

**Request for Tenders dated 15 September 2016
for the provision of**

**Website Hosting, Support and Development
Services**

Tender procedure: Open procedure

**Tender Deadline 12:00 noon, Wednesday, 12
October 2016**

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Part 1: Introduction

- 1.1 The Health Insurance Authority (the “Contracting Authority”) invites tenders (“Tenders”) to this Request for Tenders (“RFT”) from economic operators (“Tenderers”) for the provision of the services as described in Appendix 1 to this RFT (the “Services”).
- 1.2 In summary, the Services comprise: The hosting, support and future development of the HIA website.
- 1.3 *Not Used*
- 1.4 Any contract that may result from this Competition (the “Services Contract”) will be issued for a term of three (3) years (“the Term”).
- 1.5 *Delete and replace with “Not Used” if not applicable:*
The Contracting Authority reserves the right to extend the Term for a period or periods of up to one (1) year with a maximum of one such extension or extensions on the same terms and conditions, subject to the Contracting Authority’s obligations at law.
- 1.6 The Contracting Authority estimates that the expenditure on the Services to be covered by the proposed **Services Contract** may amount to some **EURO 160,000** (excl. VAT) over the Term. Tenderers must understand that this figure is an estimate only based on current and future expected usage.
- 1.7 Contracting Authority policy seeks to encourage participation on a fair and equal basis by Small and Medium Enterprises (“SME”s) in this Competition. SMEs that believe the scope of this Competition is beyond their technical or business capacity are encouraged, subject to paragraph 2.5, to explore the possibilities of forming relationships with other SMEs or with larger enterprises. Through such relationships they can participate and contribute to the successful implementation of any Services Contract that may result from this Competition and therefore increase their social and economic benefits.
- Larger enterprises are also encouraged, subject to paragraph 2.5, to consider the practical ways that SMEs can be included in their proposals to maximise the social and economic benefits of any Services Contracts that may result from this Competition.

Part 2: Instructions to Tenderers

2.1 Important Notices

2.1.1 While every effort has been made to provide comprehensive and accurate information in all notices and documents prepared for the purposes of this Competition, the Contracting Authority does not accept any liability or provide any express or implied warranty in respect of any such information. Tenderers must form their own conclusions about the solution needed to meet the requirements set out in this RFT and may wish to consult their legal advisers.

2.1.2 The Contracting Authority does not bind itself to accept the lowest priced or any Tender.

This RFT does not constitute an offer or commitment to enter into a Services Contract.

No contractual rights in relation to the Contracting Authority will exist unless and until a formal written Services Contract has been executed by or on behalf of the Contracting Authority.

Any notification of preferred bidder status by the Contracting Authority shall not give rise to any enforceable rights by the Tenderer.

The Contracting Authority may cancel this Competition at any time prior to a formal written Services Contract being executed by or on behalf of the Contracting Authority.

The award of a Services Contract does not confer exclusivity on the successful Tenderer.

2.1.3 This RFT supersedes and replaces any and all previous documentation, communications and correspondence between the Contracting Authority and Tenderers, and Tenderers should place no reliance on such previous documentation and correspondence.

2.2 Compliant Tenders

2.2.1 If a Tenderer fails to comply in any respect with the requirements of this paragraph 2.2.1, the Contracting Authority reserves the right to reject the Tenderer's Tender as non-compliant or, without prejudice to this right and subject to its obligations at law, to take any other action it considers appropriate including but not limited to:

- seeking written clarification from the Tenderer;
- seeking further information from the Tenderer;
- waiving a requirement, which in Contracting Authority's view, is non-material or

procedural.

Tenderers are required:

- a. To complete and submit with their Tender the European Single Procurement Document (“ESPD”) attached at Appendix 4 - for Tenderers’ convenience, the form of ESPD at Appendix 4 is also provided with this RFT as a separate document in Word format, which may be downloaded for completion by Tenderers. Alternatively, Tenderers may submit an ESPD which has already been used in a previous procurement procedure PROVIDED THAT they confirm that (i) the information contained in it continues to be correct and (ii) that they satisfy the Selection Criteria for this Competition as set out at part 3.2 below;
- b. To submit all documentation which this RFT requires to be submitted with their Tender;
- c. To follow the format of this RFT and respond to each element in the order as set out in this RFT;
- d. To conform and comply with all instructions and requirements set out in this RFT;
- e. To submit the statement required under paragraph 2.4 below; and
- f. Not to alter or edit this RFT in any way.

2.2.2 Without prejudice to the generality of paragraphs 2.2.1, failure to comply with paragraph 2.6.1, 2.6.2 or 2.6.3 below will render the Tender non-compliant and it will be rejected.

2.3 Services Contract

2.3.1 Tenderers should note the terms and conditions of the Services Contract at Appendix 6 to this RFT.

2.3.2 Tenderers are required to confirm their acceptance of the terms and conditions of the Services Contract by signing the Tenderer’s Statement at Appendix 3. Tenderers may not amend the Services Contract.

2.4 Acceptance of RFT Requirements

Each Tenderer is required to accept the provisions of this RFT. ALL TENDERERS MUST RETURN, with their Tender, a scanned signed copy of the Tenderer’s Statement, as set out in Appendix 3, printed on the Tenderer’s letterhead. The Contracting Authority must be able to read the scanned signature of the Tenderer. If possible, please sign documents using blue ink. If the Contracting Authority cannot

read the scanned signature, Tenderers may be requested to re-submit. Tenderers may not amend the Tenderer's Statement.

2.5 Consortia and Prime / Subcontractors

Where a group of undertakings (in whatever form and regardless of the legal relationship between them) come together to submit a Tender in response to this RFT, the Contracting Authority will deal with all matters relating to this public procurement competition through the entity who will carry overall responsibility for the performance of the Services Contract only ("Prime Contractor"), irrespective of whether or not tasks are to be performed by a subcontractor or other consortium members (the "Subcontractor"). The Tenderer must clearly set out the name, title, telephone number, postal address, facsimile number and e-mail address of the nominated contact personnel of the Prime Contractor authorised to represent the Tenderer and to whom all communications shall be directed and accepted until this Competition has been completed or terminated. Correspondence from any other person (including from any Subcontractor) will NOT be accepted, acknowledged or responded to.

2.6 Tender Submission Requirements

2.6.1 Tenders must be submitted via the electronic postbox available on www.etenders.gov.ie. Only Tenders submitted to the electronic postbox will be accepted. Tenders submitted by any other means (including but not limited to by email, fax, post or hand delivery) will NOT be accepted.

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation before the Tender Deadline (as defined in paragraph 2.6.2). Tenderers should take into account the fact that upload speeds vary. There is a maximum of 4GB for the total (combined) documents sent to the electronic postbox. In order to submit a document to the electronic postbox, please note that you must click "Submit Response". After submitting you can still modify and re-send your response up until response deadline. Tenderers should be aware that the 'Submit Response' button will be disabled automatically upon the expiration of the response deadline.

2.6.2 Tenders must be received not later than 12:00 noon Irish time on 12 October 2016 (the "Tender Deadline"). Tenders that are received late WILL NOT be considered in this Competition.

2.6.3 Tenders must be submitted in English.

2.6.4

Each Tenderer is limited to submitting one Tender in his own capacity and one Tender as

part of a consortium/group of undertakings under this RFT.

- 2.6.5 All Tenders submitted in soft copy must be compiled such that they can be read immediately using Adobe PDF Reader or Microsoft Office 2013 . The Contracting Authority is not responsible for corruption in electronic documents. Tenderers must ensure electronic documents are not corrupt.

2.7 Queries and Clarifications

- 2.7.1 All queries relating to any aspect of this Competition or of this RFT must be directed to the messaging facility on www.etenders.gov.ie. Queries will be accepted no later than 12:00 noon Irish time on on 5 October 2016] unless otherwise published by the Contracting Authority. For the avoidance of doubt, Tenderers may not contact the Contracting Authority directly regarding any aspect of this Competition.
- 2.7.2 All responses to queries will be issued by the Contracting Authority via the messaging facility on www.etenders.gov.ie. Where appropriate, queries may be amalgamated. Tenderers should note that the Contracting Authority will not respond to individual Tenderers privately.
- 2.7.3 The Contracting Authority reserves the right to issue or seek written clarifications.
- 2.7.4 The Contracting Authority reserves the right at any time before the Tender Deadline, to update or amend the information contained in this document and/or to extend the Tender Deadline. Participating Tenderers will be informed of any such amendment or extension through the eTenders website.
- 2.7.5 Tenderers should ensure that they register their interest in this Competition, by clicking on the “Accept” button on www.etenders.gov.ie, in order to receive all responses to queries and other updates in relation to this Competition.

2.8 Tendering Costs

All costs and expenses incurred by Tenderers relating to their participation in this Competition including, but not being limited to, site visits, field trials, demonstrations and/or presentations shall be borne by and are a matter for discharge by the Tenderers exclusively.

2.9 Confidentiality

- 2.9.1 All documentation, data, statistics, drawings, information, patterns, samples or material disclosed or furnished by the Contracting Authority to Tenderers during the course of this Competition:

- a. are furnished for the sole purpose of replying to this RFT only;
- b. may not be used, communicated, reproduced or published for any other purpose without the prior written permission of the Contracting Authority;
- c. shall be treated as confidential by the Tenderer and by any third parties (including subcontractors) engaged or consulted by the Tenderer; and
- d. must be returned immediately to the Contracting Authority upon cancellation or completion of this public procurement competition if so requested by the Contracting Authority.

2.10 Pricing

- 2.10.1 All Tenderers must complete the Pricing Schedule at Appendix 2 to this RFT.
- 2.10.2 All prices quoted must be all-inclusive (i.e. including but not being limited to shipping, packaging, delivery, ancillary costs and all other costs/expenses), be expressed in Euro only and exclusive of VAT. The VAT rate(s) where applicable should be indicated separately.
- 2.10.3 Tenderers must confirm that all prices quoted in the Tender will remain valid for six months and the successful tender may not change their prices and rates from the tendered values for the term of the contract commencing from the Tender Deadline.
- 2.10.4 Any currency variations occurring over the term of the Services Contract shall be borne by the Tenderer.
- 2.10.5 Payments for Services provided pursuant to this RFT shall be subject to and made in accordance with the Services Contract at Appendix 6 to this RFT.
- 2.10.6 *Not Used*

2.11 Environmental, Social and Labour Law

- 2.11.1 In the performance of any Services Contract awarded, the successful Tenderers their Subcontractors (if any), shall be required to comply with all applicable obligations in the field of environmental, social and labour law that apply at the place where the services are provided, that have been established by EU law, national law, collective agreements or by international, environmental, social and labour law listed in Annex X of Directive 2014/24/EU of the European Parliament and of the Council on public procurement (the "Directive").
- 2.11.2 Tenderers shall be required to include an undertaking to comply fully with the provisions of Council Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, business or parts of undertakings or business and as implemented in Irish law by Statutory Instrument S.I. No. 131 of 2003, the European Communities (Protection

of Employees on Transfer of Undertakings) Regulations 2003 and to indemnify the Contracting Authority for any claim arising or loss or costs incurred as a result of its failure or incapacity to fulfil its obligations under the said Directive and Statutory Instrument.

2.11.3 The Protection of Employees (Temporary Agency Work) Act 2012 (the “2012 Act”) provides that an Agency Worker (as defined in the 2012 Act) is entitled to the same basic working and employment conditions as those which apply to employees recruited directly by the Hirer (as defined in the 2012 Act) to do the same or a similar job. Where the provision of the Services will involve the provision to the Contracting Authority of Agency Workers (within the meaning of the 2012 Act), Tenderers should ensure that they consider their obligations under the 2012 Act when pricing their Tender. The Contracting Authority shall have no liability for any increase in salaries that may be payable as a result of the application of the 2012 Act to the provision of the Services.

2.12 Publicity

No publicity regarding this Competition or any Services Contract pursuant to this Competition is permitted unless and until the Contracting Authority has given its prior written consent to the relevant communication.

2.13 Registrable Interest

Any Registrable Interest involving any Tenderer or Subcontractor and the Contracting Authority, members of the Government, members of the Oireachtas, or employees and officers of the Contracting Authority and their relatives must be fully disclosed in the Tender or, in the event of this information only coming to the notice of the Tenderer or Subcontractor after the submission of a Tender, must be communicated to the Contracting Authority immediately upon such information becoming known to the Tenderer or Subcontractor.

The terms “Registrable Interest” and “Relative” shall be interpreted as per Section 2 of the Ethics in Public Office Acts 1995 and 2001, copies of which are available at www.irishstatutebook.gov.ie. The Contracting Authority will, at its absolute discretion, decide on the appropriate course of action, which may in appropriate circumstances include eliminating a Tenderer from this Competition or terminating any Services Contract entered into by a Tenderer.

2.14 Anti-Competitive Conduct

Tenderers’ attention is drawn to the Competition Act 2002 (as amended, the “2002 Act”). The 2002 Act makes it a criminal offence for Tenderers to collude on prices or terms in a public procurement competition.

2.15 Industry Terms Used in this RFT

Where reference is made to a particular item, source, process, trademark, or type in this RFT then all such references are to be given the meaning generally understood in the relevant industry and operational environment.

2.16 Freedom of Information

- 2.16.1** Tenderers should be aware that, under the Freedom of Information Act 2014, information provided by them during this Competition may be liable to be disclosed.
- 2.16.2** Tenderers are asked to consider if any of the information supplied by them in their Tender should not be disclosed because of its confidentiality or commercial sensitivity. If Tenderers consider that certain information is not to be disclosed because of its confidentiality or commercial sensitivity, Tenderers must, when providing such information, clearly identify such information and specify the reasons for its confidentiality or commercial sensitivity. If Tenderers do not identify information as confidential or commercially sensitive, it is liable to be released in response to a Freedom of Information request without further notice to or consultation with the Tenderer. The Contracting Authority will, where possible, consult with Tenderers about confidentiality or commercially sensitive information so identified before making a decision on a request received under the Freedom of Information Act.

