



Invitation to Tender for:

The Provision of Vehicle Maintenance and Repairs

Lot 1 – Dublin Area

(Including Meath, Kildare, Wexford, Carlow, Louth, Kilkenny and Laois)

Head Office – 150 upper Abbey street, Dublin 1

Lot 2 – Cork Area

(And All Munster Counties)

Office – Unit 4D the Atrium, Blackpool, Cork

Lot 3 – Longford Area

(Including Connacht, Ulster, Offaly and Westmeath)

Office – IDA Business Park, Ballinalee Road, Longford Town, Co. Longford

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1. INTRODUCTION

Fiosrú, the Police Ombudsman, is an independent public body established in 2025, under the Policing, Security and Community Safety Act 2024. Fiosrú's objectives are: to promote public confidence in the processes for resolving complaints made by members of the public and in investigations concerning members of garda personnel; to improve public understanding of the role and functions of the Police Ombudsman; and to ensure timely, efficient and effective performance in accordance with fair procedures.

Information about Fiosrú, the Office of the Police Ombudsman and its work can be found at www.fiosru.ie.

Fiosrú intends to establish a framework agreement for the provision of vehicle maintenance and repair services. The framework agreement will be divided into three lots based on geographical location. The details of the lots are as follows;

Lot 1 – Dublin Area - (including Meath, Kildare, Wexford, Carlow, Louth, Kilkenny and Laois)

Lot 2 – Cork Area - (including all Munster counties)

Lot 3 – Longford Area (Including Connacht, Ulster, Offaly and Westmeath)

Through the framework agreement, Fiosrú intends to establish Three single supplier frameworks for the provision of services described in point 3 of this document, hereafter referred to as 'the Agreement' for the duration of One (1) year commencing in September 2025. Fiosrú reserves the option to extend the contract by a further year with a maximum of 3 such extensions subject to a successful service review.

2. TENDER INFORMATION

In order to be considered for appointment to the framework, tenderers must submit a valid tender which meets the minimum criteria as set out. Each tenderer, by submitting its tender, acknowledges and agrees to be bound fully by this invitation to Tender.

All prices quoted should hold firm for the duration of the contract. Quotes received must be inclusive of all costs, charges, taxes, customs, duties, transport and insurance charges (where appropriate) except VAT. All quotations and invoices must be in Euros.

The prices quoted will remain fixed for acceptance for the period of 90 days.

The basis for the award for each 'Lot' will be the Most Economically Advantageous Tender (MEAT) on the basis of the award criteria and weighting set out.

Tender submission should include all information necessary in respect of each category being tendered for in order to enable Fiosrú to apply the Award Criteria set out. Fiosrú will award the contract under the requirements of the applicable European and National Procurement Legislation and Directives.

Fiosrú reserves the right;

- To reject any, or all, of the tenders received.
- Not to furnish a tenderer with additional information.
- To abandon the competition in its entirety.
- To extend any time limit set out in this invitation to tender.
- To waive a requirement which, in the opinion of Fiosrú, is minor, procedural or is not material.

3. TECHNICAL SPECIFICATION

The successful service provider must be in a position to fully complete each of the tasks outlined in their respective lot.

The successful tenderer will be expected to conduct full vehicle maintenance servicing and repair on the Fiosrú fleet.

Tenderers must have the means of servicing vehicles up to and including 4X4 vehicles.

