



INSTRUCTION TO TENDERERS

Design, Manufacture, Supply and Delivery of Heritage Trail Signs in the Phoenix Park

Instruction to Tenderers (ITT) Design, Manufacture, Supply and Delivery of Heritage Trail Signs for the Phoenix Park (2026)	
Key Information:	
Issue Date	12:00 PM Noon on Friday 18 / 09 / 2026
Closing Date for Submission	12:00 PM Noon on Friday 16 / 10 / 2026
Contact for Queries	eTenders
Close Date for Queries	5:00 PM Friday 02 / 10 / 2026
Format for submission of tender -	Quotation Response Document uploaded to eTenders



OPW

Oifig na
nOibreacha Poiblí
Office of Public Works

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**OPW**Oifig na
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About the Contracting Authority

The Office of Public Works (OPW) is a service organisation. Our ethos is to be client focused, to ensure timely delivery of services and to provide value for money. Our remit covers two main areas: Estate Portfolio Management (including Heritage Services) and Flood Risk Management (all areas are supported by Corporate Services).

The mission of the OPW is to use our experience and expertise in our mandated areas of operation to provide innovation, effective and sustainable shared services to the public and our clients.

Further detail regarding the OPW and its activities is available online at www.opw.ie. Throughout this document, the OPW shall henceforth be referred to as 'the Contracting Authority'.

Scope of Requirements

For background to Phoenix Park and additional general site information, please access <https://www.phoenixpark.ie/>.

The Phoenix Park attracts over ten million visitors each year. The Office of Public Works wishes to invite interested parties to submit a tender to upgrade the visitor experience via the design, manufacture and supply of interpretative heritage trail signage for in the Phoenix Park, Dublin.

This project seeks to improve the visitor experience by restoring historic signs and providing detailed historical information at major landmarks, encouraging guests to stay longer and engage with the park's unique past. The key objective of this project is the delivery of a high-quality signage strategy with a bespoke element which will enhance the visitor experience in the Phoenix Park.

The contractor shall be required to:

1. Design, manufacture and supply of 50 No. bespoke Heritage Trail signs in the Phoenix Park.
2. Partake of 2 No. in person Workshop Meetings on-site at the Phoenix Park, Dublin with OPW staff.

The appointed contractor must complete the works by the end of Q1 2027.



Specification of Requirements

Please refer the following documents:

- INSTRUCTION TO TENDERERS (ITT) Design, Manufacture, Supply and Delivery of Heritage Trail Signs in the Phoenix Park (this document).
- Appendix 1 – Quotation Response Document.

Tenders are sought for:

1. The design, manufacture and supply of 50 No. bespoke replacement Heritage Trail signs for the Phoenix Park, Dublin.
2. Partaking in 2 No. in person Workshop Meetings on-site at the Phoenix Park, Dublin with OPW staff.

Specifications for the bespoke Heritage Trail signage for the Phoenix Park

Design, manufacture and supply of signage.

The OPW is tendering for the design, manufacture and supply of 50 No. bespoke replacement Heritage Trail signs for the Phoenix Park, Dublin.

The design of the new replacement signs must be similar to the existing, except that the entire unit should be one single entity and inherently vandal-proof, robust and be complimentary to its surrounding outdoor setting in a National Historic Park.

In the original design, the heritage Plaque was bolted onto the pole plinth base support, and this bolted panel frame facilitated the removal of the plaque via vandalism. The contracting authority are now specifying for one fixed singular unit entity, so that it cannot be taken away (vandalised) in components.



**Total height of unit = c.
1.2 meters**



Information Panel: c.
50 cm width x 30 cm
length

Plinth: c. 90
cm height x
20 cm width

Base: c. 35 cm
width x 10 cm
height

Figure 1: Exampe of current heritage trail sign in the Phoenix Park.

