



Volume 4 Service Requirements

Single Party Framework Agreement for the Provision of Design & Project Management Services for proposed Office Fit-out for the National Treatment Purchase Fund

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1. Design Team/Project Management Services

1.1 Contracting Authority

The National Treatment Purchase Fund is an independent, statutory organisation, established by Statutory Instrument S.I. No. 179 of 2004 – The National Treatment Purchase Fund Board (Establishment) Order, 2004.

Its key functions are:

- Arranging for the provision of hospital treatment to classes of persons determined by the Minister;
- Collecting, collating and validating information on persons waiting for public hospital treatment;
- Agreeing pricing arrangements with private & voluntary nursing homes under the Nursing Homes Support Scheme
- Furnishing advice to the Minister for Health on related issues
- Performing any other function assigned by the Minister for Health, since July 2012 this includes responsibility for the publication of outpatient waiting lists

In carrying out its functions, the NTPF works closely with the Department of Health, the HSE, acute public hospitals, private hospitals and private nursing homes across the health system.

The NTPF currently collects and collates information in respect of the Inpatient, Day Case, Planned Procedure (IDPP) and Outpatient (OP) Waiting Lists.

The NTPF is the designated body pursuant to Section 40 of the Nursing Home Support Scheme Act (2009) authorised to negotiate with proprietors of registered nursing homes to reach agreement in relation to the maximum price(s) that will be charged for the provision of long-term residential care services to Nursing Homes Support Scheme residents.

More details on the National Treatment Purchase Fund and its functions are available on the National Treatment Purchase Funds website www.ntpf.ie. Copies of Irish legislation are available from the Government Publications Office in Dublin, or on the internet website, www.irishstatutebook.ie.

1.2 Project Title

Single Party Framework Agreement for the Provision of Design & Project Management Services for the proposed Office Fit-out for the NTPF.

1.3 Competition Overview

The Contracting Authority is seeking to secure the services of suitably qualified and experienced service provider to provide Design & Project Management Services for the proposed new Office Fit-out.

The list of service elements forming the Services are indicative only, are not exhaustive and are subject to change

The Design Team/Project Manager will be appointed by way of a Single Party Framework Agreement for a period of 4 years with an estimated maximum value over the lifetime of the framework of €600,000 (excl. VAT). It is emphasised, however, that this figure is provided strictly for indicative purposes only as there is no guaranteed expenditure under the agreement.

The Contracting Authority envisages that the initial contract will be for a period of 18 months. The term of the framework agreement referred to above will cover future requirements that might require the re-configuration of the office space to accommodate increases in staff numbers.

For the avoidance of doubt, the period for delivery of any contracts awarded under the framework may extend beyond the date of expiry of the framework agreement.

The establishment of the framework agreement is subject to the provisions of Directive 2014/24/EU and is being awarded using the open procedure.

Further contracts to be awarded under this framework will be done so by way of call off contract to the successful framework member.

If for any reason it is not possible to conclude a framework agreement with the tenderer invited, or if having concluded that framework agreement the Contracting Authority decides to terminate the appointment of the framework member, the Contracting Authority reserves the right to admit the next highest scoring tenderer(s) to that framework agreement on the basis of the same terms and as tendered by that party at any time during the tender validity period. This shall be without prejudice to the right of the contracting authority to cancel this competitive process and/or initiate a new contract/framework award procedure at its sole discretion.

In addition, the Contracting Authority reserves the right to review the suitability of the successful tenderer prior to the conclusion of the framework agreement and/or prior to the award of a call off contract under this framework agreement to ensure that there has been no material change to the standing of that tenderer.

The award of contract(s) under the framework agreement is subject to available funding.

2. Fit Out of NTPF Offices

2.1 Contract Management

The Contracting Authority requires tenderers to nominate a dedicated contract manager who will act as the main point of contact for the duration of the contract. This person shall have the authority to deal with all matters in relation to contracts and be responsible for the satisfactory delivery of the supplies/services required. The duties of the contract manager will include the following:

- Overall responsibility for a good working relationship with the Contracting Authority;
- Provide regular reports on performance as agreed with the Contracting Authority;
- Meet as and when required to review and examine performance;
- Deal with disputes, complaints or concerns that cannot be adequately resolved;
- Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general and providing suggestions for improvement and cost savings.

It is assumed that the Account Manager will act as Design Team Leader and will be responsible for coordinating the activity of the Integrated Design Team and is also the main consultant for the design and project management work.