The vehicle service must be comprehensive including the following Routine Service Checks;

General

- Check Registration Plate
- Check operation of locks, hinges and catches. Lubricate all
- Top up windscreen washer reservoir with water and screen wash. Check that nozzles and pump work properly
- Check the condition of wipers and advise if they need to be changed
- Check air conditioning system (where applicable)
- Power wash vehicle including undercarriage
- Clean and valet interior
- Visual check of body including fuel tank, fuel lines and fuel cap
- Check conditions of exhaust and mountings
- Check the condition of all seats
- Check the condition of all glass on vehicle
- Check rear and side view mirrors
- Check if speedometer is operating
- Check safety belts are present and working properly
- Check towing bracket/coupling if present
- Check condition of chassis and under body
- Check condition of shock absorbers
- Check condition of front and rear springs
- Check condition of front and rear suspension
- Check transmission
- Check exhaust system for noise and corrosion

Lights and Electrical System

- Check operation of all lighting including external lights and indicators, interior lights, dash lights and warning lights
- Check condition of all reflectors

- Check battery condition and connectors
- Check horn
- Check electrical system
- Check emergency flashing lights
- Check emergency siren
- Check dashboard lights

Engine

- Drain oil and refill with oil. The oil type and quantity shall comply with the manufacturer's specifications
- Replace oil filter with new oil filter in accordance with manufacturer's specification
- Replace air filter with new air filter in accordance with manufacturer's specification
- Replace fuel filter with new fuel filter in accordance with manufacturer's specification
- Replace pollen filter with new pollen filter in accordance with manufacturer's specification
- Check for general oil leaks
- Test anti-freeze concentration and add anti-freeze to adjust concentration rates in accordance with the manufacturer's specification. Advise nominated personnel if the anti-freeze needs to be replaced entirely
- Check coolant hoses for leaks and condition including header tanks
- Check condition and tension of fan belt and auxiliary drive belts

Brakes

- Check the condition and operation of
- Parking break
- Service break
- Check security of handbrake linkages and travel and adjust if required
- Top up brake fluid reservoir in accordance with manufacturers specification
- Visual check of brake pads for wear and damage
- Visual check of brake discs, callipers, shoes and cylinders for wear and damage
- Visual check of break pipes and hoses

Steering

- Check power steering fluid level and top up if required with fluid in accordance with manufacturers specification
- Check steering/suspension components for wear and corrosion
- Check steering rack gaiters condition
- Check shock absorber and condition of mounting brushes
- Check wheel bearings

Drive System

- Check drive shaft components
- Top up gear box fluid level in accordance with the manufacturer's specification
- Inspect clutch cable where fitted

Tyres

- Check tyre condition and tread depth (including spare)
- Adjust tyre pressure to manufacturer specification (including spare)
- Check spare wheel carrier if present
- Remove all wheel nuts and check flanges and mountings. Refit wheel and nuts and apply torque in accordance with manufacturer's requirements

At Completion

- Stamp service book when service is complete
- Reset service time interval clock and service light
- Complete the service report for each vehicle. The operator shall advise the relevant personnel of recommendations or additional works that need to be undertaken as a result of the checks listed above carried out

Minor Repairs

- The operator shall have the technical capability and tools necessary to carry out repairs as necessary to the fleet
- Repairs shall be identified and agreed with nominated personnel appointed by Fiosrú prior to any work being undertaken
- The hourly rate for all repairs shall be as per this tender
- The operator shall pick up and drop off vehicles at the Fiosrú offices. Fiosrú may change the pickup and drop off locations as required. All drivers must have relevant licence and insurances to the vehicle
- A report detailing works completed and the name(s) of mechanics who worked on the vehicle shall be forwarded within two days to nominated personnel

NCT Testing

- The fleet shall receive NCT tests or other tests required by regulation as required
- The Operator shall be advised of the NCT test date
- The Operator shall liaise with nominated personnel to identify any faults which may cause a failed test in advance of test
- All items for repair shall be carried out in advance of test
- The operator shall pick up vehicles at depots listed and bring to a registered NCT test centre. Fiosrú may change the pickup/drop off location as desired
- Any reasonable repairs required and the cost of the retest shall be borne by the Operator if the test fails on any items repaired prior to the test or under general service requirements

Breakdown and Recovery

- Fiosrú requires a breakdown response time of 120 minutes to any location within Dublin and surrounding counties
- The operator shall have the equipment available to repair a reasonable breakdown on the roadside otherwise the operator shall recover the vehicle to the nominated workshop or garage
- If a third party company is to be used they must have relevant licences and training to provide a breakdown service

Parts

- All parts used in the delivery of this service contract must be approved manufacture parts or similarly approved parts
- The operator shall store all replaced parts for 14 days for inspection if required by nominated personnel

Replacement Vehicles

- Fiosrú requires a replacement vehicle when one of our fleet is off the road for repair or servicing

4. Fiosrú VEHICLES

Fiosrú currently has a total fleet of nineteen vehicles. This list may be reduced or expanded at any time and tenderers must be in a position to facilitate new Fiosrú vehicles.

