

## The provision of Technical and Regulatory Consultancy Support for Gas Energy Safety

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| <b>Competition Ref</b>        | <b>011-03-628</b>                                                                          |
| <b>Competition for</b>        | <b>The provision of Technical and Regulatory Consultancy Support for Gas Energy Safety</b> |
| <b>ID</b>                     | <b>011-03-628</b>                                                                          |
| <b>Tender Submission Date</b> | <b>By 12.00 noon on 31 July 2026</b>                                                       |

### Clarification Response Document Clarification Deadline: 17.00 on 14 July 2026

| # | Query                                                                                                                                                                                                                                                                                                                                                                                                                                                                | CRU Response                                                                                                                                                                                                                                                                                                                                                             |
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| 1 | <p>24/7 Emergency Response, Call Handling and Incident Investigation Requirements</p> <p>The specification refers to:</p> <ul style="list-style-type: none"> <li>"constant (i.e. 24/7) call handling for emergency response to gas incidents";</li> <li>"Provision of a call handling service 24/7";</li> <li>attendance at and investigation of upstream and downstream gas incidents; and</li> <li>provision of support to gas incident investigations.</li> </ul> | <p>To Clarify:</p> <p><b>Point 1</b> - "constant (i.e. 24/7) call handling for emergency response to gas incidents"; and <b>point 2</b> "Provision of a call handling service 24/7"; These are the same task described in alternate ways.</p> <p><b>Point 3</b> and <b>point 4</b> both of these descriptions fall under <i>Incident Investigation Requirements</i>.</p> |
| 2 | <p>To enable Tenderers to appropriately understand, resource and price this aspect of the Services, can the CRU please clarify:</p> <p>Is the expectation that the Contractor provides:</p> <ul style="list-style-type: none"> <li>a dedicated 24/7 call centre/call answering service;</li> <li>a technical on-call duty officer service;</li> <li>an incident escalation service; or</li> <li>a combination of the above?</li> </ul>                               | <p>To clarify -the expectation is that the Contractor provides a combination of point 2 and point 3.</p> <ul style="list-style-type: none"> <li>a technical on-call duty officer service.</li> <li>an incident escalation service.</li> </ul>                                                                                                                            |
| 3 | <p>What types of incidents are intended to fall within the scope of this service?</p>                                                                                                                                                                                                                                                                                                                                                                                | <p>All gas incidents requiring CRU investigation. Including upstream, downstream, Natural gas, CNG, LPG incidents.</p>                                                                                                                                                                                                                                                   |
| 4 | <p>Is the Contractor expected to support:</p> <ul style="list-style-type: none"> <li>all reported gas incidents;</li> <li>only incidents escalated by the CRU;</li> <li>only incidents requiring regulatory investigation; or</li> <li>major incidents only?</li> </ul>                                                                                                                                                                                              | <p>The Contractor is expected to support all gas incidents requiring CRU investigation, i.e. incidents escalated by the CRU, as requested.</p>                                                                                                                                                                                                                           |
| 5 | <p>Does the service include routine domestic gas leak reports and gas odour complaints, or is it limited to significant incidents (e.g. explosions, fires,</p>                                                                                                                                                                                                                                                                                                       | <p>The natural gas and LPG distributors handle routine complaints. The Contractor</p>                                                                                                                                                                                                                                                                                    |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | fatalities, major gas escapes, network incidents or other events requiring formal CRU oversight)?                                                                                                                                                                                                                                                                                                                                                                           | is expected to support all gas incidents requiring CRU investigation, as requested.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 6  | Under what circumstances is physical site attendance expected?                                                                                                                                                                                                                                                                                                                                                                                                              | In case of a gas incident, technical support will include attendance on site for the required period of time, where requested. Attendance on site as requested for audits, inspections and at the CRU office in Tallaght, Dublin 24, Ireland may be required occasionally i.e. to deliver training/ knowledge transfer or to discuss gas-related matters.                                                                                                                                                                                                                              |
| 7  | Is site attendance required for all incidents, or only where specifically requested by the CRU?                                                                                                                                                                                                                                                                                                                                                                             | In case of a gas incident, technical support will include attendance on site for the required period of time, where requested. Attendance on site as requested for audits, inspections and at the CRU office in Tallaght, Dublin 24, Ireland may be required occasionally i.e. to deliver training/ knowledge transfer or to discuss gas-related matters.                                                                                                                                                                                                                              |
| 8  | Can remote technical support be provided initially, with site attendance mobilised only where deemed necessary by the CRU?                                                                                                                                                                                                                                                                                                                                                  | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 9  | Are there any target response or mobilisation times applicable to: <ul style="list-style-type: none"> <li>• call answering;</li> <li>• technical support;</li> <li>• emergency response;</li> <li>• site attendance?</li> </ul>                                                                                                                                                                                                                                             | Target response or mobilisation times are covered in the KPI section of the RFT. In summary to address the four points the applicable answers are <ol style="list-style-type: none"> <li>1. Immediately.</li> <li>2. Resolution time to technical query within 5 working days.</li> <li>3. Investigation initiation time within 2 days.</li> <li>4. Investigation initiation time within 2 days.</li> </ol>                                                                                                                                                                            |
| 10 | Can the CRU provide historical information for the previous five years (where available) including: <ul style="list-style-type: none"> <li>• total number of incidents notified to the CRU;</li> <li>• number requiring contractor involvement;</li> <li>• number requiring site attendance;</li> <li>• number of major incident investigations;</li> <li>• number of incidents relating to natural gas, LPG, CNG and downstream gas installations respectively?</li> </ul> | Exact historical information cannot be provided. The following should address the query. <ul style="list-style-type: none"> <li>• Not all incidents notified require CRU investigation.</li> <li>• The terminology “<i>Major Incidents</i>” is not used. Reportable incidents are defined under Article 17(1) of the Gas (Amendment) Act 1987 (Section 2) (Distribution) Order 2003. Incidents are classified as Type A, Type B or Type C.</li> <li>• Over the past 5 years from Q3 2021 to end of Q2 2026 there was an average of <b>16 incidents per year</b>.</li> <li>•</li> </ul> |