NOTE: Tenderers will note that contract management activities will be non-billable.

2.2 Background

On the 5th of July 2022, The Minister for Transport Eamon Ryan announced he had secured agreement from Cabinet to move forward with the transformative MetroLink rail project.

One of the primary city centre stations for MetroLink is Tara Street and the development of the Tara Street Station will necessitate the demolition of Ashford House. Transport Infrastructure Ireland (TII) will apply for Railway Orders (compulsory purchase orders) through An Coimisiún Pleanála to purchase various buildings and property required for the project. An Coimisiún Pleanála made the Railway Order for the MetroLink project, entitled Metrolink - Estuary to Charlemont via Dublin Airport, on 30 September 2025 (the RO).

The RO became operational on 12 January 2026, in accordance with section 43(4) of the Transport (Railway Infrastructure) Act 2001. At some point the NTPF will be served with a Notice to Treat, seeking to acquire our interest in Ashford House.

2.3 Current Arrangements

The NTPF has occupied the 5th and 6th floors of Ashford House since 2006. In total the floor space comprises of 935 sq. m (10,064 sq. ft).

As the office space is split over two floors it leads to challenges in terms of layout, collaboration and use of space.

The NTPF currently employs 105 direct and contract staff (40 in 2017) and has a budget of €200m for 2026.

The NTPF introduced a Blended Working Policy based on the Blended Working Policy Framework for Civil Service Organisations (published 31 March 2022). The introduction of blended working and hot-desking has supported attendance in the office, but it is not possible to accommodate all staff in the office daily with the current layout.

Increasing staff numbers has also led to increased pressure on the availability of meeting rooms for both staff use, training requirements and meeting with other stakeholders such as health officials and service providers.

2.4 Project Introduction

This project will comprise a high-end interior design and commercial office fit-out for the NTPF at an office space to be determined.

The NTPF has begun the process of identifying suitable office space that will meet all of its requirements. The NTPF is looking at available office space across the Dublin Central Business District with a minimum Category A fitout. The NTPF will then need to fitout the offices to a good modern office standard.

It is also possible that office space may be identified that is a viable turn-key option so the volume of work that may be required under this contract is totally dependent on the office space shortlisted. Turn key options may still require some re-design but of a limited nature.

In contrast to a turn key option, the objective may be to transform the shell-and-core or Category A space into a fully functional, high-performance, and brand-aligned workplace.

The successful tenderer may be required to carry out initial space planning assessment on a number of shortlisted offices to determine suitability.

The NTPF is currently identifying suitable office space in the Dublin Central Business District. All offices are rated BER A3 and above. Category A, B and fully fitted spaces are being considered. Options considered are between 12,000 to 15,000 square feet and preferably on a single floor.

2.5 Strategic Design Objectives

Brand Expression: Incorporate NTPF's unique brand identity into the physical space through a balanced palette and signature environmental graphics.

Workplace Agility: Create a hybrid-ready layout featuring a mix of dedicated unassigned desks, bespoke joinery, collaborative focus areas, and sound-insulated meeting rooms.

Wellness & Sustainability: Prioritize biophilic elements, sustainable material procurement, dynamic lighting control, and high acoustic performance

2.6 Safety, Health & Welfare

The Design Team Lead will be responsible for and shall address all issues related to health and safety that may be associated with the design and works and shall perform its duties in accordance with the Safety, Health and Welfare at Work Act 2005 and the Safety, Health and Welfare at Work (Construction) Regulations 2013.

2.7 Building Control (Amendment) Regulations 2014

The Design Team will ensure all design and building works will be appropriately certified under the Building Control (Amendment) Regulations 2014.

All required Pre-Construction, Post Construction and Ancillary Certification will be the responsibility of the Design Team on behalf of the NTPF.

The Design Team Lead has ultimate responsibility for ensuring all required certification is in place and compliant with the Building Control (Amendment) Regulations 2014.

3. Scope of Services

The NTPF is seeking to secure the services of a suitably qualified and experienced provider that can provide all design elements of the service requirements. The in-house team will provide all Design, Contract Administration, Procurement of Building Contractor, Cost Control, Health & Safety, Statutory Advice and overall Project Management Services.

