



Oifig um Sholáthar Rialtais
Office of Government Procurement

Request for Tenders dated 04/09/2026 to establish a Multi Supplier Framework Agreement for the Provision and Management of Laundry and Hire of Linen, Workwear, Curtains, Miscellaneous Items and Dust Mat Services to the Irish Public Sector

Tenderers Briefing

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Introduction

- The Office of Government Procurement (OGP) is a division within the Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation tasked with sourcing goods and services on behalf of the public sector.
- The competition will be conducted in accordance with the Directive 2014/24/EU transposed into S.I. No. 284 of 2016 (award of Public Authority contracts).
- Purpose of the tenderer's briefing is to aid the submission of a compliant tender response.

Transparency of Briefing

- No additional information will be provided in this briefing that is not already published in the tender documents.
- Any questions in relation to this competition must be submitted through the eTenders messaging facility on www.etenders.gov.ie no later than 12:00 noon on Wednesday, 30th September 2026.

The Requirement

Layout of Request for Tender (RFT)

Tender Response

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Tender Response

The Requirement

- Requirement: Provision and Management of Laundry and Hire of Linen, Workwear, Curtains, Miscellaneous Items and Dust Mat Services to the Irish Public Sector as detailed in Appendix 1 and Appendix 2 of the RFT.
- The competition is divided into two (2) Lots – Lot 1 covers the Health Sector and Lot 2 covers the Public Sector.
- There is no restriction on the number of Lots a Tenderer may tender for or be appointed to. Tenderers may submit a Tender response for appointment to any one or both Framework Agreement Lots, and if successful, may be appointed to all Framework Agreement Lots they are successful in tendering for.

The Requirement (cont)

- Once appointed to a Framework Lot, a Tenderer becomes a Framework Member and will be invited to participate in Mini Competitions as Client needs arise.
- Contract term: 4 years (48 months). Client Contracts resulting from Mini Competitions run under this Framework may be awarded for a maximum of five (5) years.
- Framework value is estimated at €30 million per annum:
 - Lot 1 = €27 million per annum
 - Lot 2 = €3 million per annum

The Requirement (cont)

- Lot 1 – All 26 Counties – Provision and Management of Laundry and Hire of Linen, Workwear, Curtains and Miscellaneous Items to the Irish Health Sector, including Department of Defence Military Hospitals. Ancillary Dust Mat Services may be included where they form part of a wider healthcare laundry requirement.
- Lot 2 – All 26 Counties – Provision and Management of Laundry and Hire of Linen, Workwear, Curtains, Miscellaneous Items and Dust Mat Services to the Irish Public Sector.
- Lot 2 is intended to facilitate participation by national, regional and multi-regional service providers.
- In respect of Mini Competitions, all Framework Members for the relevant Lot will be invited to submit a tender response to the competition. However, only those Framework Members capable of delivering the required services within the geographic area(s) specified by the Client should submit a response.

Scope – Lot 1 Health Sector

In summary, the Goods shall comprise:

- The provision and management of laundry linen rental service / drop and collect and the provision of laundry linen rental service / fully managed services. These Services may include, but is not limited to, the provision of bed linen, bathroom linen (towels, etc), patient linen (gowns and nightwear), scrub suits, as well as household linen, curtains, lab coats, cleanroom items and residents' / patients' clothing to the Irish Health Sector, including Department of Defence Military Hospitals.
- Dust Mat services may be included where ancillary to a wider healthcare laundry requirement.
- Standalone Dust Mat requirements may be procured under Lot 2.
- This Lot is restricted to EN 14065 RABC accredited providers only who can meet the relevant qualification criteria for entry onto the Lot.

Scope – Lot 2 Public Sector

In summary, the Goods shall comprise:

- The provision and management of laundry linen rental service / drop and collect and the provision of laundry linen rental service / fully managed services. These Services may include, but is not limited to, the provision of bed linen, bathroom linen (towels, etc), as well as household linen, curtains, lab coats, summer linen and the provision of dust mat services to the Irish Public Sector.
- Tenderers must confirm in the relevant Section in the TRD Part A Quality what services they are able to offer and what their geographic coverage is.

Lot Information

Lot Number	Location & Service	Estimated Value per Annum
1	All 26 Counties – Provision and Management of Laundry and Hire of Linen, Workwear, Curtains and Miscellaneous Items to the Irish Health Sector, including Department of Defence Military Hospitals. Ancillary Dust Mat Services may be included where they form part of a wider healthcare laundry requirement.	€27,000,000
2	All 26 Counties – Provision and Management of Laundry and Hire of Linen, Workwear, Curtains, Miscellaneous Items and Dust Mat Services to the Irish Public Sector.	€3,000,000

- Lot 1 restricted to Tenderers who hold or are in the processing of acquiring EN 14065 RABC accreditation.
- Lot 1 for use by Health Sector clients only. This includes the Health Service Executive (HSE), HSE Acute Hospitals, HSE Community Healthcare Organisation (CHOs), Section 38/39 organisations and any other organisations deemed to be appropriate by the HSE, including Department of Defence Military Hospitals
- Lot 2 is for use by Public Sector clients. Health Sector clients requiring a standalone Dust Mat service may utilise Lot 2 to conduct a Mini Competition.

