Unicorn Contracts

Your online bid office

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

TURNKEY TENDER · LEVEL WITH TECHNICAL PROPOSAL

Complete example on a real tender

Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2

Contracting authority	National Shared Services Office (NSSO), Ireland
Reference	eTenders 7731466 · TED 186106-2026 (tender closing date 29 April 2026, passed)
Award criterion	Most economically advantageous tender: 70% quality, 30% cost
Tenderer	Example Services Limited, a fictitious company: data, registration numbers and signatures are placeholders
Contents	Requirements checklist, ESPD, declarations, technical proposal criterion by criterion, price, insurance, signing checklist, documents to obtain, review

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

This tender was not submitted and contains no data of real companies. The documents cited are public and linked in document 1. Unicorn Contracts is a service of Unicorn Private LLC · contracts.unicornprivate.com

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

Contents

1. Tender summary and sources 3

2. Requirements checklist with outcome 4

3. ESPD (main sections completed) 6

4. Administrative declarations 8

5. Technical proposal (TRD Section 2, Parts 2 to 4) 10

6. Price (TRD Section 2, Part 1) 16

7. Bonds, insurance, signing and upload checklist 17

8. Documents the client must obtain 18

9. Note on the review carried out 19

All documents for the authority are ready to sign: the company reads them again, signs them and uploads them on eTenders. The dashed boxes "Note for the client" and documents 7, 8 and 9 are for the client and are not uploaded.

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

1. Tender summary and sources

Contracting authority	National Shared Services Office (NSSO), Trinity Point, 10/11 Leinster Street South, Dublin 2, D02 EF85 (central government authority)
Subject	Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2
Official references	eTenders resource ID 7731466; contract notice TED 186106-2026, OJ S 54/2026 of 18 March 2026; single lot (LOT-0001); CPV 90919200 office cleaning, 90911200 building cleaning, 90911100 accommodation, building and window cleaning, 90910000 cleaning services
Procedure	Open procedure above the EU threshold for central government services (€140,000 from 1 January 2026), under S.I. No. 284 of 2016, European Union (Award of Public Authority Contracts) Regulations 2016 (Regulation 27)
Award criterion	Most economically advantageous tender (MEAT), Regulation 67: quality 70% (700 marks), cost 30% (300 marks); minimum 60% on each quality criterion
Estimated value	€200,000 excluding VAT (contract notice)
Service level	62 hours per week, 3 cleaning operatives (one of them acting as on-site supervisor): 54.5 hours at Clonskeagh, 7.5 hours at Trinity Point
Term	24 months, with up to 2 extensions of up to 12 months each (maximum 48 months)
Platform	eTenders (www.etenders.gov.ie): documents, clarifications, site visit requests and electronic submission
Key dates	Published 16 March 2026 · site visit request by 27 March 2026, 12:00 · site visits 30 March to 3 April 2026 · clarifications by 15 April 2026, 12:00 · **tender closing 29 April 2026 at 12 noon** · opening 29 April 2026. **Deadline passed.**
Review body	The High Court of Ireland (remedies under S.I. No. 130 of 2010, as amended)

Public documents consulted

- Contract notice on TED: https://ted.europa.eu/en/notice/-/detail/186106-2026
- Tender page on eTenders: https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=7731466
- Tender documents (Request for Tenders, 33 pages; Tender Response Document; Draft Services Contract; TUPE information; site visit request form): https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7731466
- S.I. No. 284 of 2016 on the Irish Statute Book: https://www.irishstatutebook.ie/eli/2016/si/284/made/en/print

Why this tender. It is a real, closed competition for a service everyone understands, with a quality score split into three weighted criteria, page limits, minimum quality marks and a transfer of staff (TUPE): a typical case for the "with technical proposal" level. The bidding company, its data, the prices and the signatures are **fictitious**: this tender was not submitted. For a live competition only the official documents apply.

2. Requirements checklist with outcome

Contracting authority: National Shared Services Office (NSSO) · **eTenders resource ID:** 7731466 · **TED:** 186106-2026 (OJ S 54/2026)
Subject: Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2

Each requirement of the tender documents compared with the profile of Example Services Limited (fictitious company, small enterprise, 48 employees, commercial cleaning in Dublin). Outcome: **Met** = held and declared; **Evidence needed** = held, proof to be ready before award; **To do** = action before submission; **Not applicable**.