- Dublin based: **(LOT 1)**
 - Hyundai Tucson x 4
 - Hyundai i40 x 3
 - Hyundai i30 x 2
- Cork based: **(LOT 2)**
 - Hyundai i40 x 3
 - Opel Insignia x 1
 - Ford Ranger x 1
- Longford based: **(LOT 3)**
 - Hyundai i40 x 3
 - Opel Insignia x 2

5.0 EVALUATION

5.1 Candidates that have been successful in stage 1 the 'Qualification Criteria' as per 'Appendix A1 – G1' in the response document will then move onto stage 2 'Award Criteria' as per 'Appendix A2 – D2'.

5.2 **Evaluation of Proposals**

Each proposal submitted must be accompanied by a completed Qualification Questionnaire (A1 – G1). Each proposal must satisfy all the requirements set out in the Questionnaire to progress to the next evaluation stage. Where a service provider fails to meet the minimum requirements or submit their Questionnaire, their proposal **will not progress** and will be immediately eliminated from the competition.

At the end of this competition, the successful tenderer will have presented the Most Economically Advantageous Tender (MEAT) as the best value for money option for the Fiosrú.

5.3 COMPLETING THE QUALIFICATION QUESTIONNAIRE

- (a) In order to assist the procuring entity in evaluating the extent to which a Candidate meets the qualification criteria, candidates are required to provide all of the information requested in the Qualification Questionnaire.
- (b) The completed Qualification Questionnaire must be signed and the scanned copy emailed.
- (c) Candidates are permitted to add additional lines to the pro-forma tables and boxes set out within the Qualification Questionnaire if required.
- (d) Any financial information should be denominated in euro (€), except where financial information is being provided in a certified or audited supporting document such as a set of financial statements in which case it is sufficient for the information to remain in its original currency.
- (e) Failure to provide a sufficient level of detail or to explain adequately any relevant matters may result in such data or information not being taken into account in the assessment process.
- (f) Tenders for qualification may include individuals, partnerships, limited companies, groupings or any combination of the foregoing with or without legal personality. However, a grouping if successful will be required to establish legal personality in order to deliver the contract.
- (g) Tenderers are reminded that they may rely on the resources of other entities on condition that they can prove that they will have these resources at their disposal when necessary in accordance with Directive 2004/18/EC as transposed into Irish law by Irish Statutory Instrument SI329 of 2006.
- (h) If the application is from a consortium / joint venture / grouping please provide the information requested for all parties.
- (i) Tenderers are expressly and strictly prohibited from discussing any aspect of their response to the Qualification Questionnaire with other tenderers or otherwise exchanging information or colluding in respect of the project. Any tenderer who fails to comply with this requirement may be disqualified.

5.4 **AWARD CRITERIA**

Tenders which successfully proceed to evaluation stage will be evaluated on the following criteria:

- Ultimate Cost
- Quality, Quantity and Balance of Resources
- Manpower

Criteria	Weighting	Maximum Marks Available	Minimum Required	Score
Ultimate Cost	0	400	N/A	

Quality, Quantity and Balance of Resources	80	400	240
Manpower	40	200	120
TOTAL		1000	-

Tenders are required to achieve a minimum rating of “Good” (240 marks) for the ‘Quality, Quantity and Balance of Resources’ criteria.