2.17 Tax Clearance

- 2.17.1** It will be a condition of any Services Contract pursuant to this Competition that the successful Tenderer(s) shall, for the term of such contract(s), comply with all EU and domestic tax laws. Tenderers are referred to www.revenue.ie for further information. Prior to the award of any Services Contract arising out of this Competition the successful Tenderer shall be required to supply its Tax Clearance Access Number and Tax Reference Number to facilitate online verification of their tax status by the Contracting Authority. By supplying these numbers the successful Tenderer acknowledges and agrees that the Contracting Authority has the permission of the successful Tenderer to verify its tax cleared position online.

2.18 Conflicts of Interest

Any conflict of interest or potential conflict of interest on the part of a Tenderer, Subcontractor or individual employee(s) or agent(s) of a Tenderer or Subcontractor(s) must be fully disclosed to the Contracting Authority as soon as the conflict or potential conflict is or becomes apparent. In the event of any actual or potential conflict of interest, the Contracting Authority may invite Tenderers to propose means by which the conflict of interest might be removed. The Contracting Authority will, at its absolute discretion, decide on the appropriate course of action, which may in appropriate

circumstances include eliminating a Tenderer from this Competition or terminating any Services Contract entered into by a Tenderer.

2.19 Withdrawal from this Competition

Tenderers are required to notify the Contracting Authority immediately via the e-tenders website, if at any stage they decide to withdraw from this Competition.

2.20 Site Visit

2.20.1 *Not Used*

2.21 Insurance

2.21.1 The successful Tenderer shall be required to hold for the term of the Services Contract the following insurances:

Type of Insurance	Indemnity Limit
Employer's Liability	
Public Liability	
Professional Indemnity	€1 million
Product Liability	

2.21.2 By signing the Tenderer's Statement at Appendix 3, Tenderers confirm, that if awarded a Services Contract under this Competition, they will, from the Effective Date of the Services Contract (as defined in the Services Contract), obtain and hold the types and levels of insurance as specified at paragraph 2.21.1. A formal confirmation from the Tenderer's insurance company or broker to this effect will be requested from the successful Tenderer(s) prior to the award of (and shall be a condition of) any Services Contract.

2.21.3 The successful Tenderer will, during the term of the Services Contract, be required to:

- a. immediately advise the Contracting Authority of any material change to its insured status;
- b. produce proof of current premiums paid upon request;
- c. produce valid certificates of insurance upon request.

Part 3: Selection and Award Criteria

3.1 Compliant Tenders

3.1 Only those Tenderers who have:-

- (a) Submitted compliant Tenders pursuant to part 2.2 above; and
- (b) Declared by way of ESPD that no grounds for exclusion of the Tenderer pursuant to Article 57 of the Directive (the “Exclusion Grounds”) apply to them or that, where any such Exclusion Grounds apply, and where the Tenderer is not precluded from doing so under Article 57(6) (final paragraph) of the Directive, it can provide evidence to the effect that measures taken by the Tenderer are sufficient to demonstrate its reliability despite the existence of any relevant Exclusion Ground; and

- Declared by way of ESPD that they satisfy the selection criteria for this Competition as set out in part 3.2 below (the “Selection Criteria”);
- (c)

will be evaluated in accordance with the Award Criteria at part 3.3 below.

Tenderers should note that where a Tenderer (Prime Contractor) is relying on the capacity of other entities (Subcontractors) for the purposes of fulfilling any of the Selection Criteria in part 3.2 below it must:

- (i) complete and submit a separate ESPD in respect of each such Subcontractor; and
- (ii) when requested by the Contracting Authority, submit proof, to the satisfaction of the Contracting Authority, that each such Subcontractor will place the necessary resources at the disposal of the Prime Contractor.

Where a Tenderer (Prime Contractor) intends to subcontract any share of any Services 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 below, it must submit a separate ESPD in respect of such Subcontractor completing those sections of the ESPD which are specified in section D of the ESPD for this Competition.

The Contracting Authority may decide to examine Tenders before verifying the absence of Exclusion Grounds and the fulfilment of the Selection Criteria.

However, notwithstanding anything to the contrary in this part 3.1, the Contracting Authority reserves the right to ask Tenderers at any moment during the

Competition to submit any or all of the following for the purposes of verification of the status of the Tenderer (including the Prime Contractor and any Subcontractor):

- (i) a Declaration in the form attached at Appendix 5;
- (ii) evidence to the effect that measures taken by the entity concerned are sufficient to demonstrate its reliability despite the existence of a relevant Exclusion Ground; and
- (iii) in the case of the Prime Contractor and any Subcontractor on whose capacity the Prime Contractor relies, all or any of the supporting documents specified at paragraph 3.2 below.

If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate (i) its fulfilment of the Selection Criteria (or any one of them) in accordance with this RFT and (ii) the absence of Exclusion Grounds, or its reliability despite the existence of a relevant Exclusion Ground, it shall be excluded from further participation in this Competition.

If a Tenderer does not, upon request by the Contracting Authority, provide evidence which is considered by the Contracting Authority as sufficient to demonstrate (i) the fulfilment by any Subcontractor on whose capacity the Prime Contractor relies of the Selection Criteria (or any one of them) in accordance with this RFT and (ii) the absence of Exclusion Grounds in respect of any Subcontractor, or the reliability of any Subcontractor despite the existence of a relevant Exclusion Ground, it shall be excluded from further participation in this Competition *unless* it replaces the Subcontractor with one which meets all relevant requirements of this RFT.

3.2 Selection Criteria

3.2 Tenderers will either pass OR fail each of the Selection Criteria in this part 3.2. In the event of one or more of the Selection Criteria achieving a fail, the Tenderer will be excluded from participating in this Competition.

3.2.A Economic and Financial Standing

Tenderers must declare by way of ESPD that they satisfy the financial and economic standing requirement(s) set out below and that they are able, upon request and without delay, to provide the supporting documentation specified below to the Contracting Authority in each case.

Tenderers must have a minimum average turnover of **€320,000** (excl Vat) over the last three financial years (or where the date of establishment is more recent, over the financial

years since the Tenderer has been established).

Details of Tenderer's turnover for each of the last three (3) financial years must be provided upon request.

Tenderers must provide the supporting documentation specified above without delay when requested by the Contracting Authority. However, where the Tenderer is unable, for a valid reason, to provide the specified documentation, the Tenderer must inform the Contracting Authority of the reason as to why the documentation cannot be supplied and, if the Contracting Authority considers the reason given to be valid, provide such other suitable alternative documentation to prove, to the satisfaction of the Contracting Authority, their economic and financial capacity.

3.2.B Technical and Professional Ability

Tenderers must declare by way of ESPD that they satisfy the technical and professional requirement(s) set out below and that they are able, upon request and without delay, to provide the supporting documentation specified below to the Contracting Authority in each case.

The following documentary evidence is mandatory and must be provided with the Tender submission. Tenderer's will either pass or fail this Selection Criterion:

1. Name and address of the Tenderer and proposed sub-contractors (if any). If the Tenderer is a grouping, each member of the group must fulfil each of the following requirements.
2. The name and curriculum vitae of an account manager, who will act as point of contact between the Contracting Authority and the successful Tenderer.
3. The Tender provides evidence that it has the technical capability to provide the required web services.
4. Tenderers must provide evidence of three (3) web service projects similar to the requirements specified in Appendix 1 of this RFT undertaken in the past three (3) years, indicating:
 - i) the nature and scope of the contracts
 - ii) the value of the contracts
 - iii) the periods over which the contracts were performed

Tenderers must provide the supporting documentation specified above without delay when requested by the Contracting Authority.

3.3 Award Criteria

- 3.3. The Services Contract will be awarded on the basis of the most economically advantageous
1 tender(s) as identified in accordance with the following criteria:

Quality (65% - 650 marks)

Tenders will be evaluated using the **qualitative criteria** and associated marks outlined below:

Award Criteria	Requirement	Marks
A. Solution Overview	Tenderers should demonstrate an understanding of the context of the work and HIAs requirements for the services	50
B. Hosting Service	Quality and merit of the service	150
C. Support and Maintenance Service	Quality and merit of the service	150
D. Web Development Service	Quality and merit of the service	150
E. Additional Requirements	Quality and merit of the approach	75
F. Proposed Team	Professional quality of the team, and the experience and qualifications of key staff	75
Total		650

Scoring Methodology for criteria A to F:

Weighting	Meaning
81% to 100%	A response with very few or no weaknesses that fully meets or exceeds requirements, and provides comprehensive, detailed, and convincing assurance that the Tenderer will deliver to an excellent standard.
61% to 80%	A response that demonstrates real understanding of the requirements and assurance that the Tenderer will deliver to a good or high standard.
41% to 60%	A response which demonstrates a reasonable understanding of requirements and gives reasonable assurance of delivery to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.
21% to 40%	A response where reservations exist. Lacks full credibility/convincing detail, and there is a significant risk that the response will not be successful.
1% to 20%	A response where serious reservations exist. This may be because, for example, insufficient detail is provided, and the response has fundamental flaws, or is seriously inadequate or seriously lacks credibility with a high risk of non-delivery.

0%	Response completely fails to address the criterion under consideration
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Tenderers must achieve at least 50% of the total marks available for each award criteria A to F. Failure to achieve the minimum mark in any of these non-cost criteria will result in the Tenderer being eliminated from the competition.

Cost (35% - 350 marks)

Cost will be evaluated by reference to the 'Total Tendered Cost' for providing the web services for three years, as submitted in response. The lowest cost bid will receive maximum marks (i.e. 350 marks) with all other Tenders scored relative to this cost using the following formula:

$$\text{Cost Score} = (\text{Lowest Tendered Cost} / \text{Tendered Cost under evaluation}) \times (\text{Number of marks Available})$$

3.3. Subject to parts 2.1 (Important Notices) and 3.5 (Standstill Period) of this RFT, award of the
2 Services Contract to the highest ranked Tenderer (as determined by paragraph 3.3.1) will be conditional upon:

(a) the Tenderer submitting the following evidence in respect of the Tenderer (including the Prime Contractor and any Subcontractors, as applicable in accordance with part 3.1 above) to the extent not already provided, within seven (7) days of request by the Contracting Authority: (i) a Declaration in the form attached at Appendix 5; (ii) evidence to the effect that measures taken by the entity concerned are sufficient to demonstrate its reliability despite the existence of a relevant ground for exclusion; (iii) all or any of the supporting documents specified at part 3.2; and

(b) the evidence specified at 3.3.2(a) above demonstrating that each entity concerned meets the Selection Criteria and that no Exclusion Grounds apply.

3.4 Presentation of Proposals

Tenderers may be required to make a presentation of the proposal contained in their Tender. The Contracting Authority will not be responsible for the cost of such presentations (in accordance with paragraph 2.8). Performance at presentations will NOT be evaluated.

3.5 Standstill Period

- 3.5.1** In circumstances where Directive 89/665/EEC as amended by Directive 2007/66/EC (the “Remedies Directive”) applies, no contract can or will be executed or take effect until at least fourteen (14) calendar days after the day on which the Tenderers have been sent a notice informing them of the result of this Competition (the “Standstill Period”) if such notice is sent by electronic means. The Standstill Period shall be sixteen (16) calendar days if such notice is sent by other means. The preferred bidder will be notified of the decision of the Contracting Authority and of the expiry date of the Standstill Period.
- 3.5.2** Tenderers should note that the Contracting Authority may, when notifying Tenderers of the results of this Competition, include the scores obtained by the Tenderer concerned and the scores obtained by the preferred bidder in respect of each award criterion assessed by the Contracting Authority.

3.6 Return of Signed Contracts

- 3.6.1** The successful Tenderer must sign and return the Services Contract and the Confidentiality Agreement, both in duplicate, to the Contracting Authority no later than 7 calendar days from the date of expiry of the Standstill Period unless notified otherwise in writing by the Contracting Authority. A signed Services Contract returned by the successful Tenderer is not binding on the Contracting Authority until the Contracting Authority has signed the Services Contract in accordance with paragraph 2.1.2 above.
- 3.6.2** Where the signed Services Contract and the Confidentiality Agreement have not been received by the Contracting Authority within the period as specified at clause 3.6.1 then the Contracting Authority may proceed to award the Services Contract to the next highest-ranked Tenderer in accordance with paragraph 3.6.1 above.

Appendix 1: Requirements and Specifications

Tenderers must address each of the issues and requirements in this part of the RFT and submit a detailed description in each case which demonstrates how these issues and requirements will be dealt with / met and their approach to the proposed delivery of the Services. A mere affirmative statement by the Tenderer that it can/will do so or a reiteration of the tender requirements is NOT sufficient in this regard.

1 BACKGROUND

1.1 The Health Insurance Authority

The Health Insurance Authority (HIA) is the statutory regulator of the private health insurance market in the Republic of Ireland. The Authority was established in 2001 under the *Health Insurance Acts*.

The HIA is independent in the exercise of its functions. The principal functions of the Authority as provided for in the *Health Insurance Acts* include:

- To monitor the health insurance market and to advise the Minister (either at his or her request or on its own initiative) on matters relating to health insurance
- To monitor the operation of the Health Insurance Acts and, where appropriate, to issue enforcement notices to enforce compliance with the Acts
- To carry out certain functions in relation to health insurance stamp duty and in relation to the Risk Equalisation Scheme
- To carry out its functions in relation to the Risk Equalisation Fund
- To take such action as it considers appropriate to increase the awareness of members of the public of their rights as consumers of health insurance and of health insurance services available to them; and
- To maintain “The Register of Health Benefits Undertakings” and “The Register of Health Insurance Contracts”.

In practice, the HIA has two main objectives:

1. To regulate the private health insurance market in Ireland.
2. To provide information to consumers regarding their rights, health insurance plans, benefits and costs.

The HIA is a relatively small organisation, with 11 full time staff. Its offices are located in Dublin 2.

For more information about the Authority, see its website at www.hia.ie

1.2 Current Website

Website History

The Health Insurance Authority (HIA) launched a small website at www.hia.ie almost simultaneously with its establishment in 2001. The content of the initial site was static, however in December 2009 a new website developed by Dara Creative was launched, this included a 'Comprehensive Product Comparison System' which provided an interactive comparison tool to help provide impartial advice and information to consumers and employees alike.

The needs of the HIA continued to evolve and in 2011 the Authority identified the need to redevelop the front-end of the website in order to better meet the objective of providing information to consumers. There was also a requirement to substantially improve the usability of the popular comparison tool.