Requirement	Source	Position of Example Services Limited	Outcome
No grounds for exclusion	Reg. 57; notice (ESPD); contract cl. 9	None applies to the company or its directors (ESPD Part III, document 3).	**Met**
Tax clearance with the Revenue Commissioners	RFT p. 5 and 2.13; TRD S1 Part 1	eTax clearance current; tax reference number and TCAN given in the TRD (placeholders).	**Evidence needed**
Employer's liability €13.0m, public liability €6.5m, product liability €6.5m, indemnity to principals	RFT p. 4; TRD S1 Part 2	Policies in place at these limits (example data); broker letter to be requested before award.	**Evidence needed**
Acceptance of the RFT and of the services contract without amendment	RFT 2.3; TRD S1 Part 3	Tenderer's Statement signed (document 4).	**Met**
Price only on the TRD, all pricing elements completed	RFT p. 4 and p. 6	Monthly rate and the four information hourly rates entered (document 6).	**To do (action)**
Site visit (optional), request form returned via eTenders messaging	RFT p. 3	Recommended: form by 27 March 2026, 12:00; visit between 30 March and 3 April.	**To do (action)**
TUPE: compliance and indemnity	RFT p. 13; S.I. No. 131 of 2003	Three operatives in the TUPE information (62 hours, €14.80 per hour) priced at their current terms.	**Met**
Pension auto-enrolment (My Future Fund) costs included in the rates	RFT p. 12	Employer contributions included in the monthly rate; payroll registered.	**Met**
Rates fixed except for changes to ERO, National Minimum Wage and PRSI	RFT p. 12	Accepted; pay not lower than the statutory rates for the contract cleaning sector.	**Met**
All staff able to communicate effectively in English	RFT p. 18; TRD S2 Part 3	Language check at recruitment and for transferring staff (document 5, section 5.2).	**Met**
Conflicts of interest and registerable interests disclosed	RFT 2.8, 2.9; Ethics in Public Office Act 1995	None (declaration in document 4).	**Met**

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

Requirement	Source	Position of Example Services Limited	Outcome
Data protection statement on personal data in the tender	RFT 2.23.2	Statement in document 4; the persons named (Key Account Manager) have consented.	**Met**
Minimum 60% on each quality criterion; page limits 10, 10 and 5 pages	RFT p. 7 and p. 8	Proposal written criterion by criterion within the limits (document 5).	**Met**
Tender validity	TRD S1 Part 3, item 5; notice	TRD: 6 months; contract notice: 12 months. See document 9.	**To do (action)**
E-invoicing	Contract notice	Invoices issued in electronic format (EN 16931).	**Met**
Tender bond or performance bond	not required	No bond is required by the documents.	**Not applicable**
Subcontracting, consortium, reliance on other entities	contract cl. 1	Single tenderer, no subcontractors: nothing to declare.	**Not applicable**

Overall outcome: the company meets all participation requirements. The items marked "Evidence needed" and "To do" are listed in document 8.

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

EUROPEAN SINGLE PROCUREMENT DOCUMENT · REGULATION 59 OF S.I. NO. 284 OF 2016 · UPLOADED AS A SUPPORTING DOCUMENT

3. ESPD (main sections completed)

Contracting authority: National Shared Services Office (NSSO) · **eTenders resource ID:** 7731466 · **TED:** 186106-2026 (OJ S 54/2026)
Subject: Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2

Part I. Information on the procurement procedure

Contracting authority	National Shared Services Office
Title	Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2
References	eTenders resource ID 7731466; TED 186106-2026; single lot
Type of procedure	Open procedure, electronic submission on eTenders

Part II. Information about the economic operator

A. Information about the operator

Name	Example Services Limited (fictitious company)
Company registration (CRO)	CRO 000000 (placeholder)
VAT number	IE0000000X (placeholder)
Registered office	1 Example Street, Dublin 8, D08 X000 (placeholder)
Contact for this competition	Firstname Surname (placeholder), Contracts Manager, tenders@exampleservices.example
Size	Small enterprise (Commission Recommendation 2003/361/EC): 48 employees
Form of participation	Single economic operator, not part of a group of operators

B. Representatives

Authorised signatory	Firstname Surname (placeholder), Director
Other persons with powers of representation	Second Director: Firstname Surname (placeholder). Company Secretary: Firstname Surname (placeholder).

C. Reliance on the capacities of other entities

No.

D. Subcontracting

No part of the contract will be subcontracted.

Part III. Exclusion grounds (Regulation 57)

Section	Declaration
A. Criminal convictions (participation in a criminal organisation, corruption, fraud, terrorist offences, money laundering, child labour and trafficking)	No, for the company and for every person with powers of representation, decision or control
B. Payment of taxes and social security contributions	All obligations met; tax clearance current with the Revenue Commissioners
C. Insolvency, conflicts of interest, grave professional misconduct, distortion of competition, breaches of environmental, social and labour law	No; not insolvent or in examinership, receivership or liquidation; no conflict of interest; no agreements with other operators aimed at distorting competition (Competition Act 2002)
D. Purely national exclusion grounds	None specified in the procurement documents

Part IV. Selection criteria

Section α: the operator meets all the required selection criteria, the procurement documents setting no further selection criteria. Section C (technical and professional ability) and insurance: Employer's liability €13.0 million, public liability €6.5 million and product liability €6.5 million, each with indemnity to principals where required (TRD Section 1 Part 2).

