

Tender for the provision of Provision of Managed Logistics and Transport Services at St Vincent's University Hospital (SVUH)

Reference: SVUH-26039

Issue Date: **24/07/2026**

Version: **V2.0**

Query and Response Schedule

Ref.	Query Date	Query	Response	Response Date
1	02/07/2026	Can you provide a copy of the previous award notice for this RFT	For Procurement: This requirement has not been advertised before – there is no previous award notice available.	
2	02/07/2026	Section 1.4 refers to a contract duration of 4 years. The Pricing Template in Appendix 2 Section 2 require pricing for Year 1 2 and 3. Can you clarify please.	For Procurement - please see clarification on behalf of SVUH below.	

3	02/07/2026	The Tenderer currently applies a variable monthly fuel surcharge which is based on the AA Fuel Price Index. As this is a variable figure and cannot be predicted, can we quote the costs excluding the Fuel surcharge. If not, we will specify the Fuel surcharge percentage rate utilised in our pricing table. Will the variable monthly Fuel surcharge be accepted throughout the duration of the contract?	Yes, variable monthly fuel surcharges will be accepted throughout the duration of a contract Surcharge should be indexed directly against an acceptable, independent public price index i.e. The AA Fuel Price index. Please quote base costs excluding the fuel surcharge. Also explicitly state that the fuel surcharges apply as an additional variable fee and to make pricing completely transparent give a clear specific formula (mechanism) that will be used monthly for fuel adjustments. The surcharges must be disclosed separately and transparently on monthly invoices.	
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4	02/07/2026	Section 2.3 of the RFT does not specify the size/carrying capacity of the vehicles required. Can you provide some more detail on this please	The preferred vehicle size should be equivalent to a Crafter Style High Roof or a 3.5-tonne box van/Luton van, providing sufficient internal height and load capacity for the safe transport of equipment and materials. Lot 1 – Medical Records Transport Vehicles must be able to carry 12–14 trolleys per load. The trolleys must be secured during transport to prevent movement, protect contents and maintain the confidentiality and integrity of the records throughout transportation. The primary load will comprise of medical records trolleys, each measuring approximately 975 mm (L) × 420 mm (W) × 980 mm (H). Lot 2 – General Transport Loads will vary in size and dimensions; however, the largest routine item to be transported will be a box pallet-style trolley measuring approximately 430 mm (W) × 860 mm (L) × 1,770 mm (H). Vehicles must be capable of accommodating and securing these items safely during transit. Vehicles should offer a spacious, enclosed cargo area with a minimum internal load height of approximately 2.0 metres.	
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5	02/07/2026	Appendix 1 Section 1 refers to "affiliated locations" and "satellite locations". Can you provide specific address details for these locations	SVUH currently operate at three satellite locations: Two units are located on the Elmpark Green site, approximately 1.2km away from the main campus. • Caritas, Merrion Road Dublin Road D04 KX 73 • Seamark Building Elmpark, Merrion Road, Dublin 4 D04 FY58 The hospital also has office space in the Merrion Centre located approximately 350 metres from the main campus. SVUH is part of the Dublin and Southeast Health Region, therefore has close working ties with a number of HSE sites, Nursing homes and services across the greater South Dublin region. i.e. St Michael's Hospital, Dun Laoghaire, A96 P902 and St Colmcille's Hospital, Loughlin town D18 V9K1 It is envisaged that the majority of transport requests will be between the hospital and the Elmpark Green locations. However, the hospital wishes to retain the option to request ad hoc deliveries to other locations as and the need arises.	
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6	02/07/2026	Section 2.2 refers to a requirement to have staff Garda vetted - Can you clarify the reasons for this requirement please	For Procurement: According to HSE HR Circular 012/2018, non-employees (such as independent contractors), must be vetted when they carry “any work or activity [...] a necessary and regular part of which consists mainly of the person having access to, or contact with, vulnerable persons in [...] (b) any hospital or care centre which receives, treats or otherwise which provides services to vulnerable persons.” In this case, the successful contractor will carry work, sometimes unsupervised by SVUH staff, in areas where they might encounter vulnerable persons. This is due to the nature of the site and the conditions of the work to be carried out under any resulting contract. Please note that vetting is required only for any successful tenderer, after the award of any contract, and only for staff who will be assigned on the site with regular presence.	
7	06/07/2026	Dedicated vehicle requirement: The RFT states that a minimum of two dedicated vans must be assigned exclusively to the service. Can you please confirm whether this means two dedicated vans across both lots combined, or two dedicated vans per lot?	One dedicated vehicle is required per lot. Each lot is independent of the other and has distinct workload requirements and delivery schedules. Therefore, each lot shall be treated as a separate service with its own dedicated routes and requirements.	
8	06/07/2026	Vehicle type and size: Can you please confirm the preferred vehicle type for each lot? For example, would Caddy vans or small vans be acceptable for the daily scheduled service, provided they are fully enclosed, lockable, weather-proof and GPS tracked, or are larger vans required?	A caddy van will not meet the service requirements. See point 4	