|    |                                                                                                                                                                                                        | <b>Incidents By Fuel Source</b>                                                                                                                                                                                                         | <b>Percentage of incidents %</b> |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
|    |                                                                                                                                                                                                        | Natural Gas                                                                                                                                                                                                                             | 59                               |
|    |                                                                                                                                                                                                        | LPG                                                                                                                                                                                                                                     | 22                               |
|    |                                                                                                                                                                                                        | Other                                                                                                                                                                                                                                   | 19                               |
|    |                                                                                                                                                                                                        | <b>Incidents By Network</b>                                                                                                                                                                                                             | <b>Percentage of incidents %</b> |
|    |                                                                                                                                                                                                        | Downstream                                                                                                                                                                                                                              | 67                               |
|    |                                                                                                                                                                                                        | Distribution                                                                                                                                                                                                                            | 15                               |
|    |                                                                                                                                                                                                        | CNG                                                                                                                                                                                                                                     | 1                                |
|    |                                                                                                                                                                                                        | Transmission                                                                                                                                                                                                                            | 5                                |
|    |                                                                                                                                                                                                        | LPG - Distribution                                                                                                                                                                                                                      | 7                                |
|    |                                                                                                                                                                                                        | Other                                                                                                                                                                                                                                   | 5                                |
| 11 | Can the CRU provide the annual volume of calls and incident notifications handled under the current or previous arrangements?                                                                          | Over the past 5 years from Q3 2021 to end of Q2 2026 there was an average of 16 incidents per year.                                                                                                                                     |                                  |
| 12 | Please confirm whether the required 24/7 cover may be provided through an internal on-call rota comprising multiple suitably qualified staff, rather than by a single named individual.                | Yes                                                                                                                                                                                                                                     |                                  |
| 13 | Please confirm whether a Level 4 resource would be considered suitably qualified to provide the required 24/7 on-call emergency response cover.                                                        | Yes                                                                                                                                                                                                                                     |                                  |
| 14 | Please confirm whether the 24/7 support requirement is limited to telephone and remote support, or whether out-of-hours site attendance may also be required.                                          | The 24/7 support requirement is limited to telephone and remote support initially. Site attendance may be requested by the CRU at any time following an incident.                                                                       |                                  |
| 15 | Where out-of-hours support or site attendance is required, please confirm whether tenderers may apply an appropriate premium rate and/or a minimum four-hour call-out charge.                          | Call-out charges are not included in the contract.<br>In case of a gas incident, technical support will include attendance on site for the required period of time, where requested.                                                    |                                  |
| 16 | Please confirm whether the estimated annual number of days stated in the tender documents is indicative only and does not represent a guaranteed minimum volume of work.                               | The number of days does not represent a guaranteed minimum volume of work. However, it is based on the trend from the last three years and is an accurate estimate. Technical support is required for both scheduled and reactive work. |                                  |
| 17 | Please confirm whether travel time is expected to be included within the applicable daily rate or whether it may be charged separately where travel has been requested and approved in advance by CRU. | Travel time is expected to be included within the applicable daily rate.<br>For further information - See RFT Nature of the Services Required. Section 5(b) - Approach / Methodology to Service Delivery - Budget management.           |                                  |
| 18 | Please confirm whether the proposed Lead Advisor may also fulfil the role of a technical subject matter                                                                                                | Yes                                                                                                                                                                                                                                     |                                  |

|    |                                                                                                                                                                              |                                                                                                                                                                                    |
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|    | expert, where they have the appropriate qualifications and experience.                                                                                                       |                                                                                                                                                                                    |
| 19 | Please confirm whether CRU will provide the required quarterly reporting templates following contract award.                                                                 | Following the contract award CRU can provide the required quarterly reporting templates. If the Contractor has their own reporting templates, they can be considered at that time. |
| 20 | We respectfully request a two-week extension to the tender submission deadline.                                                                                              | No extension shall be provided.                                                                                                                                                    |
| 21 | Please confirm whether the 360 notional days for Level 4 are standard working days only, or whether they are intended to include any out-of-hours / 24/7 support requirement | The provision of Call handling 24/7 - this service is expected to be a monthly flat rate as outlined in the RFT.<br>Separate from any other resource requirement.                  |

**The Deadline for Clarifications: 14 July 2026**