Part VI. Concluding statements

The undersigned formally declares that the information given above is accurate and correct and that it has been given in full awareness of the consequences of serious misrepresentation, and that it is able, on request and without delay, to provide the certificates and other forms of documentary evidence referred to.

Dublin, date of signature
Authorised signatory: Firstname Surname (placeholder), Director, for and on behalf of Example Services Limited
To be signed, scanned and uploaded on eTenders. The legal representative (authorised signatory) reviews the document before signing it and takes responsibility for it.

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

TENDER RESPONSE DOCUMENT (TRD), SECTION 1, PARTS 1 TO 3 · CONTACT DETAILS AND SUPPORTING DECLARATIONS

4. Administrative declarations

Contracting authority: National Shared Services Office (NSSO) · **eTenders resource ID:** 7731466 · **TED:** 186106-2026 (OJ S 54/2026)
Subject: Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2

Nominated contact person (TRD, front page)

Tenderer: Example Services Limited. Contact: Firstname Surname (placeholder), Contracts Manager · telephone +353 1 000 0000 (placeholder) · 1 Example Street, Dublin 8, D08 X000 (placeholder) · fax: not applicable · tenders@exampleservices.example

Part 1. Tax clearance declaration

Statement agreed: **YES**. Example Services Limited will, for the term of any contract, comply with all EU and domestic taxation law and requirements, including Circular 43/2006 of the Department of Finance, and authorises the contracting authority to verify its tax cleared position online.

Tax reference number: 0000000X (placeholder) · Tax Clearance Access Number (TCAN): 000000 (placeholder)

Part 2. Insurance declaration

I, Firstname Surname (placeholder), having been duly authorised by the tenderer, confirm that Example Services Limited holds:

- Employer's Liability Insurance to the value of €13.0 million each and every claim (exclusive of defence costs);
- Public Liability Insurance to the value of €6.5 million each and every claim (exclusive of defence costs);
- Product Liability Insurance to the value of €6.5 million each and every claim;

with an indemnity to principals clause in the employer's liability and public liability policies, and that these insurances will be maintained for the term of the services contract.

Dublin, date of signature
Authorised signatory: Firstname Surname (placeholder), Director, for and on behalf of Example Services Limited
To be signed, scanned and uploaded on eTenders. The legal representative (authorised signatory) reviews the document before signing it and takes responsibility for it.

Part 3. Tenderer's Statement

To: The National Shared Services Office. **Re:** Commercial Cleaning Services for the National Shared Services Office.

Having examined your Request for Tenders (RFT) including the Instructions to tenderers, Specification of Requirements and Award Criteria, we hereby agree and declare the following:

1. We understand the nature and extent of the Services required to be delivered as described in the Requirements and Specifications at Appendix 1.
2. We accept all of the terms and conditions of: (a) this RFT and (b) the Services Contract at Appendix 2 of the RFT and agree that, if awarded the Services Contract we will execute the Services Contract at

Appendix 2 of the RFT.

3. We accept all Award Criteria as set out in herein.
4. We agree to provide the Client with the Services in accordance with the Agreement, this RFT and our Tender and if awarded as set out in Appendix 2 of the RFT.
5. We confirm that we have complied with all requirements of this RFT and we confirm that all pricing quoted in this RFT will remain valid for a period of six (6) months commencing from the closing date for the receipt of RFT competition.
6. We confirm that all prices quoted in our Tender will remain valid until such time as the Services Contact is awarded.
7. We acknowledge that the RFT does not constitute an offer to enter into a contract and neither this document nor any of the information set out therein should be regarded as a commitment or representation on the part of the Contracting Authority to enter into a contractual arrangement. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of a Client. The Contracting Authority may, at its absolute discretion, cancel this Competition at any time prior to a formal written contract being executed by and on behalf of the Client.
8. Our compliance with all relevant legal employment requirements as set out in the RFT.
9. We shall, if awarded any contract pursuant to RFT, have in place on the Effective Date of the Services Contract all insurances for the Indemnity Limits set out in paragraph 2.21.1 of the RFT.

Dublin, date of signature
Authorised signatory: Firstname Surname (placeholder), Director, for and on behalf of Example Services Limited
Printed in this exact form on company headed paper, signed, scanned and uploaded on eTenders. The legal representative (authorised signatory) reviews the document before signing it and takes responsibility for it.

Supporting declarations

1. **Conflicts of interest (RFT 2.8, 2.9):** no conflict or potential conflict of interest and no registerable interest, within the meaning of section 2 of the Ethics in Public Office Act 1995, involving the tenderer and the client, other members of the Government, members of the Oireachtas, employees of the client and/or of divisions or agencies under the aegis of the relevant Ministers, or their relatives.
2. **Competition Act 2002 (RFT 2.21):** the tender has been prepared independently, with no agreement with any other tenderer.
3. **Data protection (RFT 2.23.2):** all persons whose personal data appears in this tender have consented to its processing by the tenderer, the client, the evaluation team and the eTenders provider for this competition.
4. **Freedom of Information Act 2014 (RFT 2.16):** the monthly rate and the hourly rates entered in TRD Section 2 Part 1 are commercially sensitive (they disclose the cost structure); no other part is confidential.
5. **TUPE and pensions (RFT pp. 12-13):** the tenderer will comply with all obligations under S.I. No. 131 of 2003 and Council Directive 2001/23/EC; all pension auto-enrolment costs are included in the tendered rates, with no additional charge post-award.