List of Tender Documents Published on eTenders

- FCL035F Linen and Laundry RFT
- FCL035F Appendix 1 RBC (Self-Declaration)
- FCL035F Appendix 2 – Lot 1 Health Pricing Schedule v2
- FCL035F Appendix 2 – Lot 2 Public Sector Pricing Schedule v2
- FCL035F TRD Part A Quality

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Layout of RFT

- Part 1: Introduction *(pages 3 - 9)*
- Part 2: Instructions to Tenderers *(pages 10 - 21)*
- Part 3: Selection and Award Criteria *(pages 22 - 37)*
- Appendix 1: Requirements & Specifications *(pages 38 - 83)*
- Appendix 2: Pricing Schedule *(pages 84 – 87)*
- Appendix 3: Tenderer's Statement *(pages 88 - 104)*
- Appendix 4: Declaration as to Personal Circumstances of Tenderer *(pages 105 - 107)*
- Appendix 5: Framework Agreement *(pages 108 - 122)*
- Appendix 6: Services Contract *(pages 123 - 149)*
- Appendix 7: Confidentiality Agreement *(pages 150 - 156)*

NB – It is important that you read each section of the RFT and its Appendices carefully.

3.2 Selection Criteria (pages 22 - 37)

Tenderers will either pass OR fail each of the Selection Criteria listed below:

3.2.A Economic and Financial Standing

- Current Banking Reference
- Solvency Requirement
- Insurances
- Minimum Turnover Requirements
- Second Turnover Requirement
- Reliance on Third Party Resources (Financial)

3.2 Selection Criteria (pages 22 - 37)

3.2.B Technical and Professional Ability

- Experience of Previous Contracts
- Quality Assurance
- Health & Safety
- Security Policy
- Staff Vetting
- Environmental Management System
- Social Considerations

3.2.A Turnover Requirements

Lot Number	Lot Description	Minimum Annual Turnover Requirement (excl VAT)
1	All 26 Counties – Provision and Management of Laundry and Hire of Linen, Workwear, Curtains and Miscellaneous Items to the Health Sector, including Department of Defence Military Hospitals. Ancillary Dust Mats may be included where they form part of a wider healthcare laundry requirement.	€25,000,000
2	All 26 Counties – Provision and Management of Laundry and Hire of Linen, Workwear, Curtains, Miscellaneous Items and Dust Mat Services to the Public Sector.	€500,000

- Pages 25 – 27 of the RFT.
- If tendering for both Lots:
 - First Minimum Turnover: 100%
 - Second Minimum Turnover: 50%

3.3 Award Criteria

Appointment to the framework will be awarded on the basis of the most economically advantageous tender(s) as identified in accordance with the following criteria:

Award Criteria	Maximum Weighted Marks Available	Minimum Weighted Marks Required to Pass
Sustainability and Responsible Business Conduct Management	100	60
Cost	900	N/A
Totals Marks	1,000	

Quality Evaluation Methodology

- The Quality question relates to “Sustainability and Responsible Business Conduct Management”.
- It should be answered in the TRD Part A Quality.
- It will be scored out of 100 marks. Tenderers must achieve a minimum of 60 marks to pass this Criterion.
- The Qualitative responses to the Award Criterion will be scored initially out of 5 marks (see table in the next slide).
- Tenderers that fail to meet the Minimum Marks Required to Pass for the qualitative criterion shall be eliminated from the Competition in respect of the Lot and shall not be evaluated for Cost in respect of the Lot.

Quality Evaluation Methodology

Score	Description
5	An excellent response that fully meets requirements and provides comprehensive, detailed and convincing assurance that the Tenderer will deliver on the Contracting Authority's requirements to an excellent standard.
4	A good response that demonstrates real understanding of the requirements and assurance that the Tenderer will deliver on the Contracting Authority's requirements to a good standard.
3	A satisfactory response which demonstrates a reasonable understanding of the requirements and gives reasonable assurance of delivery of the Contracting Authority's requirements to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.
2	An average response where some capabilities to meet the requirements are detailed, however, reservations exist. Lacks full credibility and/or convincing detail, and there is a significant risk that the delivery of the Contracting Authority's requirements will not be successful.
1	A poor response where limited information was provided and serious reservations exist. This may be because, for example, insufficient detail is provided, and/or the response has fundamental flaws, is seriously inadequate or seriously lacks credibility with a high risk of non-delivery of the Contracting Authority's requirements.
0	No response or response completely fails to address the criterion under consideration.