Tenderers should be aware that detailed weightings have been determined prior to the evaluation of ‘RFT’ submissions and that the table below reflects this. Marks awarded are at the discretion of Fiosrú and will not be subject to change.

Rating		Description	Score
5	Excellent	Exceeds requirements in all ways, with very little or no risk.	
4	Very Good	Meets requirements in all ways, exceeds it in some, little risk involved.	
3	Good	Meets the requirement and is workable, acceptable risk.	
2	Marginal	Nearly meets requirements, workable but may be deficient or limited in some areas, some element of risk.	
1	Poor	Offer is difficult to assess against criteria, high risk.	

5.5 COST

Ultimate cost will be calculated as follows, based on the totals outlined in section ‘A2’ below:

TOTAL COST OF A TO F INCLUSIVE = ULTIMATE COST

Costs will then be marked on the basis of the following formula where ‘n’ represents the cost submitted by each candidate:

(Ultimate Cost of the least expensive) X (maximum available marks)
Cost of ‘n’

Prices should be returned in the form of tender as per ‘A2’. All prices should be in Euro And exclusive of VAT.

For all other vehicle maintenance requirements, the successful tenderer will be required to provide a detailed estimate of an all-inclusive cost per job, to be submitted in advance and approved by appropriate representative.

5.6 (i) Hourly/Daily Rates for Routine Service and Minor Repairs

Please provide in 'A2' in the format set out, indicating your hourly/ daily rates for the categories requested. Tenders may include additional categories of staff where considered appropriate.

- 5.6.(ii)** Daily rates stipulated must, without variation for the purpose of cost comparison, apply to a standard 8 hour working day, be capped, and be inclusive of all routine expenses and overheads but exclusive of non-routine expenses. Routine expenses include, but are not limited to, salary payments including all relevant payments such as bonus, overtime, annual leave/sick leave payments and allowances, provision of all equipment required to perform services, office overheads, administration support, insurance, etc.
- 5.6.(iii)** Unless otherwise agreed by Fiosrú, travel costs and travel time to all jobs in Fiosrú locations shall only be charged on the basis of time spent on location completing the work and no charge shall be accrued to Fiosrú for travel costs or travel time.
- 5.6 (iv)** Fiosrú may require emergency call outs from time to time to any one of the sites. Rates quoted should be an all-inclusive rate for call outs including but not limited to labour, travel, any call out premiums, out of hours service, etc.

5.7 Pick up of Fiosrú Vehicles for Servicing

- 5.7 (i)** Fiosrú requires that candidates **must** be in a position to pick up Fiosrú vehicles from the relevant office location (Dublin, Cork or Longford) to commence routine servicing, minor repair or NCT works and NCT testing when required. This includes bringing vehicles for NCT testing and returning thereafter.
- 5.7 (ii)** Candidates are required to include the total cost of picking up a Fiosrú vehicle from the relevant Fiosrú office (Dublin), taking it to the tenderer's garage and returning it to the office. **For the purpose of this tender request, Fiosrú considers this to be a minimum requirement of tender. Tenderers who indicate that they are not in a position to fulfil this minimum requirement will be eliminated and will not proceed to evaluation stage.**

5.8 Minor Repairs

Minor repairs will be evaluated on an estimate basis. The service provider shall provide a full estimate free of charge and submit to nominated personnel in Fiosrú for approval. No work may be undertaken without prior approval from Fiosrú. Fiosrú reserves the right not to undertake any work as specified by the service provider.

5.9 Replacement Vehicle

Please provide a cost if any for a replacement vehicle whilst our Fiosrú fleet is being serviced or repaired.

5.10 QUALITY, QUANTITY AND BALANCE OF RESOURCES

5.10.1 Technical Facilities Available

At “B.2” of the response document please detail the availability of premises and technical equipment available to your company to deliver the services as detailed in point 3 of this document. Please note this should include but is not limited to tools, lifting equipment, diagnostic equipment for each of the vehicles listed in point 4 of this document.