Dublin, date of signature
Authorised signatory: Firstname Surname (placeholder), Director, for and on behalf of Example Services Limited
To be signed, scanned and uploaded on eTenders. The legal representative (authorised signatory) reviews the document before signing it and takes responsibility for it.

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

QUALITY AWARD CRITERIA · PAGE LIMITS: PART 2 TEN PAGES, PART 3 TEN PAGES, PART 4 FIVE PAGES · EACH RESPONSE IS INSERTED IN ITS TRD PART AND STAYS WITHIN ITS LIMIT

5. Technical proposal (TRD Section 2, Parts 2 to 4)

Contracting authority: National Shared Services Office (NSSO) · **eTenders resource ID:** 7731466 · **TED:** 186106-2026 (OJ S 54/2026)
Subject: Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2

Criteria and where the response is

Criterion (RFT p. 8; TRD Section 2)	Marks	Minimum (60%)	Page limit	Section
1. Quality and delivery of service: commencement, mobilisation, team, vetting, risks to continuity	300	180	10	5.1
2. Contract management proposal: communication skills, training, equipment, key account manager and escalation, absenteeism	300	180	10	5.2
3. Environmental considerations proposal	100	60	5	5.3
Total quality (cost: 300 marks, TRD Section 2 Part 1)	**700**			

Example Services Limited has studied Appendix 1 of the RFT for both offices: Block 5, Belfield Office Park, Clonskeagh (six office floors, 4,370 m², 403 desks, about 120 staff on site each day, toilets on every floor, showers on floors 1 to 5, six tea stations) and the NSSO ground floor at Trinity Point (26 open plan desks, 3 offices, boardroom, meeting room, kitchen, shower room and toilets). This proposal contains no price information.

5.1 Criterion 1. Quality and delivery of service (300 marks)

NOTE FOR THE CLIENT, NOT PART OF THE TEXT TO UPLOAD
What the RFT and TRD assess: contract commencement procedures, mobilisation and timeframes, the team responsible, vetting (if required) and, in the TRD, the risks to continuity of service and how to mitigate them. The response must be client and site specific.

Team. The three operatives who currently deliver the service transfer to Example Services Limited on their existing terms under the TUPE Regulations: at Clonskeagh one operative Monday to Friday during the day (42.5 hours), who acts as on-site supervisor and liaises with the NSSO facilities staff, and one operative for 4 hours on Monday, Wednesday and Friday (12 hours); at Trinity Point one operative from 17:30 to 19:00, Monday to Friday (7.5 hours). They are supported by an Area Supervisor who visits both sites every week and by the Key Account Manager named in section 5.2.

Mobilisation step (days before and after the start date)	Output
Day -20: kick-off meeting with the NSSO facilities contact	Agreed site rules, access, sign-in at reception, key and alarm procedures, contacts

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

Mobilisation step (days before and after the start date)	Output
Day -30 onwards: coordination with the outgoing contractor on information and consultation under Regulation 8 of S.I. No. 131 of 2003; meetings with the transferring staff	Written information on the transfer, measures envisaged, payroll and pension auto-enrolment set up
Days -15 to -5: site surveys of both offices with the supervisor	Room-by-room work schedule mapped to every task and frequency in Appendix 1
Days -10 to -3: induction and training (section 5.2); site safety statement and risk assessments	Signed training records; risk assessments for chemicals, manual handling and wet floors
Days -5 to -1: delivery of equipment, products, toilet check sheets and signage	Equipment list checked against section 5.2; check sheets in every toilet and shower
Day 1: start of service; Key Account Manager on site at both offices	Start-up report to NSSO at the end of week 1
Weeks 1 to 4: joint inspection each week, then monthly	Inspection score and action list; first monthly review at week 4

Commencement and site rules. All staff sign in on arrival and sign out on completion, as required at both sites. Noisy tasks at Clonskeagh are carried out later in the day, except in vacant meeting and training rooms; at Trinity Point the service runs after 17:30, when the office is mostly empty, so vacuuming and desk cleaning do not disturb calls. Touch points (door handles, printers, light switches, door release buttons) are disinfected three times a day at Clonskeagh and every day at Trinity Point.

Weekly work plan. The Appendix 1 frequencies are turned into a fixed weekly plan for each site, so that every task has a day, a time and a person, and the supervisor can check it against the toilet check sheets.