The scope of services that may be required is outlined below under the following areas:

- Overall Responsibilities
 - Prepare and deliver a full fit out design for NTPF new offices
 - Lead the coordination and communication between all project stakeholders, including the fit-out contractors, suppliers, and the Contracting Authority's representatives.
 - Ensure that the fit-out is completed on time and within the allocated budget.
 - Provide regular updates to the Contracting Authority on the progress of the fit-out, highlighting any risks or issues that may affect the timeline, cost, or quality.
 - Manage project risks and identify mitigation strategies to address potential delays or challenges.
 - Prepare a project budget and manage costs and budget throughout project
 - Ensure compliance with all relevant regulations, codes, and safety standards throughout the fit-out process.
 - Advise on project best practices to maintain quality and avoid unnecessary costs.
- 'Space Planning'
 - Assessment on a number of shortlisted offices to determine suitability
 - Design of the office layout, including workstations, meeting rooms, break areas and collaboration zones as typical in a modern office design setting to include but not limited to:
 - Approximately 80 workstations
 - Approximately 12 variable sized meeting areas ranging in size from single person to 6 person multiple person
 - 8x cellular offices
 - One 24 person boardroom that can split into 2x 12 person rooms
 - 1x Comms room
 - 1x IT Lab
 - 1x printer/stationary area
 - Canteen to seat 30 staff
 - Consideration for workflow, employee interaction and public private space
- Architecture and Design
 - General advice on the need to obtain planning permission, if appropriate, to comply with Building Regulations and with other statutory requirements
 - Engage with employees and management in the planning process to understand their needs and preferences.
 - Interior design services including aesthetics, colours, materials and finishes.
 - Architectural services for structural changes if necessary
 - Draft and agree proposals for the design & layout of office space in line with NTPF requirements
 - 3D modelling and rendering to visualise the space
- Procurement of Contractor

- Drafting all tender documents and specification of works including schedule of works and pricing requirements for office fit out.
- All disciplines to provide necessary information required for published tender documents
- Evaluation of tenders received, including with other consultants from the design team.
- Production of notification letters and tender report and any other documentation required for approval by the Contracting Authority.
- Declare any Conflicts of Interest in the procurement of contractors.
- Advise on the appointment of the contractor and on the responsibilities of the parties under the building contract.
- Prepare the building contract and arrange for it to be signed and ensure Contractors statutory documentation is in compliance with national legislation and Building Regulations in place.
- **Timeline and Project Management**
 - Create a timeline for the project from planning to completion
 - Contract Management – the nominated lead will manage all members of the Integrated Design Team, contractors and suppliers for the fit-out work
 - Project Manage on behalf of NTPF throughout the design, build/fitout and sign off on the project to include site visits to inspect the progress and quality of the works and to determine that they are being executed generally in accordance with the contract documents.
- **Budget Planning**
 - Establish a clear budget that includes costs estimates for design, materials, furnishings and labour.
 - Monitor expenses throughout the fit-out process to stay within budget.
- **Sustainability**
 - Ensure the design meets all sustainability requirements, a minimum BER A3 standard etc
 - Use sustainable materials and finishes in the fit-out process.
 - Implement energy saving measures such as LED lighting energy-efficient appliances.
- **Accessibility**
 - Ensure compliance with National Guidelines and Regulations for accessibility including ample space for wheelchair users.
- **Final inspection and Sign off**
 - Final inspection and sign off that the works have been completed satisfactorily in accordance with the contract.

The above list of service elements forming the Services are indicative only, are not exhaustive and are subject to change.

3.1 Team Disciplines

The design team services will cover the following disciplines:

a) Architectural Services

The Architect shall provide all of the professional architectural services as necessary to comply with the Client instructions and to ensure a satisfactory completion of the Project. The Architect shall act as Employers Representative, Assigned Certifier and Design Certifier.

b) Quantity Surveying Services

The Quantity Surveyor shall provide all of the professional quantity surveying services as necessary to comply with the Client instructions and to ensure a satisfactory completion of the Project. The Quantity Surveyor shall engage directly with and act on behalf of the client to ensure accurate cost planning and on-going monitoring of expenditure to ensure that the project is executed within the approved budget.

c) Civil & Structural Engineering Services

The Civil/Structural Engineer shall provide all of the professional engineering services as necessary to comply with the Client instructions and to ensure a satisfactory completion of the Project.

d) Mechanical & Electrical Engineering Services

The Mechanical and Electrical Engineer shall provide all of the professional engineering services as necessary to comply with the Client instructions and to ensure a satisfactory completion of the Project.

e) Fire Safety Consultant

The Fire Safety Consultant shall provide all of the professional consultancy services as necessary to comply with the Client instructions and to ensure a satisfactory completion of the Project. (Please note this role can be performed by other disciplines).

f) Project Supervisor for the Design Process

The Project Supervisor for the Design Process shall provide all of the professional PSDP services as necessary to comply with the Client instructions and to ensure a satisfactory completion of the Project, and in accordance with the Safety, Health and Welfare at Work (Construction) Regulations 2013.

g) Acoustic Consultant

The Acoustic Consultant shall provide all of the professional consultancy services as necessary to comply with the Client instructions and to ensure a satisfactory completion of the Project.