After a competitive procurement process, in early 2012 a contract was awarded to Dara Creative with the following brief:

Redesign the HIA's website in a way that will appeal across all age demographics. The site needs to act as a portal; a one-stop shop for information relating to health insurance including consumer rights and information to help when choosing or switching products. It also needs to include a key number of interactive features for both site users and HIA site administrators as well as the creation of a product comparison system:

Features for Site Visitors

- New and improved graphic design and site functionality
- Ease of use of the navigation system to quickly access content
- Publications section with a comprehensive document library for download
- News section with RSS facility
- Mailing list sign up
- Full accessibility features including text resizing, high contrast style sheets etc. (Priority 1 compliance with the Web Content Accessibility Guidelines (WCAG))

Administration Features for HIA staff

- Full content management of the website by non-technical staff
- Email Newsletter System & HTML Newsletter Template
- Document Download / Upload Management System
- Full password protected back-end administration system for the Product Comparison System
- Ability to add, edit and delete products and all associated product attributes and categories.

The Product Comparison System

- A complete database of all insurance products on the market indexed using HIA's impartial criteria
- Extensive search facility – allowing to search using predefined searches or custom search options
- All results are displayed in a simple graphical table structure for easy visual comparison between products and providers
- Facility to allow review and authorization by HIA staff before changes are made to the database.

The project has three main objectives:

1. Launch a comprehensive impartial private health insurance comparison tool
2. Redesign the website in more consumer friendly fashion
3. Establish HIA as authority on health insurance products in Ireland

Other important capabilities include:

- Responsive web design
- Search engine optimisation
- Website analytics

The redesigned website was launched in July 2012. It soon became apparent that there was a need to do a back-end rebuild of the databases and the interaction layer in order to improve efficiency and application performance, and to allow the system to be adapted to changing needs and new uses. Dara was awarded an additional contract for the rebuild in 2015, and this was completed in 2016.

Dara continues to provide the HIA with maintenance, support services and hosting for the website, however all contracts have now expired, so this is on a roll-over basis pending the appointment of a new vendor via this RFT.

Hosting

Dara Creative currently provide a full hosting service for the HIA website.

Content Management System

The Content Management System supporting the existing website is Drupal. The comparison tool was developed using Symfony.

Integration

The HIA website is currently integrated with the following applications:

- Campaign monitor
- mDesk
- Zendesk

For more information about the current website, see the attached information pack.

1.3 Scope of the Services Required

We are looking for a vendor that can provide us with:

1. Support and maintenance of our website at www.hia.ie.
2. A hosting service for the website
3. Delivery of website development projects

We will expect the successful vendor to be experts in these areas, and to pro-actively make specific recommendations as they see fit based on our requirements. The recommendations should be appropriate, cost effective and sustainable.

Contiguous to the support and hosting services, HIA will require the vendor to carry out a number of substantial and ongoing website design and development projects over the life of the contract. These are still to be defined, but examples include a phased redesign/refresh of hia.ie, overhauls of top tasks, and the development of new functionality.

1.4 Drivers and Objectives for the Services

The HIA now primarily communicates and interacts with consumers via digital channels, as such a high quality and reliable website is business critical to the organisation.

Key success criteria for the services being tendered will include:

1. Seamless transfer of services from the current vendor
2. Continuity of the services
3. An EU based website hosting service, transparently provided to the HIA
4. Excellent hia.ie website availability (at least 99.9% will be required)
5. Comprehensive, well maintained and up-to-date documentation
6. Appropriate backup and DR provisions
7. Current levels of software held in escrow
8. Security controls in-line with industry best practice (e.g. ISO 27001)
9. Malware protection
10. The vendor's capability and experience, including website design and user experience expertise
11. A pool of resources available to the HIA, with relevant technical and development qualification / experience (Drupal, Symfony, Java, SQL, PHP, etc.)
12. Responsive support service that meets or exceeds agreed service levels
13. Excellent communications
14. The vendor's vendor qualifications and partnerships
15. Service delivery platforms and management tools to ensure any proposed solution is sustainable, and as many activities as possible can be transferred to semi/non-technical HIA staff.

2. TENDER PROFILE

2.1.1 Company Profile

Please provide a brief description of your organisation, this should cover:

- Company history
- Core business areas
- Structure and organisation
- Client base

2.1.2 Subcontractors

If you propose to use a sub-contractor(s) to provide part of the Web Services solution, please provide:

- The name of the sub-contractor
- The nature of your commercial relationship with them
- A description of which elements of the private cloud solution they will provide
- The address of the location from which they will provide these elements.

2.1.3 Technical Capability

Please make a statement (preferably no more than two pages) confirming that your company has the technical capacity, relevant experience, expertise, competency, staffing and quality systems required to provide a web services solution to the HIA. You should list any relevant accreditations or certifications held.

2.1.4 References

List three organisations that HIA may contact for reference checking. The services provided should be similar to that being proposed, and have been undertaken within the last three years.

	Reference 1	Reference 2	Reference 3
<i>Organisation Name and Location</i>			
<i>Type or Nature of Business</i>			
<i>Contact Name, Title, Phone, Email</i>			
<i>Description of solution and services provided</i>			
<i>Date of commencement</i>			
<i>Date of completion</i>			
<i>The value of the contract</i>			

2.1.5 Other References

You may list any other customers, references or projects that you feel applicable.

3. PROPOSED SOLUTION

3.1 Scope

The HIA is looking for a complete web services offering, in-scope elements include:

- i. A comprehensive hosting service for the website www.hia.ie
- ii. Support and maintenance service
- iii. Web development service

Out of scope is:

- i. Content creation and authoring

3.2 Solution Overview

- i. The vendor should provide an overview of their web services solution
- ii. Any major exceptions, limitations or assumptions should be described. E.g. in relation to the provision of software licences or internet bandwidth.
- iii. The vendor is invited to highlight any key strengths that their solution has in relation to meeting the HIA's business needs for a web services solution.
- iv. The proposed pricing plan / model for the web services should be described. The solution should be priced by the vendor based on an initial 36-month contract, with break clauses in the event of unsatisfactory performance. With the agreement of both parties, the contract may then be extended for one additional 12-month period.

3.3 Hosting Service

3.3.1 Infrastructure

- i. The vendor should describe their web site hosting service.
- ii. What equipment, if any, will be dedicated to the HIA? What equipment will be shared with other clients?
- iii. All associated billing costs/charges should be provided.

3.3.2 System Software

- i. A full breakdown of software supplied as part of the service should be provided by product and version, including as applicable:
 - a. Server software

- b. Database software
 - c. Web server
 - d. Anti-virus / malware protection product
 - e. Other required software
 - f. Other recommended software
- ii. Billing costs/charges should be provided as relevant for all software.
 - iii. Software assurance or other recurring software fees should also be provided for as relevant.

3.3.3 Firewalls and threat protection

- i. The vendor should describe how they will protect the HIA website from external threats and cyber-attacks.
- ii. The vendor should describe the intrusion detection and network security systems that they use.
- iii. The vendor should describe their firewall configuration recommended to the HIA for their website, and provide any associated costs for providing and managing the solution.
- iv. If the vendor offers Distributed Denial of Service (DDoS) protection, they should describe this offering and provide any associated costs for its use as additional option.

3.3.4 Network links and Internet connectivity

- i. In order to administer the website and maintain website content, the HIA will require a secure communication link between the data centre hosting the website and its offices in Dublin. An alternative fall-back link is also desirable. The vendor should state their recommended connections, and any associated costs.
- ii. The vendor should describe its Internet connectivity offering for the hia.ie website, ideally using multiple telecom providers, and provide a monthly or an annual cost based on meeting the visitor statistics provided in the Information Pack.
- iii. The HIA or its designated suppliers may occasionally require remote admin level access to the web servers, e.g. to install a new add-on application. How can this be provided?

3.3.5 Data Centre Facilities

- i. The vendor should propose a specific data centre facility for the HIA website hosting service. This **must** be located within the European Union.
- ii. The vendor should describe their data centre facility, including:
 - Location of the proposed data centre
 - Construction type (conversion or purpose built)
 - Tier level, and standard used to define this

- Compliance with the EU Code of Conduct's for data centres
 - Certifications, accreditations and standards obtained (ISO/IEC 27001, 22301,50001, 9001, 14001, etc.)
 - Physical security
 - Network infrastructure and connectivity
 - Power supply assurance and generator redundancy
 - Environmental and energy efficiency
 - Fire suppression
 - On-site resources and specialist staff
- iii. The vendor should describe any of the elements or services specific to the HIA.
- iv. The vendor should list all associated costs/costs payable by the HIA.

3.3.6 Backup and disaster recovery provision

- i. The vendor should describe the backup mechanisms included in their solution, and list all associated costs.
- ii. The HIA requires a Disaster Recovery (DR) service for its website. This should be located at a physically separate site to the proposed data centre.
- iii. The HIA will work with the selected vendor to finalise the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) on a cost vs business needs basis. However, for the purpose of this RFT, the vendor should assume 24 hours for both an RTO and RPO.
- iv. The vendor should describe the proposed DR provision – including the location of the DR site - and list all associated costs.
- v. The vendor should describe the DR responsibilities of the HIA.
- vi. The DR provision should be tested at least annually.

3.3.7 Managed Service

- i. The successful vendor must provide a full managed service for the HIA.ie web hosting solution. Services expected to be provided include:
- 24x7 monitoring of network and infrastructure
 - Infrastructure management
 - Security and firewall monitoring and management
 - System software patching / updates
 - Maintenance and repair of provided equipment
 - Backups and restores

- DR provision and testing
 - Pro-active capacity and performance planning
 - Service dashboards
 - Monthly reporting
 - Responding to requests and technical queries from the HIA regarding the hosting environment
- ii. The vendor should describe their approach to service management, and the standards or methodologies used (e.g. ITIL, ISO/IEC 20000) to ensure that a quality service will be delivered.
 - iii. Provide a brief description of the technical facilities and tools at the disposal of the staff providing the managed service.
 - iv. The HIA wishes to have a minimal involvement with the managed service, beyond monitoring vendor performance and a right to audit.

3.3.8 Service Level Agreement

- i. The successful vendor will be expected to commit to an appropriate service level agreement for the availability of the hia.ie website solution.
- ii. HIA website availability, excluding any agreed and scheduled down time, should be at least 99.9%.
- iii. The vendor should attach a draft/indicative SLA to their tender.

3.4 Support and Maintenance Service

3.4.1 Service Requirements

- i. The selected vendor will be required to provide web site maintenance and support services to the HIA.
- ii. The support required includes bug fixes to the existing HIA website and comparison tool.
- iii. Based on experience, HIA anticipates requiring on average 20 hours of support per month (not guaranteed), preferably on a draw down basis with unused hours rolled over. The vendor should describe their preferred billing model.
- iv. Provide a brief description of the support service offering, including reporting procedures and the technical facilities and tools at the disposal of the staff providing the support service.
- v. The scope of the maintenance and support service should include use of the proposed content management system (whether Drupal or a future replacement), and cover error correction and software patches.
- vi. The scope of the maintenance and support service should include search engine optimisation and use of analytic tools

- vii. Support services should be provided via email, telephone support and remote access.
- viii. Support will be required during the core working hours of 9:00 am to 5:30 pm, Monday to Friday.
- ix. The HIA may occasionally require additional support services such as:
 - Out of hours support
 - On site-support and assistance
 - Training services
 - Creation of documentation
 - Assisting the HIA with testing

Hourly or daily rates for this additional work should be provided as an option.

3.4.2 Service Level Agreement

- i. The successful vendor will be expected to commit to an appropriate service level agreement for the support of the hia.ie website solution.
- ii. The vendor should attach a draft/indicative SLA to their tender.

3.5 Development Service

3.5.1 Service Requirements

- i. During the contract, the HIA may require the successful vendor to carry out a number of ongoing website design and development projects (e.g. a technology refresh, a phased redesign of hia.ie, overhaul of the comparison tool, integration with other applications, small enhancements, development of new functionality, etc.).
- ii. The following are examples of small changes to the hia.ie website that will require development effort.
 - Improve how GloHealth plans are displayed
 - Improve data dump format
 - Add young adult age slider on filter
 - Add plan label to pop-up when editing a plan benefit
 - Add a “Copy hospital lists” function when copying a plan
 - Prevent hospital lists closing when accidentally clicking outside the pop-up box
 - Be able to add a hospital mid-list so they can be kept in alphabetical order
 - Be able to set the time counter on the publishing tool to 00:00
 - Add a filter in the Cash Plans section
- iii. HIA expects that development approach will be tailored as required, but will typically consist of:
 - Specification of the requirements

- Costed proposal by vendor
 - Acceptance (or rejection) of proposal by HIA
 - Design
 - Development and Build
 - Content creation and authoring (in conjunction with the HIA)
 - Search engine optimisation (if applicable)
 - Documentation
 - Acceptance Testing by HIA
 - Implementation and go-live
- iv. HIA anticipates that the successful vendor will be given the first opportunity to bid for any website development project, however the HIA reserves the right to work with other vendors (e.g. for another web site or a new portal).

3.5.2 Website Design

The following design principles must be followed when implementing new or revised website functionality:

- i. The design must meet the needs of both the HIA and various stakeholder groups.
- ii. Unless otherwise agreed, the design should utilise the same look and feel as the existing hia.ie website, including but not limited to: fonts, colours, headings, data tables, links, navigational elements, search elements, lists, and additional elements to be agreed upon.
- iii. The look, feel and style or skins for any sub-sites or areas should be consistent with that of the main hia.ie site and these should be managed using the same content management system framework as the primary site, but with distinct identities, possibly colour coding.
- iv. The general design and elements should include consideration of accessibility, usability, appeal, functionality and ease of incorporating future features.
- v. It is expected that the HIA will be presented prototypes and mock-ups to assist in design decisions.
- vi. The design and layout should be fully compliant with the Web Accessibility Initiative (WAI), which focuses on accessibility for people with disabilities including auditory, cognitive, neurological, physical, speech, and visual impairments.
- vii. The Authority is required to meet specific obligations under the Official Languages Act 2003. The HIA website is compatible with the Irish language, capable of presenting the Irish characters such as the “fada”. There is likely to be a requirement in the future to make significant parts of the website available in the Irish language starting with static content.
- viii. The design and implementation of the website should discourage copyright infringement.
- ix. The HIA requires that the look and feel of its “website” will continue to have the following core characteristics:
 - Clean, attractive appearance

- Conformance to HIA branding
- Logical structure and navigation
- Ease of navigation
- Unified visual theme throughout the website
- No unnecessary use of graphics (uncluttered page structures)

3.5.3 Website Development and Build

- i. The main HIA website uses the Drupal 7 content management platform. The vendor should describe its experience using Drupal (including SQL and PHP) to develop and implement websites.
- ii. The comparison system is based on the Symfony MVC Framework extended with the Sonata Admin project. The vendor should describe its experience using Symfony to develop and implement website functionality.

