.xx |

# SECTION E - CURRICULUM VITEA

Tenderers should provide CVs here – using the template below - where a CV is requested in the CFT.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Profile | | | | | | | |
| Name | | |  | | | | |
| Position in Firm | | |  | | | | |
| Proposed Project Role | | |  | | | | |
| No. of Years’ Experience | | |  | | | | |
| Fluent English Speaker (Yes/No) | | |  | | | | |
| Qualification Details: Educational/Professional/Training Record \* | | | | | | | |
| Description | | | | Year Obtained | | Accreditation Body | |
|  | | | |  | |  | |
|  | | | |  | |  | |
|  | | | |  | |  | |
| Employment Record \* | | | | | | | |
| Employer | | Period | | | Role & Expertise | | |
|  | |  | | |  | | |
|  | |  | | |  | | |
|  | |  | | |  | | |
| Specialist Knowledge - Competencies and Skills | | | | | | | |
| Provide an overview here of this individual’s specialist knowledge, skillsets and expertise relevant to the requirements of this project.  Provide examples of relevant projects that they have been, their role and its relevance to this project | | | | | | | |
| Relevant Experience \* | | | | | | | |
| Project | Role & Outcomes | | | | | | Relevance to this project |
|  |  | | | | | |  |
|  |  | | | | | |  |
|  |  | | | | | |  |

\* Add rows as required

End of Document