The Design Team will be responsible for providing all construction-related technical advice and design services to the Client. The Consultant will be required to project manage all required services to final sign off of the project.

This is not an exhaustive list; other professional expertise may be required depending on the office identified and the final design concept.

3.2 CWMF Stages

Stage (i) Design, Space Planning & Strategy – 1 Month

- Workplace Strategy: Conduct team utilization workshops to map workflow profiles and technical space requirements including spatial planning/zoning, storage and employee well-being considerations
- Concept Design: Deliver 3D visual renders, mood boards, and material sample boards reflecting the design narrative and to assist with approval of products for the fit-out.
- Representing the Contracting Authority's interests with all relevant stakeholders throughout the complete project including design and construction stages.
- Designing the fit-out, including key operational requirements, budget, and timeline.
- Assisting with development of the baseline project budget.
- Confirm the fit-out strategy and ensure alignment with Contracting Authority's logistical needs and operational goals.
- Establishment and management of risk register to manage and mitigate risk throughout the project
- Communications with the Contracting Authority and all relevant stakeholders
- Preparing cost reports as required.
- Providing monthly updates, by way or reports as required by the Contracting Authority

Stage (ii) Detailed Design – 1 Month

- Coordinate the architectural, structural, mechanical, electrical, fire safety, ICT, and other specialist design requirements to deliver a fully integrated and coordinated fit-out design.
- Finalise space plans, partitioning layouts, reflected ceiling plans (RCP), MEP (Mechanical, Electrical, Plumbing) adjustments, bespoke joinery details and all other design requirements.
- Ensure that the design incorporates all necessary functional, safety, and regulatory standards.
- Manage all local building control submissions, fire safety certificates, and accessibility compliance.
- Manage and coordinate the design team to ensure that the design of the fit-out meets the Contracting Authority's functional and operational needs.
- Schedule regular meetings with the design team, Contracting Authority's stakeholders, and other relevant parties to review progress, address concerns, and ensure clarity on requirements.
- Responsibility for ensuring the design is delivered on time and on budget in accordance with the programme and budget agreed with the Contracting Authority at inception of the project.
- Develop tender documentation, including drawings, specifications, schedules, and cost information, while monitoring the design against the approved budget and programme to ensure the project is ready for procurement and delivery.
- Managing programme and risk throughout all stages of the Project
- Cost control and reporting throughout design development

- Leading and managing the integrated design team on behalf of the Contracting Authority including ensuring the correct co-ordination of team to ensure the overall project performance expectations are met.
- Communications with the Contracting Authority and all relevant stakeholders
- Providing monthly updates, by way or reports, as required by the Contracting Authority

Stage (iii) – Tender Action, Evaluation and Award – Procurement of Fit Out Contractors – 2 Months

- Design Team Lead and Project Management including time, programme and risk management, cost control and management of design team during procurement of Works Contractor.
- Manage the procurement process for contractors and suppliers required for the fit-out, including tendering, evaluation, and appointment.
- Carry out evaluation and selection of contractors based on technical capability, experience, and cost competitiveness.
- Prepare notification letters, tender report and any/all documentation required for the Contracting Authority's approval.
- Develop and manage the process to ensure favourable terms for the Contracting Authority.
- Prepare and review contracts for the fit-out works, ensuring they reflect the project scope and requirements.
- Managing programme and risk throughout the stage
- Cost control and reporting and ensuring works are awarded within budget requirements
- Communications with the Contracting Authority and all relevant stakeholders
- Providing monthly updates, by way or reports as required by the Contracting Authority

