



# Request for Tender

## Catering Services Panel for IMMA Venues

Framework term: 3 years with an option to extend for up to 2 additional years

<b>RFT reference</b>	IMMA/CAT/2027/01 (draft)
<b>Issue date</b>	Wednesday 1 April 2026
<b>Tender return deadline</b>	Wednesday 6 May 2026 at 12:00 noon (Irish time)
<b>Clarification deadline</b>	Wednesday 22 April 2026 at 12:00 noon
<b>Anticipated commencement</b>	1 January 2027

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## 1. Introduction and Contracting Authority

The Irish Museum of Modern Art (IMMA) invites tenders from suitably qualified catering operators for admission to a multi-supplier panel to provide catering services for events at the Royal Hospital Kilmainham and other approved IMMA campus locations.

This document is a draft Request for Tender (RFT) prepared to support the procurement of catering services from January 2027 onwards. It is structured to establish a panel of three catering companies capable of servicing a broad range of event formats and client requirements without creating formal pricing tiers between panel members.

### 1.1 Objectives of the procurement

- To appoint three high-quality catering providers to an IMMA catering panel;
- to offer prospective clients a choice of caterers with distinct styles, menus and operating approaches;
- to secure strong standards in food quality, event delivery, sustainability and commercial responsiveness;
- to ensure consistent service standards across the IMMA estate while preserving flexibility for different event budgets and formats.

### 1.2 Contract Term

The initial framework term will be three years commencing in January 2027, with an option for IMMA to extend for one additional period of up to two years, subject to satisfactory performance, funding and governance approval

### 1.3 Volume and Exclusivity

No minimum volume of business is guaranteed. Current planning assumptions indicate approximately 200 events per annum across the IMMA campus, but actual requirements may vary significantly by season, exhibition programme, external bookings and market demand.

## 2. Procurement Timetable and Instructions to Tenderers

The following timetable is indicative. IMMA reserves the right to amend dates during the competition provided all tenderers are treated equally.

Dates can be amended by IMMA at any stage before award, provided all tenderers are treated equally and notified appropriately.

Milestone	Draft date
Issue of RFT	Wednesday 1 April 2026
Mandatory site visit window	April 17 <sup>th</sup> & April 20 <sup>th</sup>
Final date for clarification questions	Wednesday 22 April 2026
Clarification responses issued by	Wednesday 29 April 2026
Tender return deadline	Wednesday 6 May 2026 at 12:00 noon
Evaluation period	May 2026
Preferred tenderer notification / standstill	May-June 2026
Framework mobilisation	Q3-Q4 2026
Service commencement	1 January 2027

## 2.1 Tender submission requirements

- Tenders must be submitted electronically in PDF format by the deadline stated above.
- IMMA may prescribe page limits for narrative responses in the final issued version. For draft purposes, tenderers should assume concise responses supported by clearly labelled appendices.
- Late submissions may not be accepted.
- Tenders must remain open for acceptance for a minimum of 120 days from the return date.

## 2.2 Clarifications and communications

- All communications must be directed through the official procurement contact named in the final RFT.
- Clarification responses that may affect competition fairness will be issued to all tenderers on an anonymised basis.
- Tenderers are responsible for monitoring procurement messages and addenda during the competition period.

## 2.3 Mandatory site visit

Attendance at a mandatory site visit will be a pass/fail requirement. IMMA will issue venue access arrangements, operational constraints and health and safety instructions in advance. Only tenderers represented at the site visit will proceed to full tender evaluation unless IMMA formally waives this requirement.

## 2.4 Other Specifications

- IMMA reserves the right to seek clarification of submitted information but may not permit material changes to tenders after the deadline.
- The draft services contract and framework conditions will be issued on a non-negotiable or limited-negotiation basis as determined by IMMA.
- Tenderers must comply with applicable confidentiality, Freedom of Information, GDPR, tax, employment and health and safety obligations.
- Tenderers must disclose conflicts of interest, anti-collusion declarations and any matters relevant to mandatory or discretionary exclusion grounds.

## 3. Scope of Services

Panel members will provide event catering and associated front-of-house support for IMMA-managed and third-party events held within the North Range and other approved campus spaces. Requirements may include cultural events, corporate functions, private hires, donor and patron events, launches, receptions and formal dinners.

- breakfast, lunch and dinner service in buffet, sharing, plated and canape formats;
- tea/coffee breaks, hospitality trays and reception service;
- event staffing including supervisors, waiting staff, bar staff and kitchen support as required;
- menu development in consultation with IMMA and/or the end client;
- equipment provision where specified, including linens, service ware and small event items;
- set-up, service, breakdown, cleaning and waste segregation associated with the catering service.

The panel is not divided into premium, mid-market or value lots. Instead, all appointed suppliers must be capable of pricing transparently for a range of event scales and service levels, allowing clients to choose the most suitable caterer for their event brief.

## 4. Selection Criteria

Tenders that do not satisfy the mandatory selection criteria may be excluded from further consideration. IMMA may seek verification evidence at any stage. The selection stage should require, at minimum, the following pass/fail submissions:

A Stage 1 pass/fail comment is not a measure of performance but rather a confirmation that the information has/has not been included in the relevant proposal.