The following development principles must be followed when implementing new or revised website functionality:

- iii. The vendor will be responsible for the programming of the actual functionality of the redeveloped website.
- iv. The vendor will be responsible for developing all site templates, style sheets, skins, themes, etc.
- v. All style sheets should comply with W3C Cascading Style Sheets Standard 2.1 or above. (See <http://www.w3.org/TR/CSS21/>)
- vi. The vendor will be responsible for any coding or development related to the use of JavaScript, HTML5 or similar features.
- vii. The vendor must work with the HIA to ensure that all code and content on the hia.ie website is optimised from a search and analytics point of view
- viii. Graphics should be optimised to ensure fast loading on the web.
- ix. The vendor should use a logical, effective and consistent naming convention.
- x. There should be detailed commenting and labelling within the templates to assist staff in the maintenance of the website.
- xi. The HIA must have access to helpful and easy to understand website statistics and analytics, e.g. reports showing pages visited, downloads, source URLs and click paths through the website.
- xii. The website must integrate (when applicable) with Case management software (Zendesk) and Campaign Monitor.
- xiii. The coding should separate structure (the layout of the page), presentation (the look and feel of the website) and content (the information in the page) to ensure retro-compatibility and WAI compliance.
- xiv. For all images, the code should include a text alternative or indicate that the image has no information content and add alt attributes accordingly.

- xv. All code should be well commented and adequately documented.

3.5.4 Usability and Security Principles

The following usability and security principles must be followed when implementing new or revised website functionality:

- i. Integrated website search engine as a portion of solution.
- ii. All documents, including tables, should be available in a 'printer friendly' format without extensive graphics, to provide ease of viewing, printing, and downloading.
- iii. The website must be fully functional and useable when accessed via the relatively low speed communication links to the Internet that are still common in Ireland.
- iv. The website must be designed to function correctly with all commonly used browser software applications / versions.
- v. The website should not require any browser supplemental products or plug-ins.
- vi. Capability for publishing versions or subsets of the website to mobile-device-optimized versions (iOS, Android, Windows 10 Mobile, etc.)
- vii. The website should conform to best practice accessibility standards, including:
 - Compliance with Web Content Accessibility Guidelines (WCAG) 2.0 from the Web Accessibility Initiative (WAI) is desirable
 - The Web Accessibility Guidelines 1.0 published by the National Disability Authority, available at <http://accessit.nda.ie/it-accessibility-guidelines/web/guidelines>.
 - The deliverables will be assessed against the checklist at http://www.universaldesign.ie/useandapply/ict/itaccessibilityguidelines/web/testin_gchecklistforwebaccessibility. Priority 1 and 2 compliance will be mandatory for the acceptance of any deliverables.
- viii. The site and supporting solutions should be developed in full compliance with the *Data Protection Act(s) 1998 and 2003*.

3.5.5 Content Creation and Authoring

- i. The HIA will have responsibility for the development and maintenance of website content.
- ii. The HIA anticipate having ongoing management of search engine optimisation /metadata tagging etc.
- iii. The HIA will be responsible for the supply of photographs and video media.
- iv. The vendor may be requested to develop graphics and animations.
- v. Unless otherwise agreed, all content will be owned by, or the copyright invested in, the HIA.

3.5.6 User Acceptance Testing

- i. The vendor must assist and facilitate user acceptance testing (UAT) by the HIA as appropriate (e.g. help to set up the UAT test environment, respond to "how do I..." requests).

- ii. The HIA may use specialist third parties to assist its UAT activities, e.g. in relation to design, usability, security and performance.
- iii. The vendor must promptly respond to any issues identified, and agree a remediation plan and schedule.
- iv. The HIA will not accept deliverables if serious issues have been identified in UAT and remain outstanding.
- v. The HIA reserves the right to not accept any deliverable that fails UAT three times.

3.5.7 Content Management System

- i. The HIA currently uses the Drupal 7 content management system to support the update of website content. It is anticipated that Drupal will continue to be used in the short term, in the long term a replacement may be considered if the benefits justify this.
- ii. HIA staff also use google analytic tools to report on usage patterns, traffic movements to site, feedback issues, etc.
- iii. It is imperative that the content of the hia.ie website should continue to be fully managed by the HIA without the requirement for vendor support in changing content on the website or simple amendments. The nominated HIA staff members are non-technical.

3.6 Additional Requirements

3.6.1 Implementation

- i. Overall responsibility for the transfer of the hia.ie website to the new hosting and support service will rest with the successful vendor.
- ii. The vendor will coordinate the website relocation with HIA personnel and the current web hosting provider.
- iii. The vendor will be responsible for the installation of any server side software and plug-ins.
- iv. The HIA will make available to the vendor all existing documentation related the website.
- v. The incumbent supplier will cooperate in regards to the transfer of undertakings to any new vendor.
- vi. The vendor will be responsible for conducting adequate testing of the relocated website and any other principle components before recommending to the HIA them as ready for go-live.
- vii. The vendor should provide a description of their approach to the delivery of implementation services. *Note:* The HIA will provide a non-dedicated project manager resource to liaise with the successful vendor.

3.6.2 Implementation Plan

- i. The successful vendor will be required to provide a plan and schedule for implementation of all principal components and services within two weeks of contract award.
- ii. All activities, responsibilities and the expected durations and timeline should be clear in the plan, including a statement of the number of elapsed days required for the initial and full implementation and commissioning of the solution.

3.6.3 The HIA's Responsibilities

- i. The vendor should describe any equipment, software, facilities, responsibilities or resources that they expect the HIA or its vendors to undertake or provide.
- ii. The vendor should indicate the commitment they expect from the HIA in time, skills and resources – initially and in the long term.

3.6.4 Vendor Reporting

- i. The successful vendor will be expected to provide the HIA with a monthly report (or as otherwise agreed) describing maintenance, support and other activities undertaken on behalf of the HIA.
- ii. At a minimum, this report should itemise tickets or jobs in date/time order, their type or severity, provide a brief description, and indicate whether the service level was met.
- iii. Please confirm your ability to provide such a report.

3.6.5 Review Meetings

- i. Review meetings will be held annually between the HIA and the successful vendor, or as requested by the HIA.
- ii. The purpose will be to discuss the vendor's performance in relation to the contract(s) and agreements resulting from this RFT and discuss any commercial, technical or other issues.
- iii. Additionally, the HIA proposes to hold a post-implementation review three months after the website transfer is complete, to identify any required improvements or changes.

3.6.6 Security

- i. The successful vendor will be required to implement strong security and data protection practices in regards to the hia.ie hosting solution. It is desirable that these conform to the ISO 27001 information security management standard.
- ii. The vendor will be expected to advise the HIA in relation to ensuring strong security in regards to the operation and the hia.ie website.

- iii. The vendor will be required to certify the physical location of the data centre at which the HIA website is hosted, and guarantee that it will not relocate the solution without the explicit written permission of the HIA.
- iv. The vendor will be required to guarantee that it will not copy, hold or move any HIA data (including backups and database logs) outside the European Union.
- v. The vendor will be required to guarantee that it will not knowingly allow access by a third party to either the hia.ie website environment, or to HIA data, without the explicit written permission of the HIA. Further, it must take every reasonable measure to prevent such access by a third party.
- vi. The vendor will be required to co-operate as necessary during HIA internal audits and security testing.
- vii. The HIA reserves the right to include a “request to access and to audit at the expense of the vendor” clause in the final contract.

3.6.7 Training Services

- i. The vendor may on occasion be asked to provide training for HIA employees. For example, new employees may need to be trained in the use of the content management system, and the maintenance and updating of the HIA website.

3.6.8 Documentation

- i. The successful vendor will be required to maintain up-to-date technical documentation for the use of developers and system administrators
- ii. The vendor will be required to work with HIA staff to provide comprehensive and user-friendly documentation and user guides on how to update and manage website content.

3.6.9 Escrow

- i. The successful vendor will be required to keep a copy of the current HIA.ie code in a secure escrow location.

3.6.10 Service Exit

- i. The successful vendor will be required to provide full cooperation in the event that the HIA decides to transfer some or all of the web service solution to another vendor.
- ii. Please confirm that this cooperation will be provided.

4. PROPOSED TEAM

The Tenderer should provide details of the key personnel they would allocate to the HIA account if their tender is successful.

The details should include:

- a) Name
- b) Length of time and position held with the vendor's company
- c) Role envisaged
- d) Relevant Qualifications and training
- e) Relevant experience
- f) Their involvement with the reference sites named in sub-section

The HIA reserves the right to request the immediate removal from this project of any tenderer (or subcontractor) staff member that it considers or finds to be unsuitable.

Tenderers should confirm that the individuals nominated will be available to deliver on their draft Implementation Plan.

Appendix 2: Pricing Schedule

This Pricing Schedule must be completed, signed and returned by Tenderers

Client: Health Insurance Authority

Project: Website Hosting, Support and Development Services

From: _____

We have examined the Invitation to Tender and hereby offer to provide the services on the terms described therein, for the following maximum rates valid for the term of the contract:

COST SCHEDULES TO BE INSERTED HERE BY THE TENDERER FROM THE WORD DOCUMENT PROVIDED SEPARATELY

ULTIMATE COST FOR EVALUATION PURPOSES

The cost proposal must be inclusive of all out of pocket expenses, travel, subsistence and ancillary expenses or costs of every description, including costs relating to the production of documentation and any administrative surcharges or expenses

We confirm that we

- Have read and thoroughly examined the Tender Document,
- Fully understand the Tender Document and the Contracting Authority's requirements,
- Undertake to treat the details of this Invitation to Tender, its Tender and any subsequent negotiations as private and confidential,
- Have reviewed the Instructions to Tenderers and agree to be bound by these conditions,
- Will keep this offer open for acceptance by you for a period of 6 months from the date of deadline for submission of Tenders,
- Agree that you are not bound to accept the most economically advantageous or any Tender you may receive, and that you may elect to accept or reject any Tender in its entirety or part only,
- We have reviewed the Terms and Conditions of the Agreement and, if selected by The Contracting Authority for admission to the Framework, will execute this Agreement.
- We acknowledge that no legally binding agreement shall exist between the Contracting Authority and any Tenderer unless and until the Agreement Terms and Conditions have been executed by both parties
- Have found no errors, omissions, conflicts or ambiguities in the Tender Document except those which we have brought to the attention of the Contracting Authority before the latest date for submitting queries,

Signed: _____

Name in Capitals: _____

On behalf of: _____

Address: _____

Telephone: _____ Fax: _____

Date: _____

E mail _____

A Tenderer's failure to sign and date this Form of Tender and to complete all sections will invalidate the Tender.

Appendix 3: Tenderers' Statement

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

TENDERERS' STATEMENT

TO: The Heath Insurance Authority

RE: Request for Tenders for the Provision of [Click here to enter text](#).

Website Hosting, Support and Development Services

Having examined your Request for Tenders (the "RFT") 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 agree and 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 RFT.
2. We accept all of the Terms and Conditions of the RFT, the Services Contract and the Confidentiality Agreement and agree if awarded a Services Contract to execute the Services Contract at Appendix 6 to the RFT and the Confidentiality Agreement at Appendix 7 to the RFT.
3. We accept all the Selection and Award Criteria as set out in Part 3 of the RFT.
4. We agree to provide the Contracting Authority with the Services in accordance with the RFT 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 RFT.
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 RFT.
8. We shall, if awarded any Services Contract under the RFT, have in place on the Effective Date of the Services Contract all insurances (if any) as required by paragraph 2.21.1 of the RFT.

SIGNED

Company

**(Authorised Signatory)
Print name**

Address

Date

Appendix 4: European Single Procurement Document (ESPD)

Part I: Information concerning the procurement procedure and the contracting authority

Reference of the relevant notice ⁽¹⁾ published in the *Official Journal of the European Union*:

OJEU S number Click here and insert details, date Click here and insert date, page Click here and insert page

Notice number in the OJ S: Click here and insert notice number

If there is no call for competition in the OJEU, then the contracting authority or contracting entity must fill in the information allowing the procurement procedure to be unequivocally identified:

In case publication of a notice in the *Official Journal of the European Union* is not required, please give other information allowing the procurement procedure to be unequivocally identified (e.g. reference of a publication at national level):

INFORMATION ABOUT THE PROCUREMENT PROCEDURE

This information must be filled in by the Contracting Authority

Identity of the procurer ⁽²⁾	Answer
Name:	Health Insurance Authority
Which procurement is concerned?	Website Hosting, Support and Development Services - Open Procedure non-OJEU
Title or short description of the procurement ⁽³⁾ :	Website Hosting, Support and Development Services
File reference number attributed by the contracting authority or contracting entity (if applicable) ⁽⁴⁾ :	13342mc

All other information in all sections of the ESPD to be filled in by the economic operator

¹ For contracting authorities: either a prior Information Notice used as a means for calling competition or a Contract Notice

² Information to be copied from Section 1, point I.1, of the relevant notice. In case of joint procurement, please indicate the names of all involved procurers.