Stage (iv) – Fit Out and Construction Works – 8 Months

- Responsibility for ensuring construction is delivered on time and on budget in accordance with the programme and budget agreed with DCC at inception of the project. This should take into account the full appraisal which will be completed prior to project start.
- Serve as the primary point of contact between the design team, contractors, suppliers, and the Contracting Authority, facilitating communication and decision-making.
- Conduct regular site visits to monitor progress, identify any potential issues, and ensure adherence to safety protocols and regulations.
- Manage the resolution of any design or construction-related issues, ensuring that changes are documented, authorised, and managed effectively.
- Monitor and approve contractor invoices, ensuring they align with the work completed and the project's budget.
- Ensure that any changes or variations to the fit-out scope are properly documented and managed to minimize cost or schedule impacts.
- Programme and risk management throughout
- Cost control and management of overall project budget
- Communications with the Contracting Authority and all relevant stakeholders
- Providing weekly updates, by way of reports, as required by the Contracting Authority

Stage (v) – Handover – 1 Month

- Manage partial completion period until final handover
- Prior to practical completion, complete comprehensive snag lists to ensure that a high quality of finish has been achieved.
- Obtain Certification of the Works from all Sub-Consultants, from the Main Contractor and from all appropriate Sub-contractors and Specialist Suppliers if required.
- Ensure that all systems and elements of the fit-out are fully commissioned and operational, meeting the Contracting Authority's requirements.
- Coordinate the handover process, ensuring that the Contracting Authority receives all necessary documentation, including warranties, manuals, and as-built drawings.
- Ensure that the new office building is ready for occupancy and operational use on time, addressing any outstanding issues prior to handover.
- Organise a final inspection to ensure that all work is complete to the agreed specifications and quality.
- Responsibility to ensure handover is delivered on time.
- Responsibility for compilation of safety file, operations manuals etc and any other relevant information that the stadium operator may require.
- Communications with the Contracting Authority and all relevant stakeholders
- Providing weekly updates, by way of reports as required by the Contracting Authority
- Prepare a routine maintenance plan for the space, including a design for safe maintenance of spaces.
- At the project completion submit as built drawings and maintenance manuals.

Note: Tenderers should note that the extent of work listed above is totally dependent on the final office space identified and subject to a lease agreement being executed.

3.3 Deliverables/Expected Outcomes

- Fit-out brief and approved project plan.
- Design approval at key stages, including concept design, detailed design, and construction documentation.
- Procurement documentation, including contractor evaluation and all related reports.
- Regular progress reports and updates to the Contracting Authority and/or stakeholders.
- Ensure that the fit-out project is completed within the approved budget, closely monitoring costs throughout the project.
- Review and approve cost estimates at key stages and flag any potential budgetary concerns early in the process.
- Advise the Contracting Authority on cost-control measures and recommend adjustments if necessary to stay within budget.
- Final project completion report and lessons learned post-completion.
- Administration of the building contract after Practical Completion and making final inspections.

3.4 Reporting Structure

- The Design team lead/Project Manager will report directly to the Contracting Authority's designated project sponsor or steering committee, providing regular updates on the project's progress, risks, issues, and budget status.

- Key progress reports will be provided at regular intervals to ensure transparency and accountability.

3.5 Timelines and Milestones

- Project initiation and fit-out brief finalisation: Timeline to be agreed with the successful tenderer
- Design finalisation and contractor procurement: Timeline to be agreed with the successful tenderer
- Commencement of fit-out works: Timeline to be agreed with the successful tenderer
- Fit-out completion and commissioning: Timeline to be agreed with the successful tenderer
- Final handover and operational readiness: Timeline to be agreed with the successful tenderer

4. MEETINGS & REPORTS

4.1 Meetings

The Project Manager/Cost Consultant will be required to attend and follow up meetings throughout the Contract. The Client and the Project Architect will also be in attendance.

Stage (i) Design, Space Planning & Strategy

- Weekly meeting with Contracting Authority or additional as needed
- Monthly progress reports to Contracting Authority or additional as needed

Stage (ii) Detailed Design

- Weekly meeting with design team and Contracting Authority or additional as needed
- Monthly progress reports to Contracting Authority or additional as needed

Stage (iii) – Tender Action, Evaluation and Award – procurement of fit out contractors

- Weekly meeting with design team and Contracting Authority or additional as needed
- Monthly progress reports to Contracting Authority or additional as needed

Stage (iv) Fit-Out & Construction Works

- Weekly meeting with design team and Contracting Authority or additional as needed
- Weekly progress reports to Contracting Authority or additional as needed

Stage (iv) Handover

- Weekly meeting and reports or additional as needed.
- Final handover report