It is mandatory that each heritage sign shall conform to the following particulars:

1. Contain the current OPW corporate brand logo as outlined in the attached document: 'OPW Brand Guidelines, Social Media'.
2. Be in keeping with and similar to the existing heritage trail signs in the Phoenix Park, which it is to replace in terms of its overall decorative style and layout.
3. To enhance its longevity and durability, the single unit structure for each sign is to be of Marine Grade, Galvanised and Powder Coated in a smooth gloss finish in a black RAL Colour (all RAL colours are subject to final approval by Phoenix Park Management). Note that the interpretive panel must have a matte (non-glare) finish so that the text and image can be viewed with ease.
4. Contain the name in both Irish and English of the specific location. As such, the sign must conform to the Official Languages Act 2003. The Office of Public Works shall provide this text.
5. Contain a short textual description in both Irish and English of the specific Heritage Site. The Office of Public Works shall provide this text.
6. Contain a high-quality resolution image (minimum of 300 DPI (dots per inch)) of the appropriate Sheila Duff illustration for the specific location. The Office of Public Works shall provide these images.



It is a requirement that each sign is:

1. Containing no sharp edges.
2. Highly durable & robust (Marine Grade, Galvanised and Powder Coated).
3. Easy to clean & maintain.
4. Using materials that are appropriate to the outdoor setting of a National Historic Park.

Accessible Access

The design and manufacture of the Interpretive heritage information signage shall be aligned to the principles as stated in Section 29 of the Disability Act 2005, insofar that the signage is accessible to people with disabilities and can be viewed by them with ease and dignity while being designed in a manner that complements the character of the heritage site.

It is a requirement that each sign is designed and manufactured to include the following recommendations from the National Disability Authority, Code of Practice on Accessible Heritage Sites:

1. The design and manufacture of interpretive panels at appropriate angles and heights with the correct script and the necessary contrast between text and background;
2. The provision of text in large sans serif font set in good visual contrast to a matte (non-glare) background on the interpretive panel (or to be agreed with Phoenix Park Management).

Carrying out the Works

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 dedicated contract manager shall include the following:

1. Overall responsibility for a good working relationship with the Contracting Authority.



2. Provide regular reports on performance as agreed with the Contracting Authority.
3. Meet as and when required to review and examine performance.
4. Deal with disputes, complaints or concerns that cannot be adequately resolved.
5. Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general and providing suggestions for improvement and cost savings.

One contract will be awarded for all of the proposed works. The Contractor cannot sublet or make over any part of this agreement without the consent of the OPWs Representative. Where sub-contractors are allowed, with the prior consent of the OPWs Representative, the Contractor (main Contractor) must ensure that any sub-contractor complies with the conditions and specifications of the contract. Sub-contractors where agreed in advance must comply with all the requirements / specifications of the contract.

Workshop Meetings

- As part of this contract, the tenderer shall price for and hold 2 No. in person Workshop Meetings on-site at the Phoenix Park, Dublin, with OPW staff as part of the Design Stage, to be held at the following address:

Office of Public Works,

Superintendent's Office, Whitefields, Phoenix Park, Dublin, D08 KDC4.

Review of Performance

- A quality service is required under this contract. Therefore, performance will be continually monitored over the term of the contract. Quality of product, delivery and after sales will be the key components monitored over the life of the contract.

Delivery Address

- The completed heritage signage shall be delivered to the following address:

Office of Public Works

Superintendent's Office, Whitefields, Phoenix Park, Dublin, D08 KDC4.



Evaluation Process

OPW will examine all proposals and quotations submitted for compliance with the specification of requirements.

The contract, if awarded, shall be awarded to the Tenderer whose submission is in compliance with these instructions and whose tender is deemed the Most Economically Advantageous Tender (MEAT) as per the specified Award Criteria methodology. Tenders may be requested to submit additional information enabling this assessment to be carried out.

The Contracting Authority does not bind him/herself to accept the lowest or any tender.

Pricing

All prices quoted must be all-inclusive, be expressed in Euro only and exclusive of VAT. The VAT rate(s) where applicable should be indicated separately.

Tender Validity Period

To allow sufficient time for assessment of responses, a tender validity period of **12 months** is required.

All quotations submitted will be valid for six (6) months.