9	06/07/2026	Tail lift requirement: The RFT states that vehicles must be equipped with tail lifts to suit the specified transport requirements. Can you please confirm whether tail lifts are required for all dedicated vehicles, or only for certain movements under Lot 2 where larger goods, equipment or heavier items are being transported?	All vehicles are required to be fitted with tail lifts to ensure the safe and efficient loading / unloading of goods and supplies. Majority of deliveries will involve items that are heavy and bulky. Lot 1 – Consists mainly of trolleys full of Medical Record files. Lot 2 –Mix of goods and supplies including bulky equipment & trolleys	
10	06/07/2026	Delivery locations: Can you please provide a full list of the SVUH locations, satellite sites and affiliated locations covered under Lot 1 and Lot 2, including addresses where available?	Same as above	
11	06/07/2026	Daily schedule and volumes: Can you please provide the current or expected daily schedule for each lot, including the number of scheduled runs, approximate volumes, peak times and any critical delivery windows?	Each lot is independent of the other and has distinct workload requirements and delivery schedules. Lot 1 – Primarily consists of transporting full trolleys of Medical Record files between locations across the main hospital campus. Majority of runs operate at full capacity, whilst there are some slight peaks during early morning and midafternoon overall the workload is consistent and predictable. Scheduled rest and lunch breaks have been considered when determining the service requirements and incorporated within the daily operating hours. Lot 2 –This lot will support a new satellite clinical service and will require a combination of scheduled and ad hoc responsive requirements. As the service developed the exact requirements are expected to evolve. However, the service is anticipated to be busy and requires a flexible and responsive transport solution. Scheduled rest and lunch breaks have been considered when determining the service requirements and incorporated within the daily operating hours.	

12	06/07/2026	Urgent and ad hoc requests: The RFT refers to critical clinical deliveries within 30 minutes and priority deliveries within 1 hour. Can you please confirm whether these response times apply from the time of booking to collection, or from collection to delivery?	The timelines proposed cover collection to delivery periods. The 30 minute and 1-hour timeframes specifically relates to transport requests between locations specified in clarification 5 (SVUH Campus and Elmpark Green. Reasonable adjustments to delivery timeframes shall be permitted where deliveries are requested outside of these locations and adjustments will allow for additional travel distance, prevailing traffic conditions and other operational factors. Note it is envisaged that the majority of transport requests for lot 1 will be solely at the SVUH campus, while lot 2 requests will primarily be between the SVUH campus and the Elmpark Green locations. However, the hospital wishes to retain the option to request ad hoc deliveries to other locations when the need arises.	
13	21/07/2026	We note a potential inconsistency between the pricing provisions set out in the RFT. Section 2.10.6 states that prices may be increased or decreased on the first anniversary of the Effective Date and on subsequent anniversaries in line with the CSO Consumer Price Index (Transport Component). However, Appendix 2 (Pricing Schedule) states that prices quoted must remain firm and fixed for the initial thirty-six (36) months of the contract. Could the Contracting Authority please clarify which provision will apply for the contract term: Prices remain fixed for the initial 36-month contract period with any adjustment only applicable during an extension period; or Prices may be adjusted annually from the first anniversary of the Effective Date in accordance with Section 2.10.6.	Answer is in item 2.10.6- Pricing	