5.10.2 Breakdown Response Time and On Site Repair

Fiosrú requires a response time of one hour for any breakdowns 24 hours a day 365 days of a year to the location of the breakdown. In ‘C.2’ of the response document in the format provided please outline how this response time of one hour will be achieved, detail what equipment you have that will assist you in the repair of an on-site breakdown.

5.10.3 Details of Ability to Provide Vehicle Recovery Services

Tenderers are asked to provide details of their ability to provide vehicle recovery services in the event that this should be required. Tenderers not in a position to provide such services should indicate this clearly. Please note that ability to provide vehicle recovery services is not a minimum requirement and will not be used to evaluate tenders however details of whether tenderers can or cannot provide these services is required.

5.11 MANPOWER

5.11.1 Proposed Personnel

In ‘D.2’ of the response document in the format provided, provide names of competent persons in the company who will be responsible for delivering the services detailing their roles, qualifications and experience.

5.11.2 Candidates Experience

In ‘D.2’ of the response document in the format provided, provide evidence of 2 (two) similar contracts completed over the past 5 (five) years.

6.0 GENERAL REQUIREMENTS

- 6.1** Subject to the foregoing, the successful tenderer shall be responsible for the general behaviour, deportment, integrity and honesty of the staff employed and shall immediately remove from the building any employee if requested by the Ombudsman.
- 6.2** The successful tenderer will be in a position to replace any personnel assigned to the Fiosrú if requested to do so by Fiosrú.
- 6.3** The successful tenderer will be expected to maintain tax clearance status throughout the duration of the Agreement. A valid tax clearance certificate (or equivalent) must be submitted annually to the Finance unit in the Fiosrú.
- 6.4** This Agreement may be concluded at any time on 30 days’ notice in writing by either party without penalty with one exception where it may be concluded immediately if the security of the Fiosrú premises, personnel or systems is considered by Fiosrú to be compromised due to the actions / or inaction of the service provider.

- 6.5** For any repair work outside the terms of the maintenance agreement, a quotation must be supplied and approval from Fiosrú sought in advance, prior to any work commencing. However, Fiosrú retains the right not to engage the successful tenderer for works of this nature.
- 6.6** The successful service provider agrees that all information and data provided to it by the Ombudsman for the purposes of the Agreement is confidential and that all reasonable measures will be taken to ensure, both during and after the terms of this Agreement, or after its termination, that no third party shall have access to said information or data, whether held electronically or otherwise, save with the prior written permission of the Ombudsman.
- 6.7** The successful service provider and its workforce shall accept the provisions of the Official Secrets Act, Data Protection Act, and the Ombudsman's Health and Safety Statement.
- 6.8** The successful service provider must confirm that they will comply with all legal obligations in relation to Health, Safety and Welfare at Work Acts. All tasks must be completed in a professional, safe and conscientious manner and safety equipment must be worn where provided and as recommended by the manufacturer.
- 6.9** When requested by Fiosrú, the service provider will provide a detailed method statement and schedule of works in advance of commencing any task.
- 6.10** Payment will be processed in arrears on receipt of invoice for services rendered to a satisfactory standard. Payment terms are subject to the Prompt Payment of Accounts Act, 1997.
- 6.11** Fiosrú may require a site visit to the winning tenderer to inspect proposed facilities. It is intended that this inspection will be carried out in the standstill period of this Tender process.

7.0 SUBMISSION OF RESPONSES

- 7.1** Tenders must be submitted by **12:00, Friday 26 September 2025**. Submissions should be titled "**Tender for the Provision of Vehicle Maintenance and Repairs**" in the subject line. **Tenderers must specify which LOT they are tendering for, i.e. 'LOT 1', 'LOT 2', 'LOT 3', 'ALL LOTS'.**
- 7.2** Queries and clarifications arising from this Tender should be submitted by **12:00, Friday 05 September 2025**.

7.3 COMPLIANCE

By Submitting a proposal in response to this RFT, the Tenderer agrees to all the statements, terms and conditions contained within this document.