Insurances

The successful tenderer shall be required to hold for the term of the contract the following insurances:

Type of Insurance	Indemnity Limit
Employer's Liability	€13 million (any one accident)
Public Liability	€6.5 million (any one accident)

Tenderers will be required to submit evidence to satisfy the OPW that the insurances are in place prior to the award of (and shall be a condition of) any contract.

The Contracting Authority will only consider tenders from competent, financially sound and compliant economic operators. To this end, you are required to confirm the following by completing the self-declaration contained in the separate Quotation Response Document (QRD).



1. General economic operator information.
2. Confirmation of tax compliance.
3. Confirmation that the economic operator is appropriately insured.

Note: Insurances provided by vendors must be authorised for this jurisdiction

Confirmation via declaration that the economic operator is not bankrupt, guilty of corruption, fraud, money laundering, membership of a criminal organisation, not involved in child labour and/or human trafficking and is fully compliant with all its statutory obligations.

Evaluation Criteria

Only tenders which meet the Selection Criteria and are confirmed as valid and responsive to the specifications set out in this document will be evaluated against the award criteria. Tenderers should ensure that they have submitted sufficient relevant information to allow their tenders to be assessed under each of the award criteria set out below.

The following criteria will be applied and will be assessed on a Pass/Fail basis:

Please note that the maximum overall marks available is 500 marks (100%).

Criterion A	Weighing	Maximum Marks
Title: The Cost – Lump Sum Price	60%	300
Description	Please complete the Quotation Response Document (QRD). The evaluation of cost will be based on the most economically advantageous tender (MEAT). Tenderers must ensure that their pricing includes VAT and all applicable levies or charges. Tenderers are required to provide a comprehensive price for the full scope of works including. • Design, Manufacture, Supply and Delivery of 50 No. bespoke Heritage Trail sign for the Phoenix Park • 2 No. On-site Workshop Meetings: In person	



	Meeting in Whitefields, Phoenix Park. • Total Cost (including all charges)	
Criterion B	Weighing	Maximum Marks
Title: Previous Experience with similar sized projects	25%	125
Description	Please complete the Quotation Response Document (QRD). The Tendering firm must provide details that it has undertaken 3 (three) projects of similar size and scale in the last 2 years. Please provide a 1-page document including images and text describing each project.	
Criterion C	Weighing	Maximum Marks
Title: Methodology and Programme Delivery Plan of Services	10%	50
Description	Please complete the Quotation Response Document (QRD). Tenderers are required to submit a comprehensive programme of works detailing: • Timelines, • Key milestones, • Sequencing of activities, • Allocation of resources for the delivery of the works. The programme of works should clearly indicate critical path activities and identify any dependencies that may affect the timely completion of the project. The programme must take into account coordination with	



	the Office of Public Works representatives. The Proposed Programme will be evaluated based on its clarity, feasibility, and the tenderer's demonstrated understanding of the project requirements and context.	
Criterion D	Weighing	Maximum Marks
Title: Green Public Procurement (GPP)	5%	25
Description	Please complete the Quotation Response Document (QRD). Green Public Procurement (GPP) is defined as “A process whereby buyers meet their needs by choosing solutions that have a reduced impact on the environment throughout their life-cycle, as compared to alternative products or solutions”. [Climate Action Plan, 2019]. Sustainability measures The tenderer is required to outline its proposals for minimising the environmental impact of the products and services delivered under the contract.	

NOTE 1: Tenderers should ensure in their tenders that they provide detailed information in respect of all aspects of the contract award criteria as stated above. This will enable the awarding authority to assess fully the extent of their offers.

Scoring of Criteria

Weighting	Meaning
90 - 100%	Excellent response that fully meets or exceeds requirements, and provides comprehensive, and convincing assurance that the Tenderer will deliver to an excellent standard.
70%-89	A very good response that demonstrates real understanding of the requirements and convincing assurance that the Tenderer will deliver to a very good or high standard.