Clonskeagh	Daily (08:00 to 17:00 operative)	Monday, Wednesday, Friday (4-hour operative)
Ground floor: reception, lift lobby, post room, HR4HR room	Entrance doors and glass, reception desk, vacuum, spot clean, bins, touch points	Monday: damp dust furniture and tambour tops; Friday: dust phones and PCs
Floors 1 to 5: offices, meeting and training rooms	Doors and push panels, bins, spot clean carpets, touch points three times a day	One floor in rotation each visit: full vacuum, damp dust and polish (all floors weekly)
Toilets (all floors), showers (floors 1 to 5)	Morning and early afternoon round: basins, mirrors, sanitary ware, floors, bins, refills, check sheet	Wednesday: wash bins and walls, dust ledges and partitions
Tea stations (six floors)	Floors, tables, sinks, microwaves and Burco boilers; dishwasher loaded each evening	Friday: fridges emptied and cleaned; radiators and fittings

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

Clonskeagh	Daily (08:00 to 17:00 operative)	Monday, Wednesday, Friday (4-hour operative)
Stairs, monthly and quarterly tasks	Handrails and litter	Monday: stairs; first week of the month: ledges, radiators, fire extinguishers; quarterly: shower heads sterilised; every three months: blinds, coat racks, tambour tops

At Trinity Point (17:30 to 19:00) the same method applies: every evening touch points and bins; Monday and Thursday the twice-weekly tasks (entrance, internal glass, toilets, shower door, kitchen); Wednesday the weekly tasks (desks, vacuum, shower trays and drains, bins washed); first week of the month sink plugs and shower heads; windowsills and fittings every two weeks.

Vetting. All staff are screened before placement: identity and right to work, two references, and confirmation of the declaration in the client's confidentiality agreement. If the NSSO requires security checks by An Garda Síochána or documentation under the Official Secrets Act 1963 (Confidentiality Agreement appended to the draft services contract), Example Services Limited arranges it before the start and at no extra cost; no new staff member works on site before clearance.

Risk to continuity	Mitigation
Transferring staff decide not to continue	Two trained relief operatives already inducted on both sites before day 1
Absence of the day operative who acts as supervisor	Area Supervisor or a trained relief supervisor on site the same morning
Short-notice requests (desk cleans, changes to NSSO protocols)	Same-day response by the on-site supervisor; written confirmation within 24 hours
Equipment failure	Spare vacuum cleaner at each site; replacement within 24 hours

5.2 Criterion 2. Contract management proposal (300 marks)

NOTE FOR THE CLIENT, NOT PART OF THE TEXT TO UPLOAD
What the RFT and TRD assess: processes for communication skills, training and competence, the equipment proposed, a named key account manager with escalation process and timelines, and measures for planned and unplanned absenteeism.

Communication skills. Every operative must communicate effectively in English: this is checked at interview with a short spoken and written test (reading a task sheet and a safety notice, reporting an issue). Transferring staff are assessed in the first week and offered free English classes if needed; on-site instructions and safety data sheets are kept in plain English.

Training and competence. Induction of one day before starting, covering: the Appendix 1 schedule for the site, safe use of chemicals and colour coding, manual handling, wet floor signage and the safety statement under the Safety, Health and Welfare at Work Act 2005, data protection and confidentiality in a government office, fire and evacuation procedures. Refresher training every six months and after any incident; competence is signed off by the supervisor through an observed task check.

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

Training module	Hours	When
Site induction: Appendix 1 schedule, sign-in, keys, fire and evacuation, NSSO protocols	3	Before the first shift
Chemicals, colour coding, dilution, safety data sheets	1.5	Before the first shift; refresher every 6 months
Manual handling and wet floor safety	1.5	Before the first shift; refresher yearly
Washroom hygiene and touch point disinfection	1	Week 1; refresher every 6 months
Data protection and confidentiality in a government office	1	Week 1; refresher yearly
Supervisor module: inspections, check sheets, reporting, staff cover	4	Before day 1 (on-site supervisor and relief supervisor)

Equipment. Quiet battery vacuum cleaners (below 60 dB) for open plan offices; microfibre cloths and mops in a four-colour system (red toilets, blue offices, green kitchens, yellow washroom basins and showers); trolleys with closed bins; dilution dispensers for concentrated products; wet floor signs; extendable dusters for blinds and high surfaces. Example Services Limited supplies all equipment, materials and bin liners; toilet rolls, hand towels, soap and the clear recycling bags at Clonskeagh are supplied by the client and replenished by the operatives, as stated in the RFT.

Key Account Manager and escalation. The named Key Account Manager is Firstname Surname (placeholder), Operations Manager, 12 years in contract cleaning, contactable on a dedicated mobile number and email address.

Level	Who	Response	Resolution
1. Day-to-day issue	On-site supervisor	within 1 hour on site	same day
2. Issue not solved or repeated	Key Account Manager	within 4 working hours	within 2 working days, with written report
3. Serious or contractual issue	Director (authorised signatory)	within 1 working day	action plan within 5 working days

Monthly quality inspection with the NSSO facilities contact, scored on a checklist built from Appendix 1; monthly report with inspection score, toilet check sheet completion, issues raised and closed, absences covered.