³ See points II.1.1 and II.1.3 of the relevant notice

⁴ See point II.1.1 of the relevant notice

Part II: Information concerning the economic operator

A: INFORMATION ABOUT THE ECONOMIC OPERATOR

Identification:	Answer
Name:	Click here and insert details
VAT-number, if applicable : If no VAT-number is applicable, please indicate another national identification number, if required and applicable	Click here and insert details
Postal Address:	Click here and insert details
Contact person or persons ⁽⁵⁾ :	Click here and insert details
Telephone:	Click here and insert details
E-mail:	Click here and insert details
Internet address (web address) (if applicable)	Click here and insert details
General Information:	Answer:
Is the economic operator a Micro, a Small or a Medium-Sized Enterprise ⁽⁶⁾ ?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Only in case the procurement is reserved ⁽⁷⁾: is the economic operator a sheltered workshop, a 'social business' ⁽⁸⁾ or will it provide for the performance of the contract in the context of sheltered employment programmes?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, What is the corresponding percentage of disabled or disadvantaged workers? If required, please specify which category or categories of disabled or disadvantaged workers the employees concerned belong to?	Click here and insert details

⁵ Please repeat the information concerning contact persons as many times as needed.

⁶ Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium sized enterprises, (OJ L 124, 20.5.2003, p36)
This information is required for statistical purposes only

Micro enterprises: enterprise which employs fewer than 10 persons and whose annual turnover and/or annual balance sheet total does not exceed EUR 2 million.

Small enterprises: an enterprise which employs fewer than 50 persons and whose annual turnover and/or annual balance sheet total does not exceed EUR10 million

Medium enterprises: enterprises which are neither micro nor small and which employ fewer than 250 persons and which have an annual turnover not exceeding EUR 50million, and/or an annual balance sheet total not exceeding EUR 43 million.

⁷ See contract notice point III.1.5

⁸ i.e. its main aim is the social and professional integration of disabled or disadvantaged persons.

<p>If applicable, is the economic operator registered on an official list of approved economic operators or does it have an equivalent certificate (e.g. under a national (pre)qualification system)?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable <input type="checkbox"/></p>
<p>If yes: Please answer the remaining parts of this Section, Section B and, where relevant, C of this part, complete Part V, where applicable, and, in any case, fill in and sign Part VI.</p>	
<p>(a) Please provide the name of the list or certification and the relevant registration or certification number, if applicable:</p>	<p>Click here and insert details</p>
<p>(b) If the certificate of registration or certification is available electronically, please state:</p>	<p>(web address, issuing authority or body, precise reference of the documentation)</p>
<p>(c) Please state the references on which the registration or certification is based, and, where applicable, the classification obtained in the official list (⁹):</p>	<p>Click here and insert details</p>
<p>(d) Does the registration or certification cover all of the required selection criteria?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>If no:</p> <p>(e) In addition, please complete the missing information in Part IV Will the economic operator be able to provide a certificate with regard to the payment of social security contributions and taxes or provide information enabling the contacting authority or contracting entity to obtain it directly by accessing a national database in any Member State that is available free of charge?</p>	<p>Click here and insert details</p>
<p>If the relevant documentation is available electronically, please indicate:</p>	<p>(web address, issuing authority or body, precise reference of the documentation)</p>

<p>Form of Participation:</p>	<p>Answer:</p>
--------------------------------------	-----------------------

⁹ The references and the classification, if any, are set out on the certification.

Is the economic operator participating in the procurement procedure together with others ⁽¹⁰⁾ ?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please ensure that the others concerned provide a separate ESPD form.	
If yes:	
(a) Please indicate the role of the economic operator in the group (leader, responsible for specific tasks.):	Click here and insert details
(b) Please identify the other economic operators participating in the procurement procedure together:	Click here and insert details
(c) Where applicable, name of the participating group:	Click here and insert details
Lots:	Answer:
Where applicable, indication of the lot(s) for which the economic operator wishes to tender:	Click here and insert details

B: INFORMATION ABOUT REPRESENTATIVES OF THE ECONOMIC OPERATOR

Where applicable, please indicate the name(s) and address(es) of the person(s) empowered to represent the economic operator for the purposes of this procurement procedure:

Representation, if any:	Answer:
Full Name: Accompanied by the date and place of birth, if required	Click here and insert details
Position/Acting in the capacity of:	Click here and insert details
Postal Address:	Click here and insert details
Telephone:	Click here and insert details
E-mail:	Click here and insert details
If needed, please provide detailed information on the representation (its forms, extent, purpose...):	Click here and insert details

C: INFORMATION ABOUT RELIANCE ON THE CAPACITIES OF OTHER ENTITIES

Reliance:	Answer:
Does the economic operator rely on the capacities of other entities in order to meet the selection	

¹⁰ Notably as part of a group, consortium, joint venture or similar.

criteria for this Competition as set out in part 3.2 of the RFT and the criteria and rules (if any) set out under Part V below?

Yes No

If yes, please provide a separate ESPD form setting out the information required under **Sections A and B of this Part and Part III for each** of the entities concerned, duly filled in and signed by the entities concerned.

Please note that this should also include any technicians or technical bodies, not belonging directly to the economic operator’s undertaking, especially those responsible for quality control and, in the case of public works contracts, the technicians or technical bodies upon whom the economic operator can call in order to carry out the work.

Insofar as it is relevant for the specific capacity or capacities on which the economic operator relies, please include the information under Part IV for each of the entities concerned ⁽¹¹⁾.

D. INFORMATION CONCERNING SUBCONTRACTORS ON WHOSE CAPACITY THE ECONOMIC OPERATOR DOES NOT RELY

Subcontracting:	Answer:
Does the economic operator intend to subcontract any share of the contract to third parties?	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes and in so far as known, please list the proposed subcontractors</p> <p>Click here and insert details</p>

Please provide the information required under Section A and B of this part [Delete if not applicable: and Part III] for each of the subcontractors concerned.

¹¹ E.g. for technical bodies involved in quality control: Part IV, Section C, point 3.

Part III: Exclusion grounds

A: GROUNDS RELATING TO CRIMINAL CONVICTIONS

Article 57 (1) of Directive 2014/24/EU sets out the following reasons for exclusions:

1. Participation in a criminal organisation ⁽¹²⁾;
2. Corruption ⁽¹³⁾;
3. Fraud⁽¹⁴⁾;
4. Terrorist offences or offences linked to terrorist activities ⁽¹⁵⁾;
5. Money laundering or terrorist financing ⁽¹⁶⁾;
6. Child labour and other forms of trafficking in human beings ⁽¹⁷⁾.

Grounds relating to criminal convictions under national provisions implementing the grounds set out in Article 57(1) of the Directive:	Answer:
Has the economic operator itself or any person who is a member of its administrative, management or supervisory body or has powers of representation, decision or control therein been the subject of a conviction for one of the reasons listed above, by a conviction rendered at the most five years ago or in which an exclusion period set out directly in the conviction continues to be applicable?	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If the relevant documentation is available electronically, please indicate: (web address, issuing authority or body, precise reference of the documentation)⁽¹⁸⁾:</p>
If yes, please indicate⁽¹⁹⁾:	
(a) Date of conviction, specify which of points 1 to 6 is concerned and the reason(s) for the conviction,	date, point(s), reason(s)
(a) Identify who has been convicted:	Click here and insert details
(b) Insofar as established directly in the conviction:	Click here and insert length of the period of exclusion and the point(s) concerned

¹² As defined in Article 2 of Council Framework Decision 2008/841/JHA of 24 October 2008 on the fight against organised crime (OJ L 300, 11.11.2008, p. 42).

¹³ 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, OJ C 195, 25.6.1997, p. 1, and in Article 2(1) of Council Framework Decision 2003/568/JHA of 22 July 2003 on combating corruption in the private sector (OJ L 192, 31.7.2003, p. 54). This exclusion ground also includes corruption as defined in the national law of the contracting authority (contracting entity) or the economic operator.

¹⁴ Within the meaning of Article 1 of the Convention of the protection of the European Communities' financial interests (OJ C 316, 27.11. 1995, p. 48).

¹⁵ As defined in Articles 1 and 3 of Council Framework Decision of 13 June 2002 on combating terrorism (OJ L 164, 22.6.2002, p.3). this exclusion ground also includes inciting or aiding or abetting or attempting to commit an offence, as referred to in Article 3 of that Framework Decision.

¹⁶ As defined in Article 1 of the Directive 2005/60/EC of the European Parliament and of the Council of 26 October 2005 on the prevention of the use of the financial system for the purpose of money laundering and terrorist financing (OJ L 309, 25.11.2005, p. 15).

¹⁷ As defined in Article 2 of Directive 2011/36/EU of the European Parliament and of the Council of 5 April 2011 on preventing and combating trafficking in human beings and protecting its victims and replacing Council Framework Decision 2002/629/JHA (OJ L 101, 15. 4.2011 p. 1).

¹⁸ Please repeat as many times as needed.

¹⁹ Please repeat as many times as needed.

	If the relevant documentation is available electronically, please indicate: (web address, issuing authority or body, precise reference of the documentation) ⁽²⁰⁾ :
In case of convictions, has the economic operator taken measures to demonstrate its reliability despite the existence of a relevant ground for exclusion ⁽²¹⁾ ('Self Cleaning')	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes , please describe the measures taken ⁽²²⁾	Click here and insert details

B: GROUNDS RELATING TO THE PAYMENT OF TAXES OR SOCIAL SECURITY CONTRIBUTIONS

Payments of taxes or social security contributions:	Answer:	
Has the economic operator met all its obligations relating to the payment of taxes or social security contributions , both in the country in which it is established and in the Member State of the contracting authority if other than the country of establishment?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
If the relevant documentation concerning payment of taxes or social contributions is available electronically, please indicate:	Click here and insert details (web address, issuing authority or body, precise reference of the documentation) ⁽²³⁾ :	
If not , please indicate:	Taxes:	Social Contributions:
(a) Country or Member State concerned	Click here and insert details	Click here and insert details
(b) What is the amount concerned?	Click here and insert details	Click here and insert details
(c) How has this breach of obligations been established:	Click here and insert details	Click here and insert details
(1) Through a judicial or administrative decision		
• Is this decision final and binding?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
• Please indicate the date of conviction or decision.		
• In case of a conviction, insofar as established directly therein , the length of the period of exclusion:	Click here and insert details	Click here and insert details

²⁰ Please repeat as many times as needed.

²¹ In accordance with national provisions implementing Article 57(6) of Directive 2014/24/EU.

²² Taking into account the character of the crimes committed (punctual, repeated, systematic....) the explanation should show the adequacy of the measures to taken.

²³ Please repeat as many times as needed

(2) By other means? Please specify:	If Yes, click here and insert details	If Yes, click here and insert details
(d) Has the economic operator fulfilled its obligations by paying or entering into a binding arrangement with a view to paying the taxes or social security contributions due, including, where applicable, any interest accrued or fines?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If the relevant documentation concerning payment of taxes or social contributions is available electronically, please indicate:	Click here and insert details (web address, issuing authority or body, precise reference of the documentation) ⁽²⁴⁾ :	

C: GROUNDS RELATING TO INSOLVENCY, CONFLICTS OF INTEREST OR PROFESSIONAL MISCONDUCT
(²⁵)

Please note that, for the purpose of this procurement, some of the following exclusion grounds may have been defined more precisely, in national law, in the relevant notice or the procurement documents. Thus, national law may for instance provide that the notion of ‘grave professional misconduct’ may cover several different forms of conduct.

Information concerning possible insolvency, conflict of interest or professional misconduct	Answer:
Has the economic operator, to its knowledge, breached its obligations in the fields of environmental, social and labour law (²⁶)?	Yes <input type="checkbox"/> No <input type="checkbox"/>
	If yes , has the economic operator taken measures to demonstrate its reliability despite the existence of these grounds for exclusion (‘Self Cleaning’)? Yes <input type="checkbox"/> No <input type="checkbox"/> If it has, please describe the measures taken: Click here and insert details
Is the economic operator in any of the following situations:	
(a) Bankrupt, or (b) The subject of insolvency or winding-up proceedings, or (c) In an arrangement with creditors, or (d) In any analogous situation arising from a similar procedure under national laws	Yes <input type="checkbox"/> No <input type="checkbox"/>

²⁴ Please repeat as many times as needed

²⁵ See Article 57(4) of Directive 2014/24/EU

²⁶ As referred to for the purposes of this procurement in national law, in the relevant notice or the procurement documents or in Article 18(2) of Directive 2014/24/EU.

<p>and regulations ⁽²⁷⁾, or</p> <p>(e) That its assets are being administered by a liquidator or by the court, or</p> <p>(f) That its business activities are suspended?</p>	
If yes: Please provide details:	Click here and insert details
Please provide the reasons for being able nevertheless to perform the contract, taking into account the applicable national rules and measures on the continuation of business in those circumstances ⁽²⁸⁾	Click here and insert details
If the relevant documentation is available electronically, please indicate:	Click here and insert details (web address, issuing authority or body, precise reference of the documentation):
<p>Is the economic operator guilty of grave professional misconduct ⁽²⁹⁾?</p> <p>If yes, please provide details</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Click here and insert details
	<p>If yes has the economic operator taken self-cleaning measures?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
	<p>If it has, please describe the measures taken:</p> <p>Click here and insert details</p>
<p>Has the economic operator entered into agreements with other economic operators aimed at distorting competition?</p> <p>If yes, please provide details:</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	Click here and insert details
	<p>If yes has the economic operator taken self-cleaning measures?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
	<p>If it has, please describe the measures taken:</p> <p>Click here and insert details</p>
<p>Is the economic operator aware of any conflict of interest ⁽³⁰⁾ due to its participation in the procurement procedure?</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>

²⁷ See national law, the relevant notice or the procurement documents

²⁸ This information need not be given if exclusion of economic operators in one of the cases listed under letter a to f has been made mandatory under the applicable national law without any possibility of derogation where the economic operator is nevertheless able to perform the contract.

²⁹ Where applicable, see definitions in national law, the relevant notice or the procurement documents.

³⁰ As indicated in national law, the relevant notice or the procurement documents.