60 – 69%	A satisfactory response that demonstrates understanding of the requirements and provides assurance that the Tenderer will deliver to an acceptable standard.
20 – 59%	A response where reservations exist. Lacks full credibility/convincing detail, and does not provide confidence to the Contracting Authority that the required services will be successfully delivered.
1 – 19%	A response where serious reservations exist. This may be because, for example, insufficient detail is provided, or the response has fundamental flaws, or is seriously inadequate or seriously lacks credibility with a high risk of non-delivery.
0	No response or partial response only and poor evidence provided in support of it: failure to meet the requirements.

Marks in the score ranges outlined above can be awarded where responses so merit additional marks.

The relevant Score % awarded will be applied to the max Score available for the Quality Criterion in question to calculate the Score awarded to the Tenderer for that Criterion.

Where applicable each of the Tenderers Total Quality Criterion scores must meet the minimum marks required for the Criterion in question. Failure to do so will eliminate the Tenderers from the competition.

Each of the Tenderers Quality Criterion Scores will be added together to give the Tenderers Total Overall Quality Score.

Finally, the Tenderers Cost Score and their Total overall Quality Score will be added together to give the Tenderers full and final score.

Methodology for Calculating Qualitative Scores; The following formula to scoring will be used in the Award criteria above:

Price Score =	$\frac{\text{Lowest Tendered Rate}}{\text{Tendered Rate under evaluation}} \times 60$
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Note: where there is a tie-break, the economic operator with the highest quality score will be awarded the quotation. In a case where the overall qualitative scores are identical the economic operator with the highest score on the highest weighted qualitative criterion will be awarded the quotation.

All information regarding the evaluation process or potential outcomes shall remain confidential until after the conclusion of the Tender process.

Instructions to Firms quoting

Submission of Tenders

Submission of Tenders via www.etenders.gov.ie

The Contracting Authority is using the Tender Postbox facility and tenders must be submitted electronically via the eTenders postbox facility on www.etenders.gov.ie only. Only Tenders submitted to the electronic postbox will be accepted. Tenders submitted by any other means (including but not limited to by email, fax, post or hand delivery) will **not** be accepted.

Tenderers must ensure that they give themselves sufficient time to upload and submit all required tender documentation before the Tender Deadline. Tenderers should consider the fact that upload speeds vary.

To submit a document to the electronic postbox, please note that tenderers must click "Submit Response". After submitting tenderers can still modify and re-send their response up until the response deadline. Tenderers should be aware that the 'Submit Response' button will be disabled automatically upon the expiration of the response deadline.

Tenderers not familiar with uploading on eTenders should ensure they familiarise themselves with the process prior to the submission deadline.

Closing date for Tenders

The closing date for tender submission is specified on **Page 1 of this INSTRUCTION TO TENDERERS (ITT)**.

It is the responsibility of the tenderer to ensure that their tender is complete and is uploaded / submitted by the designated deadline.



Queries

The closing date for submitting queries is specified on **Page 1 of this INSTRUCTION TO TENDERERS (ITT)**.

All queries regarding this tender should be through the messaging facility on www.etenders.gov.ie, including any omissions which would prevent tenderers from submitting a comprehensive tender.

For the purpose of circulating responses, queries will be edited to avoid disclosing the identity of the querist, and any sensitive information included in the query should be clearly indicated.

In circulating responses, queries will be edited to avoid disclosing the identity of the querist and will be circulated to all parties who have expressed an interest in the procurement on the eTenders website.

Formatting of Tenderers / Amendment of Tender Documentation

Tenderers must ensure they use the Quotation Response Document (QRD) when preparing their submission.

Tenderers are prohibited from amending any text or content of forms or declarations or templates provided as part of this tender competition in their tender responses. Where amendments have been identified, the Contracting Authority may at its discretion eliminate the tenderer from further consideration. Likewise, failure to use the template documentation provided particularly in relation to costing / pricing may result in tenders being eliminated.

Award to Runner Up

If for any reason, it is not possible to award the contract to the successful firm emerging from this competitive process, or if having awarded the contract, the Contracting Authority considers that the successful firm has not met its obligations, the Contracting Authority reserves the right to award the contract to the next highest scoring firm on the basis of the terms advertised, at any time during the quotation validity period of 6 months.