Inspection plan. The on-site supervisor inspects toilets and tea stations every day and one floor each day in rotation; the Area Supervisor carries out a full inspection of both sites every week; the Key Account Manager carries out the monthly joint inspection with NSSO. Each inspection uses the same scored form, for example:

Area / element (example form)	Score 0-3	Action and deadline
Toilets floor 3: sanitary ware, mirrors, floor, refills, check sheet signed	3	none
Tea station floor 3: counters, microwave, boiler, bins	2	boiler descaled by end of day
Open plan floor 3: bins, carpet spots, desks, touch points	3	none
Meeting rooms floor 3: tables, glass partitions	2	glass smudges cleaned within 1 hour

The score is the share of the maximum (here 10 of 12, 83%); any element scored 0 or 1 is rectified the same day and checked again. Results go into the monthly report.

Changes to NSSO procedures. When NSSO changes a protocol (for example during an infection outbreak, an event or new security rules), the supervisor briefs the operatives at the start of the next shift, the change is confirmed in writing to NSSO within 24 hours and the weekly plan and check sheets are updated. Short-notice requests, such as cleaning a desk or a group of desks, are done the same day.

Absenteeism. Planned leave is agreed four weeks in advance and covered by a relief operative already inducted on the site. Unplanned absence is reported by 07:00 for Clonskeagh and by 15:00 for Trinity Point; cover is on site within 2 hours at Clonskeagh and before the 17:30 start at Trinity Point. The client is informed the same day.

Verifiable commitment	Measure
Hours delivered versus contracted hours	100%, shown in the monthly report
Unplanned absence covered	within 2 hours (Clonskeagh); before 17:30 (Trinity Point)
Quality inspection	monthly, jointly with NSSO, minimum score 90%
Toilet check sheets	completed at every clean, reviewed weekly by the supervisor

5.3 Criterion 3. Environmental considerations proposal (100 marks)

NOTE FOR THE CLIENT, NOT PART OF THE TEXT TO UPLOAD
What the RFT and TRD assess: the steps the company has taken to reduce its environmental impact in providing these services, and its approach to sustainability.

- **Certified system.** Environmental management system certified to ISO 14001:2015 (certificate no. EXAMPLE-0000, placeholder), with yearly targets on chemicals, water, waste and travel.
- **Products.** At least 90% of cleaning products by volume carry the EU Ecolabel or an equivalent label; concentrated products with dilution dispensers reduce packaging and transport; no aerosols.
- **Water and energy.** Microfibre systems cut water and chemical use compared with traditional mops; battery equipment is charged on site during the day shift.
- **Waste.** Waste is separated into the NSSO recycling, compostable and general streams each evening; staff are trained to report contaminated recycling bins; refillable containers for all products.
- **Travel.** Staff reach both sites by public transport; the Area Supervisor uses an electric car for site visits.

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

- **Reporting.** Quarterly environmental summary to NSSO: products used and share with ecolabel, water used per month at each site, training delivered.

Approach to sustainability in this contract. Example Services Limited applies the EU green public procurement criteria for cleaning services as its own standard for the NSSO contract: certified products, training of staff in correct dosing, separate collection of waste and measured results. The targets below are reviewed with NSSO every year.

Target for the NSSO contract	Measure
Cleaning products with EU Ecolabel or equivalent	at least 90% by volume
Single-use plastic spray bottles	none: refillable bottles only
Staff trained on dosing and waste separation	100% within the first month
Microfibre cloths and mops reused after washing	at least 300 wash cycles each

Confidential parts: none in this section (see the supporting declaration on the Freedom of Information Act 2014).

Where this goes: sections 5.1, 5.2 and 5.3 are inserted in TRD Section 2 Parts 2, 3 and 4 respectively; no separate upload.

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

TOTAL OVERALL COST · 300 MARKS · PRICES IN EURO, EXCLUDING VAT, ENTERED ONLY IN THE TRD

6. Price (TRD Section 2, Part 1)

Contracting authority: National Shared Services Office (NSSO) · **eTenders resource ID:** 7731466 · **TED:** 186106-2026 (OJ S 54/2026)
Subject: Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2

NOTE FOR THE CLIENT, NOT PART OF THE TEXT TO UPLOAD

ESTIMATE: suggested price, to be checked and decided by the authorised signatory. Rates and cost build-up are the company's own decision; the values here are examples.