If yes, please provide details	Click here and insert details
Has the economic operator or an undertaking related to it advised the contracting authority or contracting entity or otherwise been involved in the preparation of the procurement procedure?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please provide details	Click here and insert details
Has the economic operator experienced that a prior public contract or a prior concession contract was terminated early, or that damages or other comparable sanctions were imposed in connection with that prior contract?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please provide details:	Click here and insert details
	If yes has the economic operator taken self-cleaning measures? Yes <input type="checkbox"/> No <input type="checkbox"/>
	If it has, please describe the measures taken: Click here and insert details
<p>Can the economic operator confirm that:</p> <p>(a) It has not been guilty of serious misinterpretation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment if the selection criteria,</p> <p>(b) It has not withheld such information,</p> <p>(c) It has been able, without delay, to submit the supporting documents required by a contracting authority or contracting entity, and</p> <p>(d) It has not undertaken to unduly influence the decision making process of the contracting authority or contracting entity, to obtain confidential information that may confer upon it undue advantages in the procurements procedure or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award?</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>

Part IV: Selection Criteria

Concerning the selection criteria (Section α of this part), the economic operator declares that:

α : GLOBAL INDICATION FOR ALL SELECTION CRITERIA

Meeting all required selection criteria	Answer
It satisfies the required selection criteria for this Competition as set out in part 3.2 of the RFT:	Yes <input type="checkbox"/> No <input type="checkbox"/>

Part V: Reduction of the number of qualified candidates

Not applicable

Part VI: Concluding statements

The undersigned formally declare that the information stated under Parts II – III above is accurate and that it has been set out in full awareness of the consequences of serious misrepresentation.

The undersigned formally declare to be able, upon request and without delay, to provide the certificates and other forms of documentary evidence referred to, except where:

- (a) The contracting authority has the possibility of obtaining the supporting documentation concerned directly by accessing a national database in any Member State that is available free of charge³¹, or
- (b) As of 18 October 2018 at the latest (³²), the contracting authority or contracting entity already possesses the documentation concerned.

The undersigned formally consent to **[identify the contracting authority as set out in Part 1, Section A]**, gaining access to documents supporting the information, which has been provided in **[identify the Part/Section/Point(s) concerned]** of this European Single Procurement Document for the purposes of **[identify the procurement procedure: (summary description, reference of publication in the Official Journal of the European Union, reference number)]**.

Date, place and signature(s):

Signed: (Authorised Signatory)	
Block Capitals:	Click here and insert name
Position:	Click here and insert details
Company:	Click here and insert details
Registered Office:	Click here and insert address
	Click here and insert address
Date:	Click here and insert date

³¹ On condition that the economic operator has provided the necessary information (web address, issuing authority or body, precise reference of the documentation) allowing the contracting authority or contracting entity to do so. Where required, this must be accompanied by the relevant consent to such access.

³² Depending on the national implementation of the second subparagraph of Article 59(5) of Directive 2014/24/EU

Appendix 5: Declaration as to Personal Circumstances of Tenderer

Re: Request for Tenders for the Provision of [Click here to enter text](#).

Website Hosting, Support and Development Services

NAME: _____

ADDRESS: _____

I, _____, *[insert name of Declarant]* having been duly authorised by _____ *[insert name of entity]*, sincerely declare that _____ *[insert name of entity]* itself or any person who has is a member of the administrative, management or supervisory body of _____ *[insert name of entity]* or has powers of representation, decision or control in _____ *[insert name of entity]*:

- (a) Has never 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) Has never 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 _____ *[insert name of entity]*.
- (c) Has never 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) Has never 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) Has never 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) Has never 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.
- (g) Is not in breach of its obligations relating to the payment of taxes or social security contributions.

- (h) 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 Annex X of Directive 2014/24/EU.
- (i) 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.
- (j) Is not guilty of grave professional misconduct.
- (k) Has not entered into agreements with other economic operators aimed at distorting competition.
- (l) Is not aware of any conflict of interest due to its participation in the Competition.
- (m) Has not had any prior involvement in the preparation of the Competition.
- (n) Is not guilty of 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.
- (o) 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 Article 59 of Directive 2014/24/EU.
- (p) 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.

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

Name of Declarant in print or block capitals

Declared before me by _____ who is personally
known _____ to _____ me
(or who is identified to me by _____ who is personally
known _____ to _____ me)
at _____ this _____ day of _____ 20__

(signed)
Practising Solicitor/Commissioner for Oaths

Appendix 6: Services Contract

The Heath Insurance Authority

and

[Insert successful Tenderer's full legal name]

AGREEMENT

Relating to the provision of Services pursuant to

Request for Tenders for the provision of [Click here to enter text.](#)

Website Hosting, Support and Development Services

THIS AGREEMENT is made on the [date e.g. 2nd] day of [month] 20[year] BETWEEN:

The Health Insurance Authority, of [Canal House, Canal Road, Dublin 6] (“the Client”);

and

[Contractor's full legal name], of [address] (“the Contractor”)

(each a “Party” and together “the Parties”).

WHEREAS:

- A. By Request for Tender entitled “Website Hosting, Support and Development Services” advertised in the supplement to the Official Journal of the European Union, OJEU Notice Number _____ of _____ dated insert date of RFT (“the RFT”) the Contracting Authority invited tenders from economic operators (“Tenderers”) for the provision of the services described in Appendix 1 to the RFT (the “Services”). References to the RFT shall include any clarifications issued by the Contracting Authority via the messaging facility on www.etenders.gov.ie between [insert date] and [insert date] (the “RFT Clarifications”). The RFT (including the RFT Clarifications) is hereby incorporated by reference into this Agreement.
- B. The Contractor submitted a response to the RFT dated [insert date of Tender] (“the Submission”). References to the Submission shall include any clarifications issued by the Contractor in writing to the Contracting Authority between [insert date] and [insert date] (the “Submission Clarifications”). The Submission (including the Submission Clarifications) is hereby incorporated by reference into this Agreement.

IT IS HEREBY AGREED AS FOLLOWS:

1. This Agreement consists of the following documents, and in the case of conflict of wording, in the following order of priority:
 - i. This Agreement and Schedules A to D attached hereto;
 - ii. The RFT; and
 - iii. The Submission.
2. The Contractor agrees to provide the Services described in Schedule B (“the Services”) to the Client in accordance with this Agreement (“Agreement”). Schedule B details the nature, quality, time of delivery, key personnel and functional specifications of the Services in accordance with the RFT and the Submission (“the Specification”).
3. Subject to the terms and conditions of this Agreement, the Client agrees to pay to the Contractor the charges as stipulated in Schedule C (“the Charges”). The Charges are

exclusive of VAT which shall be due at the rate applicable on the date of the VAT invoice.

4. For the purposes of this Agreement, the Client's Contact is **Eamonn Horgan** of The Health Insurance Authority, Canal House, Canal Road, Dublin 6; the Contractor's Contact is **[Contractor contact name]** of **[Contractor contact address.]**
5. This Agreement shall take effect on the date of this Agreement ("the Effective Date") and shall expire on **[insert date]**, unless it is otherwise terminated in accordance with the provisions of this Agreement or otherwise lawfully terminated or otherwise lawfully extended as agreed between the Parties ("the Term").

Delete if not applicable:

The Client reserves the right to extend the Term for a period or periods of up to 12 months with a maximum of two such extensions permitted subject to its obligations at law.

6. Unless otherwise specified herein, a defined term used in this Agreement shall have the same meaning as assigned to it in the RFT.
7. Headings are included for ease of reference only and shall not affect the construction of this Agreement.
8. Unless the context requires otherwise, words in the singular may include the plural and vice versa.
9. References to any statute, enactment, order, regulation or other legislative instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended, unless specifically indicated otherwise.

SIGNED for and on behalf of the Client	SIGNED for and on behalf of the Contractor
_____ (being a duly authorised officer)	_____
Witness	Witness

Schedule A: Terms and Conditions

1. Contractor's Obligations

- A. The Contractor undertakes to act with due care, skill and diligence in the provision of the Services and generally in the carrying out of its obligations under this Agreement and in the appointment, monitoring and retention of its agents and Subcontractors. The Contractor shall require its agents and Subcontractors to exercise due care, skill and diligence in the provision of the Services and generally in the carrying out of obligations allocated by the Contractor to its agents and Subcontractors under this Agreement.
- B. In consideration of the payment of the Charges and subject to clause 3 the Contractor shall:
1. provide the Services in accordance with the Specification, the RFT, the Client's directions and the terms of this Agreement;
 2. comply with and implement any policies, guidelines and/or any project governance protocols issued by the Client from time to time and notified to the Contractor in writing;
 3. comply with all local security and health and safety arrangements as notified to it by the Client; and
 4. provide the Services in accordance with good industry practice and comply with all applicable laws including but not limited to all obligations in the field of environmental, social and labour law that apply at the place where the Services are provided, that have been established by EU law, national law, collective agreements and by international, environmental, social and labour law listed in Annex X of Directive 2014/24/EU. The Contractor shall be responsible for compliance with all statutory requirements of an employer and without prejudice to the generality of the foregoing shall be solely responsible in law for the employment, remuneration, taxes, immigration and work permits of all personnel retained for the purposes of complying with this Agreement.
- C. The Contractor is deemed to be the prime contractor under this Agreement and the Contractor assumes full responsibility for the discharge of all obligations under this Agreement and shall assume all the duties, responsibilities and obligations associated with the position of prime contractor. The Contractor as prime contractor under the Submission hereby assumes liability for its Subcontractors and shall ensure that its Subcontractors shall comply in all respects with the relevant terms of this Agreement, including but not limited to clause 1B(4) above, to the extent that it or they are retained by the Contractor.
- D. Without prejudice to clause 1C, where the Client becomes aware that any of the exclusion

grounds set out in Article 57 of EU Directive 2014/24/EU apply to any Subcontractor, the Client reserves the right to require the Contractor to immediately replace such Subcontractor and the Contractor shall comply with such requirement. The Contractor shall include in every sub-contract a right for the Contractor to terminate the sub-contract where any of the exclusion grounds apply to the Subcontractor and a requirement that the Subcontractor, in turn, includes a provision having the same effect in any sub-contract which it awards.

- E. During this Agreement the Contractor shall be an independent contractor and not the employee of the Client. Neither Party shall have any authority to bind or commit the other. Nothing herein shall be deemed or construed to create a joint venture, partnership, and/or fiduciary or other relationship between the Parties for any purpose. The officers, employees or agents of the Contractor are not and shall not hold themselves out to be (and shall not be held out by the Contractor as being) servants or agents of the Client for any purposes whatsoever.
- F. The Client acknowledges that the Contractor may from time to time be dependent on the Client to facilitate the Contractor in the carrying out of its duties under this Agreement. The Client agrees to use its reasonable endeavours to so facilitate the Contractor within the timescales and in the manner agreed by it in writing in accordance with clause 10.
- G. The Contractor agrees that any information relating to this Agreement and / or the performance of this Agreement may be passed by the Client to the Office of Government Procurement (“OGP”) and that the OGP may use this information in the analysis and reporting of spend data including the preparation and publishing of reports.
- H. The Contractor shall comply with all applicable obligations arising pursuant to the European Communities (Protection of Employees’ Rights on Transfer of Undertakings) Regulations 2003 (S.I. No. 131 of 2003) and Council Directive 2001/23/EC (together the “TUPE Regulations”) and failure to so comply shall constitute a serious breach of this Agreement. The Contractor shall indemnify, save harmless and keep the Client indemnified from and against all liabilities (including the cost of wages, salaries and other remuneration or benefits, expenses, taxation, PRSI payments, health contributions, levies, losses, claims, demands, actions, fines, penalties, awards, (including legal expenses on an indemnity basis)) from, or incurred by reason of, any claims made against the Client under the TUPE Regulations by any Affected Employees. Affected Employees shall mean those employees in respect of whom the TUPE Regulations may be deemed to apply in connection with this Agreement.

2. Key Personnel

The Contractor undertakes and acknowledges that it is responsible for ensuring that all key personnel as specified in the Submission (“Key Personnel”), assigned by it to provide the Services shall be available for the Term of this Agreement. The Contractor acknowledges that the Key Personnel are essential to the proper provision of the Services to the Client. In the event that any of the Key Personnel assigned by the Contractor to provide the Services under this Agreement becomes unable to provide the Services for whatever reason then, the Contractor acknowledges and undertakes that it shall immediately notify the Client in writing of the inability of any Key Personnel and replace that person with a person of equivalent experience and expertise (“Replacement Personnel”). The Contractor shall provide to the Client such details as the Client may reasonably require in writing regarding any Replacement Personnel. The Client shall have absolute discretion as to the suitability of any proposed Replacement Personnel.

3. Payment

- A. Subject to the provisions of this clause 3 the Client shall pay and discharge the Charges (plus any applicable VAT), in the manner specified at Schedule C. Invoicing arrangements shall be on such terms as may be agreed between the Parties.
- B. Discharge of the Charges is subject to:
1. Compliance by the Contractor with the provisions of this Agreement including but not limited to any milestones, compliance schedules and/or operational protocols in place pursuant to clause 10A from time to time;
 2. The furnishing by the Contractor of a valid invoice and such supporting documentation as may be required by the Client from time to time. Any Contractor pre-printed terms and conditions are hereby disallowed;
 3. Invoices being submitted to the Client’s Contact (as set out in this Agreement or such other alternative contact as may be agreed between the Parties). All and any queries relating to the invoice and/or the Services for any billing period (including whether or not Services have been accepted, rejected, satisfactorily re-performed or as the case may be) must be raised by the Client’s Contact within 14 calendar days of receipt of invoice. In circumstances where no queries are raised within the said 14 day period the invoice shall be deemed accepted. Upon resolution of any queries on the invoice to the satisfaction of the Client or upon such deemed acceptance the invoice shall be payable by the Client. Payment is subject to any rights reserved by the Client under any other provision of this Agreement; and
 4. The Client being in possession of the Contractor’s current Tax Clearance Certificate. The Contractor shall comply with all EU and domestic taxation law and requirements.

- C. The European Communities (Late Payment in Commercial Transactions) Regulations, 2012 shall apply to all payments. Incorrect invoices will be returned for correction with consequential effects on the due date of payment.
- D. Wherever under this Agreement any sum of money is recoverable from or payable by the Contractor (including any sum which the Contractor is liable to pay to the Client in respect of any breach of this Agreement), the Parties may agree to deduct that sum from any sum then due, or which at any later time may become due to the Contractor under the Agreement or under any other agreement or contract with the Client. Any overpayment by either Party, whether of the Charges or of VAT or otherwise, shall be a sum of money recoverable by the Party who made the overpayment from the Party in receipt of the overpayment.
- E. The Charges shall include any and all costs or expenses incurred by the Contractor, its employees, servants and agents in the performance of its obligations under this Agreement.
- F. The Charges shall be discharged as provided for in this clause subject to the retention by the Client in accordance with section 523 of the Taxes Consolidation Act, 1997 of any Professional Services Withholding Tax payable to the Contractor. Any and all taxes applicable to the provision of the Services will be the sole responsibility of the Contractor and the Contractor so acknowledges and confirms.