14	21/07/2026	Can the vehicles be left securely overnight on site at SVUH	Yes, the vehicle may remain on site overnight. However, for safety and security reasons, no materials, tools, equipment, or other contents should be left in the vehicle or vehicle body outside of working hours. The Contractor must ensure that the vehicle is left empty at the end of each working day.	
15	21/07/2026	For Lot 1 and 2, you requested “Hourly rate for transport services outside 07:00-19:00 or on weekends”. Can you please confirm if this is for services based on Lot 1 or 2 service provision or separate general ad hoc courier requests?	This rate would apply solely to transport requirements arising in exceptional or emergency circumstances. The hospital does not anticipate requiring services outside the standard contracted operating hours under normal conditions. Any such out of hours transport requests would occur only in genuine emergency situations and would be arranged in advance with the contractor, subject to mutual agreement. This provision would be intended primarily to apply to the transport requirements under Lots 1 and 2. However, the hospital may, from time to time, identify ad hoc transport requirements outside the contracted operating hours. Any such requirements would be offered to the contractor on a case-by-case basis, subject to mutual agreement and the contractor's availability.	

16	22/07/2026	Could you please confirm the operating hours for Lot 1? We noted that these may be either 7:00am–5:00pm or 7:30am–5:00pm, and we would like to ensure we have the correct information. Would it be possible for us to leave one or more vehicles on site during the contract? Would drivers have access to free parking on the SVUH campus while carrying out the service? Could you please confirm the entrance clearance height for the underground car park/Seamark Building? We noted two possible heights during the visit (3.3m and 3.5m) and would appreciate confirmation of the correct clearance.	Operating Times for Lot 1 confirmed as 07.30 to 17.00 Vehicle Parking Policy: Only the one assigned vehicle per lot may remain on site overnight. Due to limited parking availability, no additional vehicles, other than the two vehicles assigned to Lots 1 and 2, can be accommodated on site. In exceptional circumstances, a temporary allowance may be granted, for example, if a vehicle is undergoing servicing, CRVT, or other essential maintenance. Any such arrangement must be agreed in advance with hospital management and will be considered on a case-by-case basis. Hospital parking policy requires all employees and contractors to pay for parking on site. As on-site parking is extremely limited, spaces are allocated on a first come, first served basis, and cannot be guaranteed. To support operatives who are permanently based on site for the duration of this contract, free off-site parking will be provided for operatives' personal vehicles. The hospitals current designated off-site parking area is approximately a 5-minute walk from the hospital campus. The hospital is also conveniently located close to a number of public transport links. Entrance Clearance is 3.5mtr to the Seamark underground carpark for deliveries and collections	
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Clarification on behalf of SVUH:

Please note that the main RFT document i.e. “SVUH-26039 Request for Tenders - Provision of Managed Logistics and Transport Services SVUH_final” has been replaced by “SVUH-26039 Request for Tenders - Provision of Managed Logistics and Transport Services SVUH_final_06.07.2026” to account for corrections of the following oversights:

- **1.4 of RFT** now reads as “Any contract that may result from this Competition (the “Services Contract”) will be issued for a term of three (3) years (“the Term”).”
- **1.6 of RFT:** numerical/typographic errors in 1.6 RFT have been corrected.
- **2.20.1 of RFT:** a typographic error in the provided email address has been corrected.
- **2.21.1 of RFT:** a the requirement for product liability insurance has been removed.