Field in the TRD	Value
Monthly rate for all resources and equipment supply (flat calendar month rate, 62 hours per week)	**€6,350.00** excluding VAT

Hourly rates for additional hours at Clonskeagh (information only, not evaluated)

Item	Day	Time band	Rate per hour (excl. VAT)
1	Operative Monday to Friday	08:00 to 17:00	€23.50
2	Operative Saturday	09:30 to 17:00	€26.50
3	Supervisor Monday to Friday	08:00 to 17:00	€25.00
4	Supervisor Saturday	09:30 to 17:00	€28.00

Rates are all-inclusive, in euro, exclusive only of VAT, and will not be increased during the term except for changes to the ERO, the National Minimum Wage and PRSI legislation (RFT p. 12). Pension auto-enrolment costs are included. Invoices are issued for each calendar month at the flat rate.

NOTE FOR THE CLIENT, NOT PART OF THE TEXT TO UPLOAD

How the estimate was built. Hours per month: 62 × 52 ÷ 12 = 268.67 (exact 268⅔). Pay of the transferring staff (TUPE information: €14.80 per hour): 268⅔ × €14.80 = €3,976.27. Employer on-costs estimated at 25% (employer PRSI, paid annual leave and public holidays, statutory sick pay, pension auto-enrolment contributions): €994.07. Relief cover for annual leave, public holidays and sick leave, so that 100% of hours are delivered (about 11% of hours, 29.55 hours at €14.80 plus 25% on-costs): €546.74. Equipment, products and consumables: €380.00. Supervision, management, insurance and margin: €452.92. Total €6,350.00 per month, that is €23.64 per hour.
Value of the contract at this rate: 24 months €152,400.00; with both extensions, 48 months €304,800.00 (excluding VAT).
VAT on routine cleaning of non-residential buildings is normally 13.5% (Schedule 3 of the VAT Consolidation Act 2010): €857.25 per month, €7,207.25 including VAT; let your accountant confirm the treatment of consumables.
Cost score: 300 × lowest tendered cost ÷ your cost. If the lowest tender is €5,900.00, this price scores 300 × 5,900 ÷ 6,350 = 278.7 marks; if it is €5,600.00, 264.6 marks. Do not go below wage and statutory costs: the authority may ask for an explanation of an abnormally low tender (Regulation 69) and the TUPE terms bind you.

Where this goes: enter these values in TRD Section 2 Part 1 only, without altering the form. Do not upload this page.

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

7. Bonds, insurance, signing and upload checklist

Contracting authority: National Shared Services Office (NSSO) · **eTenders resource ID:** 7731466 · **TED:** 186106-2026 (OJ S 54/2026)
Subject: Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2

Read every declaration and every item of company data again before signing.

Bonds and insurance

Tender bond	Not required by the documents
Performance bond	Not required by the services contract
Insurance	Declaration in TRD Section 1 Part 2 with the tender; formal confirmation from the insurer or broker requested before award and a condition of the contract
Limits	Employer's liability €13.0 million; public liability €6.5 million; product liability €6.5 million; indemnity to principals

Signatures

Document	Signatory	Method
TRD Section 1 Part 2, insurance declaration	Authorised signatory	Signed, scanned to PDF
TRD Section 1 Part 3, Tenderer's Statement	Authorised signatory	Printed on headed paper, signed, scanned to PDF
Supporting declarations and ESPD	Authorised signatory	Signed, scanned to PDF
TRD Section 2 (price and quality responses)	Authorised signatory	Completed in the TRD form without changing its structure
Site visit request (optional)	Contact person	Returned via eTenders messaging by 27 March 2026, 12:00

Submission on eTenders

Step	What to do
1. Register	Company and user registered on eTenders; express interest in resource ID 7731466 so that clarifications and addenda are received
2. Check addenda	Download any clarifications published up to 15 April 2026 and check the final versions of the documents
3. Prepare files	TRD complete (Word file as issued, with Section 2 responses); scanned signed Section 1 Parts 2 and 3; ESPD; supporting declarations
4. Upload	Upload all files in the electronic tender box of the competition and check that each one opens
5. Submit	Submit before 12:00 (Irish time) on 29 April 2026, ideally the day before; save the submission receipt

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

8. Documents the client must obtain

Contracting authority: National Shared Services Office (NSSO) · **eTenders resource ID:** 7731466 · **TED:** 186106-2026 (OJ S 54/2026)
Subject: Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2

These documents are obtained by the company from public bodies, insurers or its own records. For each: where to get it and when it is needed.

Document	Where and how	When
Tax clearance (tax reference number and TCAN)	Revenue Online Service (ROS), eTax Clearance	Numbers in the TRD; certificate current at award
Insurance confirmation letter	Insurer or broker: three policies at the required limits, indemnity to principals	Before award (condition of contract)
eTenders registration	www.etenders.gov.ie, company and user account	At least one week before the deadline
Company headed paper and CRO details	Company records; CRO number, registered office, directors	For the Tenderer's Statement
Site visit request form	Form issued with the tender, returned via eTenders messaging	By 27 March 2026, 12:00
Safety statement and risk assessments	Company health and safety file (Safety, Health and Welfare at Work Act 2005)	Before mobilisation
Payroll and pension auto-enrolment registration	Company payroll; registration for My Future Fund	Before the TUPE transfer
ISO 14001 certificate and product data sheets with EU Ecolabel	Certification body; product suppliers	On request of the evaluation team or the client
Consent of persons named in the tender	Key Account Manager and Area Supervisor	Before upload