4. Warranties, Representations and Undertakings

- A. The Contractor acknowledges, warrants, represents and undertakes that:
 1. it has the authority and right under law to enter into, and to carry out its obligations and responsibilities under this Agreement and to provide the Services hereunder;
 2. it is entering into this Agreement with a full understanding of its material terms and risks and is capable of assuming those risks;
 3. it is entering into this Agreement with a full understanding of its obligations with regard to taxation, employment, social and environmental protection and is capable of assuming and fulfilling those obligations;
 4. it has acquainted itself with and shall comply with all legal requirements or such other laws, recommendations, guidance or practices as may affect the provision of the Services as they apply to the Contractor;
 5. it has taken all and any action necessary to ensure that it has the power to execute and enter into this Agreement;
 6. the status of the Contractor, as declared in the “Declaration as to Personal

Circumstances of Tenderer” dated [insert date] , which confirms that none of the excluding circumstances listed in Article 57 of EU Directive 2014/24/EU apply to the Contractor, remains unchanged;

7. it owns, has obtained or is able to obtain, valid licences for all Intellectual Property Rights (as defined in clause 6 below) that are necessary for the performance of its obligations under this Agreement and for the Client to obtain the benefit of the Services for its business purposes;
 8. it retains and shall maintain for the Term insurances for the nature and amount specified in the RFT. The Contractor undertakes to advise the Client forthwith of any material change to its insured status, to produce proof of current premiums paid upon written request and where required produce valid certificates of insurance for inspection. The Contractor shall carry out all directions of the Client with regard to compliance with this clause 4A.8; and
 9. *Not used*
 10. the Client shall be under no obligation to purchase any minimum number or value of Services.
- B. The Contractor undertakes to notify the Client forthwith of any material change to the status of the Contractor with regard to the warranties, acknowledgements, representations and undertakings as set out at clause 4A and to comply with all reasonable directions of the Client with regard thereto which may include termination of this Agreement.

5. Remedies

- A. The Contractor shall be liable for and shall indemnify the Client for and in respect of all and any losses, claims, demands, damages or expenses which the Client may suffer due to and arising directly as a result of the negligence, act or omission, breach of contract, breach of duty, insolvency, recklessness, bad faith, wilful default or fraud of the Contractor, its employees, Subcontractors or agents or any of them or as a result of the Contractor’s failure to exercise skill, care and diligence as outlined in clause 1. The terms of this clause 5A shall survive termination of this Agreement for any reason.
- B. Save in respect of fraud (including fraudulent misrepresentation), personal injury or death, neither Party will be liable for any indirect losses (including loss of profit, loss of revenue, loss of goodwill, indirectly arising damages, costs and expenses) of any kind whatsoever and howsoever arising even if such Party has been advised of their possibility.
- C. Should the Client find itself obliged to order elsewhere in consequence of the failure of the Contractor to deliver Services, the Client shall be entitled to recover from the Contractor any

excess prices which may be paid by the Client.

- D. Except as otherwise expressly provided by this Agreement, all remedies available to either Party for breach of this Agreement are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
- E. *Not Used*
- F. If for any reason the Client is dissatisfied with the performance of the Contractor, a sum may be withheld from any payment otherwise due calculated as follows:

("the Retention Amount") which Retention Amount shall not at any given time exceed 100 per cent of the Charges. In such event the Client shall identify the particular Services with which it is dissatisfied together with the reasons for such dissatisfaction. Payment of the Retention Amount will be made upon replacement and/or remedy of the said Services as identified by the Client or resolution of outstanding queries. The Client shall hold the Retention Amount on behalf of the Contractor but without any obligation to invest. The terms of this clause 5F shall be without prejudice to and not be in substitution for any remedy of the Client under this Agreement

- G. *Not Used*
- H. *Not Used*

6. Intellectual Property

- A. Intellectual Property Rights ("IPR") means all patents and patent rights, trademarks and trademark rights, trade names and trade name rights, service marks and service mark rights, service names and service name rights, brand names, copyrights and copyright rights, trade dress, business and product names, logos, slogans, trade secrets, industrial models, utility models, design models, designs, rights in confidential information, know-how, rights in the nature of unfair competition rights and rights to sue for passing off, and all pending applications for and registrations of patents, trademarks, service marks, and copyrights together with all connected and similar or analogous rights in any country or jurisdiction for the full term thereof.
- B. Pre-existing IPR means all IPR existing prior to the date of this Agreement and all IPR in any materials, acquired or developed by or for Contractor or Client independently of this Agreement, and any IPR in Contractor's standard hardware and software products or modifications or updates to such products.

- C. All IPR title and interest in all reports, data manuals and/or other materials (other than software) (including without limitation all and any audio or audio visual recordings, transcripts, books, papers, records, notes, illustrations, photographs, diagrams) produced for the purposes of this Agreement (collectively “the Materials”) (or any part or parts thereof) shall vest in the Client and the Contractor so acknowledges and confirms. For the avoidance of doubt the Contractor hereby assigns all Intellectual Property Rights, title and interest in the Materials (including by way of present assignment of future copyright) to the extent that any such Intellectual Property Rights title or interest may be deemed by law to reside in it in the Materials to the Client absolutely.
- D. The Client grants to the Contractor a royalty-free non-exclusive licence to use the Client’s Pre-existing IPR for the Term to the extent necessary to enable the Contractor to fulfil its obligations under this Agreement. Save as expressly set out in this clause 6 all Pre-Existing IPR shall remain the sole property of the party who owned, acquired or developed such intellectual property.
- E. The Contractor shall waive or procure a waiver of any moral rights subsisting in copyright produced under or in performance of this Agreement.
- F. Nothing in this Agreement shall prohibit or be deemed to prohibit the Contractor from providing services similar to the Services to any party other than the Parties hereto. In no event shall the Contractor be precluded from independently developing for itself, or for others, materials which are competitive with, or similar to, the Services and to use its general knowledge, skills and experience, and any ideas, concepts, know-how, formats, templates, methodologies and techniques that are acquired or used in the course of providing the Services.
- G. The Contractor shall ensure that all and any necessary consents and/or licences for any software, instrument, modality or methodology are obtained and in place before use for the purposes of this Agreement (to include but not be limited to ensuring that the Client shall be vested with all necessary rights so as to enable the Client to enjoy the benefit of the Services for its business purposes). The Contractor hereby indemnifies the Client and shall keep and hold the Client harmless from and in respect of all and any liability loss damages claims costs or expenses which arise by reason of any breach of third party Intellectual Property Rights in so far as any such rights are used for the purposes of this Agreement.

At the option of the Client for and in respect of any such breach, the Contractor shall at its expense and option:

- (i) procure the necessary rights for the Client to continue use;

- (ii) replace the relevant deliverable with a non-infringing equivalent;
- (iii) replace the relevant deliverable to make it non-infringing while giving equivalent performance; or
- (iv) if the Contractor cannot obtain the remedies in (i), (ii) or (iii) above, it may direct the return of the deliverable and refund to the Client Charges paid for such deliverable less a reasonable amount for the Client's use of the deliverable up to the time of return, provided such reasonable amount is due to the owner of the said deliverable, TOGETHER with all direct losses thereby accruing to the Client as a result of the breach.

H. Upon the termination of this Agreement for whatever reason, the Contractor shall immediately deliver up to the Client all the Materials prepared up to the date of termination. The provisions of this clause 6 will survive the expiration or termination of this Agreement for any reason.

7. Confidentiality

- A. Each of the Parties to this Agreement agrees to hold confidential all information, documentation and other material received, provided or obtained arising from their participation in this Agreement ("Confidential Information") and shall not disclose same to any third party except to:-
1. its professional advisers subject to the provisions of this clause 8; or
 2. as may be required by law; or
 3. as may be necessary to give effect to the terms of this Agreement subject to the provisions of this clause 7; or
 4. in the case of the Client by request of any person or body or authority whose request the Client or persons associated with the Client (including but not limited to the Legislature and/or the Executive and/or the Civil Service) considers it necessary or appropriate to so comply.
- B. The Contractor undertakes to comply with all reasonable directions of the Client with regard to the use and application of all and any Confidential Information and shall comply with the confidentiality agreement as exhibited at Appendix 7 to the RFT ("the Confidentiality Agreement").

The obligations in this clause 7 will not apply to any Confidential Information:

1. in the receiving Party's possession (with full right to disclose) before receiving it from the other Party; or
2. which is or becomes public knowledge other than by breach of this clause; or
3. is independently developed by the disclosing Party without access to or use of the

- Confidential Information; or
4. is lawfully received by the disclosing Party from a third party (with full right to disclose).
- C. The Contractor acknowledges that the security of the State and its information is of paramount importance to the Client. Accordingly the Contractor confirms that it will, if requested by the Client, from time to time, submit full personal details (including those of Subcontractors) who are assigned to provide the Services (or any part thereof) under this Agreement. The Contractor further acknowledges that checks may be carried out in relation to all such personnel by police authorities and the Contractor shall comply with all reasonable directions of the Client arising therefrom.
- D. In circumstances where the Client is subject to the provisions of the Freedom of Information Act 2014, then in the event of the Client receiving a request for information related to this Agreement, the Client shall consult with the Contractor in respect of the request. The Contractor shall identify any information that is not to be disclosed on grounds of confidentiality or commercial sensitivity, and shall state the reasons for this sensitivity. The Client will consult the Contractor about this confidential or commercially sensitive information before making a decision on any Freedom of Information request received.
- E. The terms of this clause 7 shall survive expiry, completion or termination for whatever reason of this Agreement.

8. Force Majeure

- A. A 'Force Majeure Event' means an event or circumstance or combination of events and/or circumstances not within the reasonable control of the Affected Party (as defined in clause 8B below) which has the effect of delaying or preventing that Party from complying with its obligations under this Agreement including but not limited to acts of God, war, out-break of disease, insurrection, riot, civil disturbance, rebellion, acts of terrorism, government regulations, embargoes, explosions, fires, floods, tempests, or failures of supply of electrical power, or public telecommunications equipment or lines, excluding industrial action of whatever nature or cause (strikes, lockouts and similar) occurring at the Contractor (or Subcontractor or agent) places of business.
- B. In the event of any failure, interruption or delay in the performance of either Party's obligations (or of any of them) resulting from any Force Majeure Event, that Party ("the Affected Party") shall promptly notify the other Party in writing specifying:
1. the nature of the Force Majeure Event;
 2. the anticipated delay in the performance of obligations;

3. the action proposed to minimise the impact of the Force Majeure Event;

and the Affected Party shall not be liable or have any responsibility of any kind for any loss or damage thereby incurred or suffered by the other Party, provided always that the Affected Party shall use all reasonable efforts to minimise the effects of the same and shall resume the performance of its obligations as soon as reasonably possible after the removal of the cause.

- C. If the Force Majeure Event continues for 14 calendar days either Party may terminate at 14 days notice.
- D. In circumstances where the Contractor is the Affected Party, the Client shall be relieved from any obligation to make payments under this Agreement save to the extent that payments are properly due and payable for obligations actually fulfilled by the Contractor in accordance with the terms and conditions of this Agreement.

9. Termination

- A. Subject to the provisions of sub-clause 9B, this Agreement may be terminated by the Client, without liability for compensation or damages, by serving four month written notice to the Contractor. Subject to the provisions of sub-clause 9B, this Agreement may be terminated by the Contractor, without liability for compensation or damages, by serving four month written notice to the Client.
- B. Either Party shall have the right (in addition to any other rights which it has at law) to terminate this Agreement immediately and without liability for compensation or damages on the happening of any of the following:
 - 1. if the other Party commits any serious breach or a series of breaches of any provision of this Agreement and fails to remedy such breach(es) (if the breach(es) are capable of remedy) within 30 days after receipt of a request in writing from the other Party;

and/or
 - 2. if the other Party becomes insolvent, becomes bankrupt, enters into examinership, is wound up, commences winding up, has a receiving order made against it, makes any arrangement with its creditors generally or takes or suffers any similar action as a result of debt, or an event having an equivalent effect.
- C. The Client shall have the right, in addition to any other rights which it has at law, to terminate this Agreement immediately and without liability for compensation or damages in circumstances where the Client becomes aware that any of the exclusion grounds set out in

Article 57 of EU Directive 2014/24/EU apply to the Contractor.

- D. Termination of this Agreement shall not affect any antecedent and accrued rights, obligations or liabilities of either Party, nor shall it affect any provision of this Agreement which is expressly or by implication intended to come into or continue in force on or after such termination.
- E. On completion or termination of this Agreement, howsoever arising, the Contractor shall immediately return all Confidential Information, records, papers, materials, media and other property of the Client which is in its possession.
- F. If requested by the Client, the Contractor shall promptly furnish such anonymised information relating to the terms and conditions of the employment of all persons providing the Services as may be required by the Client ("Employment Information"). The Contractor agrees that the Client may release the Employment Information to third parties for the purposes of any procurement competition for the provision of the Services upon expiry of the Term or earlier termination of this Agreement for whatever cause.

10. Contract Management

- A. The Client's Contact and the Contractor's Contact shall liaise on a regular basis to address any issues arising which may impact on the performance of this Agreement and to agree milestones, compliance schedules and operational protocols as required by the Client from time to time. If requested in writing by the Client the Contractor shall meet formally with the Client to report on progress and shall comply with all written directions of the Client.
- B. The Contractor agrees to:
 - 1. liaise with and keep the Client's Contact fully informed of any matter which might affect the observance and performance of the Contractor's obligations under this Agreement;
 - 2. maintain such records and comply with such reporting arrangements and protocols as required by the Client from time to time;
 - 3. comply with all reasonable directions of the Client; and
 - 4. comply with the service levels and performance indicators set out in Schedule D.
- C. The Client or its authorised representative may inspect the Contractor's premises, lands and facilities (or such part or parts thereof relating solely to this Agreement) with due access to relevant personnel and records upon reasonable notice in writing to ensure compliance with the terms of this Agreement. The Contractor shall comply with all reasonable directions of the Client thereby arising. The cost of inspection shall be borne by the Client.