IMMA reserves the right to reject any proposal:

- (a) if it does not meet all the requirements set out above; and/or
- (b) based on the incompatibility of any proposal with IMMA's purpose to promote culture and the arts.

Requirement	Notes / evidence	Pass/Fail
Form of Tender and declarations	Signed form of tender, anti-collusion declaration, conflict disclosure, tax compliance and exclusion-ground declarations.	
Financial standing	Audited accounts or equivalent financial information for the previous 2-3 financial years; IMMA may apply a minimum turnover threshold relevant to the contract scale.	
Insurance	Evidence of public liability, employer liability and any other required insurances at the levels to be set out in the final RFT.	
Relevant experience	Examples of comparable catering contracts or event portfolios delivered in heritage, cultural, corporate or high-volume event settings.	
Food safety and compliance	HACCP / food safety procedures, allergen controls, training arrangements and applicable registrations or certifications.	
Mandatory site visit	Attendance by an authorised representative at the specified site visit.	

### Stage 2

The award of Catering Panel will be based on an assessment of the eligible submissions by promoters and information provided with a proposal.

Qualitative assessment proposals will be scored using the criteria detailed below. Proposals that fail to score the minimum score in every category of the evaluation criteria will be deemed to have failed and will be eliminated from the process. IMMA reserves the right to apply fractions to the scores.

The highest-scoring three tenderers, subject to standstill and contract completion, are intended to be appointed to the panel. IMMA reserves the right not to award all panel places if the required quality standard is not met.

Criterion	Max. Score	Min. Score
<b>Method statement and service delivery model</b> - Understanding of IMMA requirements event planning, responsiveness, client handling, mobilisation and quality assurance.	4	2
<b>Menus, culinary offer and dietary provision</b> - Seasonality, originality, range, suitability for event formats and confidence in dietary/allergen management.	4	2
<b>Operations, staffing and venue-fit</b> - Staffing model, supervision, logistics, heritage-building awareness, H&S and service execution.	4	2
<b>Sustainability and responsible sourcing</b> - Waste reduction, reusable service ware, sustainable sourcing, reporting and alignment with IMMA objectives	4	2
<b>Commercial response / pricing workbook</b> - Completeness, transparency, value for money and consistency across benchmark event scenarios.	4	2
<b>Sample tasting</b> - Quality, presentation, flavour, suitability for venue/client profile and overall confidence in live delivery.	4	2
<b>Legal status and company details</b> - Completed tender schedule, CRO or equivalent registration details, ownership information	4	2
<b>Minimum turnover / financial standing</b> - Evidence of sufficient financial capacity; draft threshold to be confirmed by IMMA, currently proposed at EUR500,000 annual turnover or equivalent support	4	2
<b>Insurance</b> - Employers Liability EUR13m; Public Liability EUR6.5m; Product Liability EUR6.5m, or commitment to hold before contract award	4	2
<b>Tax compliance</b> - Valid tax clearance details or equivalent	4	2
<b>Food safety and HACCP</b> - Current food safety management procedures and HACCP arrangements	4	2
<b>Health and Safety</b> - Health and safety statement and risk management procedures	4	2
<b>Staff capability</b> - Evidence of key personnel experience and relevant training	4	2
<b>Mandatory site visit</b> - Confirmed attendance by tenderer representative	4	2
<b>Exclusion grounds</b> - Completed declaration confirming no applicable exclusion grounds	4	2
<b>Ethical Funding and Sustainability Policy</b> - All tenderers must confirm that they have read IMMA's Ethical Funding and Sustainability policies and shall comply with and be aligned with them: <a href="https://imma.ie/about/policies-and-reports/ethical-sponsorship-policy/">https://imma.ie/about/policies-and-reports/ethical-sponsorship-policy/</a>	4	2

A proposal must score the minimum score in each category to be considered.

## 5. Award Criteria and Evaluation Methodology

Only tenders that pass the selection stage will be scored. IMMA proposes the following award criteria structure for the draft RFT. Category wording has been refined to reflect operational delivery more clearly, while retaining the overall scoring balance from the outline draft.

### Scoring Methodology

0	Nil or inadequate response. Fails to demonstrate an ability to meet the requirements of the Request for Proposals
1	Response does not fulfil the requirements of the relevant evaluation criterion. The response addresses some elements of the Request for Proposals but contains insufficient/limited detail or explanation to demonstrate how all elements of the Request for Proposals will be fulfilled
2	Response contains elements that do not meet the minimum standards of excellence required by IMMA. The response addresses a broad understanding of the requirements of the Request for Proposals but fails to give IMMA confidence that the requirements will be fulfilled in certain areas.
3	Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements of the Request for Proposals will be fulfilled
4	Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirements of the Request for Proposals and provides details of how the requirements will be met in full.

Where any submission scores “0” or “1” it will be deemed to have failed to have met the minimum criteria or threshold and will be eliminated from the process.

Where two (2) or more submissions are of equal score and bid for the same event date(s) a lottery draw for the relevant event date(s) will be undertaken by IMMA in the presence of representatives of all parties.