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED

9. Note on the review carried out

Contracting authority: National Shared Services Office (NSSO) · **eTenders resource ID:** 7731466 · **TED:** 186106-2026 (OJ S 54/2026)
Subject: Provision of Commercial Cleaning Services for the National Shared Services Office at Block 5, Belfield Office Park, Clonskeagh, Dublin 4 and Trinity Point, Dublin 2

Every turnkey tender goes through two checks before delivery: one on the rules in the tender documents and one on the consistency between documents and responses. Result for this example:

First check: rules of the tender documents

Check	Outcome
Authority, subject, eTenders resource ID and TED reference identical in every document	**Passed**
Deadline: 29 April 2026 at 12 noon; clarifications by 15 April; site visit request by 27 March	**Passed**
Each quality criterion answered in its own TRD part, all bullet points covered, within 10, 10 and 5 pages; notes for the client outside the text to upload	**Passed**
No price or cost information in the quality responses	**Passed**
Price only in the TRD (no separate price sheet uploaded), all four information rates completed, calculations checked	**Passed**
Insurance limits and declarations as in the RFT and TRD	**Passed**

Second check: consistency between documents and responses

- **Flagged:** hours at Clonskeagh. The RFT (p. 18) states 54.5 hours, but the times it describes (8:00 to 17:00 and 16:00 to 19:00 on three days) give 54; the TRD and the TUPE information give 42.5 + 12 = 54.5. The price and the proposal follow the TRD (62 hours per week in total). With the competition open, a clarification would be asked by 15 April 2026.
- **Flagged:** consumables. The RFT (p. 5) includes washroom consumables in the monthly cost, but for Clonskeagh it states that the client supplies toilet rolls, hand towels, soap and recycling bags (pp. 21 and 25), while at Trinity Point the contractor supplies everything (p. 29). The price covers consumables at Trinity Point and bin liners at Clonskeagh only; to be confirmed by clarification.
- **Flagged:** time of the deadline. The RFT says 12 noon; the eForms notice on TED shows 12:00+00:00, that is 13:00 Irish Summer Time. The earlier time (12:00 Irish time) is treated as binding.
- **Flagged:** tender validity. The TRD (Tenderer's Statement, item 5) fixes six months; the TED notice states twelve months. The statement cannot be amended; a clarification would be asked, and the client should be ready to extend validity if requested.
- **Corrected:** the TED notice refers to the ESPD for the exclusion grounds, but the ESPD is not in the list of documents to return (RFT p. 11). Under Regulation 59 the authority accepts the ESPD as preliminary evidence: it is completed (document 3) and uploaded as a supporting document.
- **Flagged:** value. The estimate of €200,000 over a possible 48 months equals about €4,167 per month, or €15.51 per hour for 62 hours a week, close to the €14.80 per hour paid to the transferring staff before any on-costs. The estimate probably covers a shorter period. The price is not capped (this example: €6,350.00 per month, €304,800.00 over 48 months), but it should stay well above wage costs.
- **Corrected:** the TRD (Part 2) adds a bullet on risks to continuity of service not listed in the RFT table: a risk table is now in section 5.1.

- **Flagged:** internal references. The TRD refers to insurance in "section 2.21" and "paragraph 2.21.1" of the RFT, while section 2.21 deals with the Competition Act and the insurance levels are on p. 4; the pension text refers to "Part B pricing" while pricing is in Section 2 Part 1; the confidentiality agreement is called Appendix 4 in the contract file, Appendix 6 in clause 7 and Appendix 7 in RFT 2.24. No effect on the tender.
- **Corrected:** at Trinity Point the RFT asks for vacuuming early in the morning, but the service runs from 17:30 to 19:00; the proposal explains that in the evening the office is mostly empty, which meets the purpose of the rule.

Questions asked to the client before delivery (example answers)

1. Number of employees and company size? *48 employees, small enterprise.*
2. Do you hold the three insurances at the required limits? *Yes, broker letter available on request.*
3. Will you take on the three transferring operatives on their current terms? *Yes (TUPE, priced at €14.80 per hour).*
4. Who is the Key Account Manager, and do the persons named agree to be in the tender? *Operations Manager, consent given.*
5. Which environmental certification do you hold? *ISO 14001:2015.*
6. Monthly price and hourly rates? *Values in document 6.*

This is a demonstration document. The tender is real and the deadline for tenders has passed; Example Services Limited is a fictitious company; data, signatures and prices are placeholders or examples. The document was not submitted and is not a tender. Unicorn Contracts, your online bid office: contracts.unicornprivate.com

DEMONSTRATION DOCUMENT – EXAMPLE, NOT SUBMITTED