Right Not to Award

The Contracting Authority does not bind itself to accept the most economically advantageous tender or any tender. It also reserves the right to accept or reject in whole or in part any or all tenders received, and, in particular, to source the requirement with more than one provider.



The invitation to tender is issued in good faith; however, the Contracting Authority at its sole discretion shall not be obliged to award a contract or proceed to further stages in the procurement process and reserves the right to cancel the procurement process.

Clarification of Abnormally Low Tenders

If the Contracting Authority considers the tender submission to be commercially unsustainable or otherwise problematic in light of the tendered price or any other financial matter (including proposed indicative hours), the tenderer shall be invited to provide clarification to the Contracting Authority in respect of all elements of the tender submission that the Contracting Authority deems relevant. Any failure to satisfactorily comply with such a request, or to satisfactorily address the Contracting Authority's concerns, may, at the discretion of the Contracting Authority, result in the elimination of the tender in question on the basis of it being considered abnormally low.

Notification of Tender Evaluations

All information regarding the evaluation process or potential outcomes shall remain confidential until after the conclusion of the tender process.

All tenderers will be informed of the outcome of their tenders following tender evaluation and any necessary clarifications.

Potential outcomes can be:

- Award of Contract
- Letter of Regret
- Decision not to proceed with the Award of Contract

Invoicing

Firms submitting a quotation are required to nominate a dedicated account 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 the contract and be responsible for the satisfactory delivery of the products required under this contract.

Invoices shall be submitted by the successful firm upon successful completion of the project for all costs incurred, or as otherwise agreed by the parties. All official invoices must quote a Contracting Authority purchase order number. All invoices which do not quote the relevant order number(s) will be returned to the supplier.



Conflict of Interest

Any conflict of interest involving an economic operator (or economic operators in the event of a consortium bid) must be fully disclosed to the Contracting Authority. Any registrable interest involving the economic operator and The Contracting Authority or employees of the Contracting Authority or their relatives must be fully disclosed in the quotation submission or should be communicated to the Contracting Authority immediately upon such information becoming known to the economic operator, in the event of this information only coming to their notice after the submission of a bid and prior to the award of the contract. The terms 'registrable interest' and 'relative' shall be interpreted as per Section 2 of the Ethics in Public Office Act, 1995. Failure to disclose a conflict of interest may disqualify an economic operator or invalidate an award of contract, depending on when the conflict of interest comes to light.

Tax Clearance

It will be a condition of award of this contract and any subsequent contract that the successful economic operator(s) comply with all EU and national tax laws. Economic operators are referred to the Irish Revenue web site <http://www.revenue.ie/>. Non-resident economic operators should apply to the Office of the Revenue Commissioners, Non-Resident Tax Clearance Unit, Office of the Collector General, Sarsfield House, Francis Street, Limerick, Ireland; e-mail: nonrestaxclearance@revenue.ie.

Interference and Inducement to Purchase

Any effort by the economic operator to unduly influence the Contracting Authority, relevant agency personnel or any other relevant persons or bodies in the process of examination, clarification, evaluation and comparison of quotations and in decisions concerning the Award of Contract shall have their quotation rejected. In accordance with Section 38 of the Ethics in Public Office Act 1995 any money, gift or other consideration from a person holding or seeking to obtain a contract will be deemed to have been paid or given corruptly unless the contrary is proved.

Replacement Personnel

Notification must be sent in writing as soon as possible to the Contracting Authority on any proposed change of nominated personnel, such change to be subject to the written approval of the Contracting Authority. Replacement personnel must be of equal or better standing than the existing personnel in terms of qualifications and experience.



General Company Information

Tenderers should submit a referee, including name and contact details. Tenderers should note that the Contracting Authority reserves the right to contact any of the referees without further contact with Tenderers in order to clarify or verify the information provided in response to this criterion.

Tenders must achieve at least the minimum mark for each qualitative award criterion in order to avoid being eliminated from the competition.