11. Disputes

- A. In the event of any dispute arising out of or relating to this Agreement (the “Dispute”), the Parties shall first seek settlement of the Dispute as set out below.
- B. The Dispute shall be referred as soon as practicable to [insert Contractor senior contact] within the Contractor and to [insert Contracting Authority contact] within the Contracting Authority respectively.
- C. If the Dispute has not been resolved within fifteen (15) Business Days (or such longer period as may be agreed in writing by the Parties) of being referred to the nominated representatives, then either Party may refer the Dispute to an independent mediator, the identity of whom shall be agreed in advance by the Parties.
- D. If the Parties are unable to agree on a mediator or if the mediator agreed upon is unable or unwilling to act, either Party may within twenty-one (21) days from the date of the proposal to appoint a Mediator or within twenty-one (21) days of notice to either Party that the mediator is unable to act, apply to CEDR Ireland to appoint a mediator.
- E. Any submissions made to and discussions involving the mediator, of whatever nature, shall be treated in strict confidence and without prejudice to the rights and/or liabilities of the Parties in any legal proceedings and, for the avoidance of doubt, are agreed to be without prejudice and legally privileged. The Parties shall make written submissions to the mediator within ten (10) Business Days of his/her appointment.
- F. The Parties shall share equally the cost of the mediator. The costs of all experts and any other third parties who, at the request of any Party, shall have been instructed in the mediation, shall be for the sole account of, and shall be discharged by that Party.
- G. For the avoidance of doubt, the obligations of the Parties under this Agreement shall not cease, or be suspended or delayed by the reference of a dispute to mediation. The Contractor shall comply fully with the requirements of the Agreement at all times.

12. Governing Law, Choice of Jurisdiction and Execution

- A. This Agreement shall in all aspects be governed by and construed in accordance with the laws of Ireland and the Parties hereby agree that the courts of Ireland have exclusive jurisdiction to hear and determine any disputes arising out of or in connection with this Agreement.
- B. This Agreement shall be executed in duplicate and each copy of the Agreement shall be signed by all the Parties hereto. Each of the Parties to this Agreement confirms that this Agreement is executed by their duly authorised officers.

13. Notices

- A. Any notice or other written communication to be given under this Agreement shall either be delivered personally or sent by registered post or email. The Parties will from time to time agree primary and alternative contact persons and details for the purposes of this clause 13.
- B. All notices shall be deemed to have been served as follows:
1. if personally delivered, at the time of delivery;
 2. if posted by registered post, at the expiration of 48 hours after the envelope containing the same was delivered into the custody of the postal authorities (and not returned undelivered); and
 3. if communicated by email, on the next calendar day following transmission.

14. Assignment and Subcontract

Subject to a Party's obligations at law, any assignment to a third party, subcontract or other transfer of a Party's rights or obligations under this Agreement (the "Assignment") requires the prior written consent of the other Party. Prior to any such Assignment, the assignee will be obliged to sign an undertaking to comply with all obligations under this Agreement. Any attempted Assignment not complied with in the manner prescribed herein shall be null and void.

15. Entire Agreement

This Agreement constitutes the entire agreement and understanding of the Parties, and any and all other previous agreements, arrangements and understandings (whether written or oral) between the Parties with regard to the subject matter of this Agreement (save where fraudulently made) are hereby excluded.

16. Severability

If any term or provision herein is found to be illegal or unenforceable for any reason, then such term or provision shall be deemed severed and all other terms and provisions shall remain in full force and effect.

17. Waiver

No failure or delay by either Party to exercise any right, power or remedy shall operate as a waiver of it, nor shall any partial exercise preclude further exercise of same or some other right, power or remedy.

18. Non-exclusivity

Nothing in this Agreement shall preclude the Client from purchasing services (or Services) from a third party at any time during the currency of the Agreement.

19. Media

No media releases, public announcements or public disclosures relating to this Agreement or its subject matter, including but not limited to promotional or marketing material, shall be made by the Contractor without the prior written consent of the Client.

20. Conflicts, Registrable Interests and Corrupt Gifts

- A. The Contractor confirms that it has carried out a conflicts of interest check and is satisfied that it has no conflicts in relation to the Services and its obligations undertaken under this Agreement. The Contractor hereby undertakes to advise the Client forthwith should any conflict or potential conflict of interest come to its attention during the currency of this Agreement and to comply with the Client's directions in respect thereof.
- B. Any registrable interest involving the Contractor (and any Subcontractor or agent as the case may be) and the Client, the Ceann Comhairle (Speaker), or any member of the Government, or any member of the Oireachtas, or their relatives must be fully disclosed to the Client immediately upon such information becoming known to the Contractor (Subcontractor or agent as the case may be) and to comply with the Client's directions in respect thereof, to the satisfaction of the Client. The terms "registrable interest" and "relative" shall be interpreted as per section 2 of the Ethics in Public Office Act, 1995 (as amended) a copy of which is available on request.
- C. The Contractor shall not offer or agree to give any public servant or civil servant any gift or consideration or commission of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any action in relation to the obtaining or execution of this or any other public contract. Any breach of this clause 20C or the commission of any offence by the Contractor, any Subcontractor, agent or employee under the Prevention of Corruption Acts, 1889 to 2005 shall entitle the Client to terminate this Agreement forthwith and to recover the amount of any loss resulting from such cancellation, including but not limited to recovery from the Contractor of the amount or value of any such gift, consideration or commission.

21. Access to Premises

- A. Any of the Client's premises made available from time to time to the Contractor by the Client in connection with this Agreement, shall be made available to the Contractor on a non-exclusive licence basis and shall be used by the Contractor solely for the purpose of performing its obligations under this Agreement. The Contractor shall have use of such premises as licensee and shall vacate the same on completion, termination or abandonment of this Agreement.
- B. The Contractor shall upon reasonable notice by the Client allow the Client access to its

premises (including the premises of any Subcontractor or agent) where the Services are being performed for the Client under this Agreement.

22. Equipment

- A. The Contractor shall provide all equipment and materials necessary for the provision of the Services (“Equipment”).
- B. All Equipment brought onto the Client’s premises shall be at the Contractor’s own risk and the Client shall have no liability for any loss of, caused by or damage to any Equipment. The Contractor shall provide for the haulage or carriage thereof to the Client’s premises and the removal of Equipment when no longer required at its sole cost. Unless otherwise agreed, Equipment brought onto the premises will remain the property of the Contractor.
- C. The Contractor shall maintain and store all items of Equipment within the Client’s premises in a safe, serviceable and clean condition.
- D. The Contractor shall, at the Client’s written request, at its own expense and as soon as reasonably practicable:
 - i. remove from the Client’s premises any Equipment which in the reasonable opinion of the Client is either hazardous, noxious or not in accordance with this Agreement; and
 - ii. replace such item with a suitable substitute item of Equipment.
- E. On completion of the Services the Contractor shall remove the Equipment used by the Contractor to provide the Services and shall leave the Client’s premises in a clean, safe and tidy condition. The Contractor is solely responsible for making good any damage to the Client’s premises or any objects contained thereon, other than fair wear and tear, which is caused by the Contractor or any of its employees or Subcontractors.

23. Non Solicitation

- A. For the Term and for a period of 12 months thereafter (and save in respect of publicly advertised posts) neither the Client nor the Contractor shall employ or offer employment to any of the other Party’s employees without that other Party’s prior written consent.

24. Change Control Procedure

- A. At any time during the term of this Agreement, either Party may propose a change or changes to any part or parts of this Agreement.
- B. The change control procedures set out in this Schedule will apply to all changes

irrespective of whether the Contractor or the Client proposes the change.

- C. A change control notice (“Change Control Notice”) shall be prepared for all change requests. The Change Control Notice will provide an outline description of the change requested, the rationale for the change, the effect that the change will have on the Services (where known) and an estimate of the effort and cost required to prepare an impact assessment (“Impact Assessment”).
- D. All Change Control Notices proposing changes to this Agreement must be submitted for review to the other Party’s Contact.
- E. The Parties must indicate their acceptance or rejection of the change control request and/or Impact Assessment within a reasonable timeframe of its completion and Tender Submission for review, subject to a maximum of twenty (20) calendar days or such other period agreed between the Parties.
- F. On approval of an Impact Assessment, this Agreement and/or the Schedules should be updated and revised as appropriate and in writing.
- G. In the event that either Party rejects the Impact Assessment, the change(s) shall not take place and the Parties shall continue to perform their obligations under this Agreement.
- H. The Contractor and the Client will agree a reasonable charge in advance for investigating each proposed variation and preparing each estimate, whether or not the variation is implemented. If the Client’s request for any variation is subsequently withdrawn but results in a delay in the performance of the Services then the Contractor will not be liable for such delay and will be entitled to an extension of time equal to not less than the period of the delay.

Schedule B: Services: The Specification

[Insert when completing contract]

Schedule C: Charges

[Insert when completing contract]

Schedule D: Service Levels



Appendix 7: Confidentiality Agreement

THIS AGREEMENT is made on the [date] day of [month] 20[year] BETWEEN:

The Heath Insurance Authority, of [insert Address] (hereinafter “the Contracting Authority”) of the one part;
and

[Contractor's legal name: to be completed on signing.], of [Contractor's address: to be completed on signing.] (hereinafter called “the Contractor”) of the other part.

WHEREAS

A. By Request for Tenders dated [insert date] entitled [insert title] (the “RFT”) the Contracting Authority invited tenders (“Tenders”) for the provision of the services described in Appendix 1 to the RFT (the “Services”) (“the Competition”). The Contractor submitted a response to the RFT dated the [Insert Date of Tender].

The Contractor has been identified as the preferred bidder in the Competition.

B. For the purposes of the Competition and any subsequent contract awarded thereunder (if any) (“the Contract”) certain confidential information (the “Confidential Information”) as defined at clause 2 of this Agreement, will be furnished to the Contractor. The Confidential Information is confidential to the Client.

NOW IT IS HEREBY AGREED in consideration of the sum of €2.00 (the receipt of which is hereby acknowledged by the Contractor) as follows:

1. The Contractor acknowledges that Confidential Information may be provided to him by the Contracting Authority and that each item of Confidential Information shall be governed by the terms of this Agreement.
2. For the purposes of this Agreement "Confidential Information" means:
 - 2.1 unless specified in writing to the contrary by the Contracting Authority all and any information (whether in documentary form, oral, electronic, audio-visual, audio-recorded or otherwise including any copy or copies thereof and whether scientific, commercial, financial, technical, operational or otherwise) relating to the Contracting Authority, the provision of services under the Contract and all and any information supplied or made available to the Contractor (to include agents, Subcontractors, customers and suppliers) for the purposes of the Contract (s); and
 - 2.2 any and all information which has been derived or obtained from information described in sub-paragraph 2.1.

3. Save as may be required by law, the Contractor agrees in respect of the Confidential Information:

3.1 to treat such Confidential Information as confidential and to take all necessary steps to ensure that such confidentiality is maintained;

3.2 not, without the prior written consent of the Contracting Authority, to communicate or disclose any part of such Confidential Information to any person except

i to those employees, agents, Subcontractors and other suppliers on a need to know basis; and/or

ii to the Contractor's auditors, professional advisers and any other persons or bodies having a legal right or duty to have access to or knowledge of the Confidential Information in connection with the business of the Contractor

PROVIDED ALWAYS that the Contractor shall ensure that all such persons and bodies are made aware, prior to disclosure, of the confidential nature of the Confidential Information and that they owe a duty of confidence to the Contracting Authority, and shall use all reasonable endeavours to ensure that such persons and bodies comply with the provisions of this Agreement.

4. The obligations in this Agreement will not apply to any Confidential Information:

i in the Contractor's possession (with full right to disclose) before receiving it from the Contracting Authority; or

ii which is or becomes public knowledge other than by breach of this clause; or

iii is independently developed by the Contractor without access to or use of the Confidential Information; or

iv is lawfully received from a third party (with full right to disclose).

5. The Contractor undertakes:

5.1 to comply with all directions of the Contracting Authority with regard to the use and application of all and any Confidential Information or data (including personal data as defined in the Data Protection Acts, 1988 and 2003);

5.2 to comply with all directions as to local security arrangements deemed reasonably necessary by the Contracting Authority including, if required, completion of documentation under the Official Secrets Act, 1963 and comply with any vetting requirements of the Contracting Authority including by police authorities;

- 5.3 upon termination of the Competition (or the Contract) for whatever reason to furnish to the Contracting Authority, all Confidential Information or at the written direction of the Contracting Authority to destroy in a secure manner all (or such part or parts thereof as may be identified by the Contracting Authority) Confidential Information in its possession and shall erase any Confidential Information held by the Contractor in electronic form. The Contractor will upon request furnish a certificate to that effect should the Contracting Authority so request in writing. For the avoidance of doubt “document” includes documents stored on a computer storage medium and data in digital form whether legible or not; and
- 5.4 to comply with the requirements of Data Protection law and such guidelines as may be issued by the Data Protection Commissioner from time to time, including but not being limited to:
- i Data Protection Acts, 1988 and 2003; and
 - ii All EU requirements arising (including, but not limited to, provisions relating to the processing of data, ensuring the security of data and restrictions on transfers of data abroad) and any legislation and regulations implementing same.
6. The Contractor shall not obtain any proprietary interest or any other interest whatsoever in the Confidential Information furnished to him by the Contracting Authority and the Contractor so acknowledges and confirms.
7. The Contractor shall, in the performance of the Contract, access only such hardware, software, infrastructure, or any part of the databases, data or ICT system(s) of the Contracting Authority as may be necessary for the purposes of the Competition (and obligations thereunder or arising therefrom) and only as directed by the Contracting Authority and in the manner agreed in writing between the Parties.
8. The Contractor agrees that this Agreement will continue in force notwithstanding any court order relating to the Competition or termination of the Contract (if awarded) for any reason.
9. The Contractor agrees that this Agreement shall in all aspects be governed by and construed in accordance with the laws of Ireland and the Contractor hereby further agrees that the courts of Ireland have exclusive jurisdiction to hear and determine any disputes arising out of or in connection with this Agreement.

SIGNED for and on behalf of the Contracting Authority	SIGNED for and on behalf of the Contractor
(being a duly authorised officer)	
Witness	Witness