## 6. Technical Specification

### 6.1 Menu and service expectations

- Menus must demonstrate seasonal planning, strong produce quality and suitability for event type and audience.
- Tenderers must provide appropriate options for vegan, vegetarian, coeliac, allergen-aware and other dietary requirements.
- Tenderers should describe their sourcing approach, including local provenance and any proposed organic content.
- Food presentation, service style and staffing model must be proportionate to the event brief and venue setting.

## 6.2 Venue-specific and operational requirements

- Tenderers must demonstrate understanding of venue access routes, lift capacities, plating and finishing constraints, and restrictions relating to heat, steam, extraction or other environmental controls.
- Suppliers must protect the historic fabric of the building and comply with all venue management instructions.
- Set-up and derig must be planned to avoid disruption to museum operations, exhibitions, public access and neighbouring event activities.
- All crockery, glassware, equipment and packaging brought onsite must be removed promptly unless otherwise agreed.

## 6.3 Sustainability and waste management

- Tenderers must align with IMMA sustainability goals and public procurement green requirements where applicable.
- Single-use materials should be minimised, and reusable service solutions prioritised.
- Waste must be segregated and reported in accordance with IMMA procedures.
- Menu planning should support waste prevention, portion control and donation or reuse protocols where lawful and practical.

## 6.4 Staffing standards

- All staff must be appropriately presented, suitably trained and capable of interacting professionally with clients and guests.
- Supervisory cover must be provided for each event unless otherwise agreed.
- English-language proficiency is required for key service personnel working directly with IMMA staff, clients and guests.

## 7. Pricing Requirements

Tenderers will be required to complete a mandatory pricing workbook. The workbook should seek transparent benchmark pricing for a range of representative event types while preserving flexibility to quote for bespoke events.

- per-guest pricing for breakfast, lunch and dinner formats, including buffet and seated options;
- pricing for canapes, bowl food, reception menus and other event formats commonly used at IMMA;
- staffing rates by role and minimum call-out assumptions;
- equipment and ancillary hire charges;
- beverage packages and optional wine pairing structures where relevant;
- confirmation that IMMA commission arrangements, currently at 15%, have been built into the commercial response;
- proposed annual price review mechanism linked to CPI or another clearly stated formula, normally no more than once in each twelve-month period.

The pricing schedule should support a like-for-like comparison between tenderers without categorising any supplier into a formal panel tier.

## 8. Framework Operation and Call-Off Rules

IMMA intends to appoint the top three ranked tenderers, subject to satisfactory standstill and contract completion, to a multi-supplier framework/panel arrangement.

- Panel members will not hold exclusive rights to any volume of business.
- For each event, IMMA may either invite the client to choose from the appointed panel or shortlist suitable panel members based on event type, availability, operational fit and budget.
- IMMA may require prompt acceptance or refusal of event opportunities within defined response times.
- Repeated failure to respond, poor performance, non-compliance or capacity issues may trigger corrective action, temporary suspension or removal from the panel in accordance with the contract.

This document deliberately removes any reference to premium, mid-market or value panel categories. Tenderers may still differentiate themselves through menu style, service offer, delivery model and price point, but all suppliers remain members of a single panel.

## 9. Contract Management and Service Levels

- A non-negotiable or largely fixed services contract and service level agreement will form part of the final tender pack.
- IMMA may set minimum KPI expectations including client satisfaction, punctuality, responsiveness, compliance and complaint resolution.
- A target of 90% client satisfaction is proposed for service review purposes.
- Regular review meetings may be held with each panel member and improvement plans required where performance falls below expected standards.

KPI area	Indicative measure	Review approach
Client satisfaction	Target 90% or above	Post-event feedback and periodic review meetings
Responsiveness	Acknowledgement within 24 hours and quotation turnaround within 48 hours	Measured against call-off response records
Operational delivery	On-time set-up, service quality, complaint levels and compliance	Reviewed through event reports and escalation logs
Sustainability	Waste segregation, reusable service items and reporting compliance	Reviewed quarterly or as otherwise specified by IMMA

## 10. Required Tender Schedules

The final RFT should include a tender response pack containing, at minimum, the following schedules:

- Form of Tender and declaration;
- Company information schedule;
- Selection criteria response schedule;
- Method statement and award criteria response schedule;
- Pricing workbook;
- Sustainability and GPP schedule;

- Insurance and compliance schedule;
- Conflicts, exclusions and anti-collusion declarations.

## Appendix 1 - Draft Pricing Workbook Structure

The pricing workbook can be issued as a separate Excel schedule. Suggested tabs are set out below.

- Instructions and assumptions
- Event menu benchmarks
- Staffing rates
- Equipment and ancillary hire
- Beverage pricing
- Commission and commercial assumptions
- Price review mechanism

## Appendix 2 - Indicative Event Categories

Representative event categories for pricing and method statement purposes may include exhibition openings, board dinners, donor events, corporate breakfasts, conference lunches, private evening receptions, weddings, state or civic hospitality, summer courtyard events and community/family programme catering.