General Information Relevant to Successful Tenderers

Currency and Payments

The standard method of payment used is Electronic Funds Transfer.

Irish Legislation and Law

Tenderers should be aware that national legislation applies in other matters such as Employment, Working Hours, Official Secrets, Data Protection and Health and Safety. Tenderers must have regard to statutory terms relating to minimum pay and to legally binding industrial or sectoral agreements in the Contracting Authority tenders and in delivering contracts awarded to them. The contract[s] awarded on foot of this tender process will be governed by Irish law.

Dignity at Work

The successful tenderer(s) shall comply with all relevant legislation relating to dignity at work. As a public body and employer, the Contracting Authority is committed to a policy of equality of opportunity for all personnel.

In line with the Disability Act 2005, accessibility requirements should be clearly stated in request for tenders / quotations where applicable. Under Section 27 of the Act the Contracting Authority is required to ensure that both the goods supplied and services provided to it are accessible to persons with disabilities.

Change in Law

As a condition of award, it shall be the sole responsibility of the tenderer (in the event of success in this competition) to fulfil the obligations under the Contract, notwithstanding any changes in circulars, laws, regulations, taxation, duties or other factors which might arise following the withdrawal of the United Kingdom from membership of the EU.

**Brand Names, etc.**

Please note in relation to this quotation document; where reference is made to a particular make, source, process, trademark, type or patent, which this is not to be regarded as a de facto requirement. In all such cases, it should be understood that the reference in question is accompanied by the words "or equivalent".

Confidentiality

The distribution of the quotation documents is for the sole purpose of obtaining offers. The distribution does not grant permission or licence to use the documents for any other purpose. Economic operators are required to treat the details of all documents supplied in connection with the quotation process as private and confidential.

Freedom of Information**Freedom of Information Acts**

All responses to this invitation to quotation will be treated in confidence and no information contained therein will be communicated to any third party without the written permission of the firm except insofar as is specifically required for the consideration and evaluation of the response or as may be required under law, including the Freedom of Information Act 2014, EU and Irish Government Procurement rules and procedures, or in response to questions, debates or other parliamentary procedures in or of the Oireachtas (the Irish Parliament).

Firms are asked to consider if any of the information supplied by them in response to this request for quotation should not be disclosed because of its sensitivity. If this is the case, firms should specify the information that is sensitive and the reasons for its sensitivity. The Contracting Authority accepts no liability whatsoever in respect of any information provided which is subsequently released or in respect of any consequential damage suffered as a result of such disclosure.

Data Protection

Firms are required to comply with all directions of the Contracting Authority with regard to:

- (i) the use and application of all and any Confidential Information or data (including personal data as defined in the Data Protection Acts, 1988 and 2003);
- (ii) Local security arrangements deemed reasonably necessary by the Contracting Authority including, if required, completion of documentation under the Official



Secrets Act, 1963 and comply with any vetting requirements of the Contracting Authority including by police authorities

(iii) Comply with the requirements of Data Protection laws and such guidelines as may be issued by the Data Protection Commissioner from time to time, including but not being limited to:

Data Protection Acts, 1988 and 2003 and All EU requirements arising (including, but not limited to, provisions relating to the processing of data, ensuring the security of data and restrictions on transfers of data abroad) and any legislation and regulations implementing same.

“Data Protection Laws” means all applicable national and EU data protection laws, regulations and guidelines, including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the “General Data Protection Regulation”), and any guidelines and codes of practice issued by the Office of the Data Protection Commission or other supervisory authority for data protection in Ireland.

Publicity

Tenderers shall not undertake (or permit to be undertaken) at any time, whether at this stage or after the award of the agreement, any publicity activity with any section of the media in relation to this tender/agreement other than with the prior written consent of the Contracting Authority. Such consent shall extend to the content of any publicity. For the purposes of this paragraph, the word “media” includes (but is not limited to) radio, television, newspapers, trade and specialist press, the Internet and e-mail accessible by the public at large and the representatives of such media.

The Contracting Authority will have the right to publicise or otherwise disclose to any third-party information regarding this process and the agreement.