Price Evaluation Methodology (Lot 1)

- Tenderers must submit prices for each and every item listed in the Appendix 2 – Pricing Schedule.
- Prices inserted must be all-inclusive including but not limited to shipping, packaging, delivery/collection, ancillary costs and all other costs/expenses, be expressed in Euro and be exclusive of VAT.
- The Tenderer whose Ultimate Cost (all-inclusive price) (as specified in the Appendix 2: Pricing Schedule) is the lowest for the Lot in question shall be awarded the maximum marks available (100) in respect of the Lot, and all other Tenderers shall be marked relative to the lowest priced Tender in respect of the particular Lot using the following formula:

$$\frac{\text{Maximum number of marks available (100)} \times \text{Lowest Ultimate Cost}}{\text{Ultimate Cost under evaluation}}$$

- The total score awarded for a Tenderer will be the cumulative total of marks received for the Qualitative Award Criterion and the Cost Award criterion to arrive at a total mark out of a maximum of 1,000 marks.

Price Evaluation Methodology (Lot 2)

- Tenderers must submit prices for each and every item listed in each category that has been advised in the TRD Part A Quality (Section 1.3).
- Prices inserted must be all-inclusive including but not limited to shipping, packaging, delivery/collection, ancillary costs and all other costs/expenses, be expressed in Euro and be exclusive of VAT.
- The Tenderer whose Ultimate Cost (all-inclusive price) (as specified in the Appendix 2: Pricing Schedule) is the lowest for the Lot/categories in question shall be awarded the maximum marks available (100), and all other Tenderers shall be marked relative to the lowest priced Tender in respect of the particular Lot/categories using the following formula:

$$\frac{\text{Maximum number of marks available (100)} \times \text{Lowest Ultimate Cost}}{\text{Ultimate Cost under evaluation}}$$

- The total score awarded for a Tenderer will be the cumulative total of marks received for the Qualitative Award Criterion and the Cost Award criterion to arrive at a total mark out of a maximum of 1,000 marks.

Blank Cells in Appendix 2 – Pricing Schedule

Blank Cells

Where pricing is required for an item, the pricing cell must contain a value.

A blank pricing cell may be treated as an omission. The Contracting Authority reserves the right to seek clarification, treat the Tenderer as non-compliant, or take any other action permitted under the RFT.

Zero-Value Pricing (€0.00)

Where a Tenderer inserts a price of €0.00 for an item, that item shall be deemed to be offered free of charge for the duration of the Framework Agreement and any resulting Services Contract.

KPI Framework

Performance areas:

1. Supplier Participation and Engagement
2. Framework Compliance and Governance
3. Continuous Improvement and Innovation
4. Sustainability and Circular Economy
5. Responsible Business Conduct (RBC)
6. Framework Management and Market Health

Responsible Business Conduct (RBC)

Framework Members shall support the RBC objectives associated with the Framework.

Framework Members may be required to provide information relating to:

- Responsible sourcing practices;
- Supply chain transparency;
- Human rights due diligence;
- Labour standards compliance;
- Ethical procurement practices;
- Modern slavery risk mitigation measures;
- Supplier engagement and monitoring arrangements.

Tenderers must complete Appendix 1A RBC Self-Declaration.

Appendices 4 - 7

- Appendix 4: Declaration as to Personal Circumstances of Tenderer
- Appendix 5: Framework Agreement
- Appendix 6: Services Contract
- Appendix 7: Confidentiality Agreement

These Appendices are included in the tender documents for your information only.

If you are successful at Framework stage, you will be requested to complete and submit Appendix 4. An Appendix 5 contract and Appendix 7 will be issued to you for signing.

Appendix 6 relate to the Mini Competition phase.

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What needs to be included in your Tender Response?

The following must be included in your tender response:

- 1) Completed TRD Part A Quality.
- 2) Completed Appendix 1B RBC Self Declaration.
- 3) Completed Appendix 2 Pricing Schedule (for each Lot you are tendering for)
- 4) Appendix 3 Tenderer's Statement – on headed paper and signed.
- 5) Completed electronic European Single Procurement Document (eESPD) – one eESPD if you are bidding under your own capacity. If you are using sub-contractors, each of them will be required to complete a separate eESPD.
- 6) All supporting documentation relating to your Selection Criteria.

Important closing dates and times

Closing date for clarifications is:

12:00 noon, Wednesday, 30th September 2026.

Closing date for receipt of tender submissions is:

12:00 noon, pm, Friday, 9th October 2026.

2.21 Insurance (page 19)

The successful Tenderer shall be required to hold the following insurances for the term of the Framework Contract:

Type of Insurance	Indemnity Limit
Employer's Liability	€13 million limit for any one claim or series of claims arising out of a single occurrence
Public Liability	€6.5 million limit for any one claim or series of claims arising out of a single occurrence
Product Liability	€6.5 million for any one claim and or series of claims arising out of a single occurrence
Motor Insurance (Third Party Commercial Motor Vehicle Liability)	€1.3 million for any one claim or series of claims arising out of a single occurrence

eTenders: Communication & Tender Submission

- All queries and clarifications must be submitted through the messaging facility for this competition on eTenders.
- All responses to queries and clarifications will be circulated to all Tenderers through the same messaging facility on eTenders.
- Only the nominated contact on your eTenders account will receive a message alert in their inbox from irish-eproc-noreply@eurodyn.com Please ensure the correct contact is set up.
- Tender responses must be submitted electronically on eTenders. No hard copies will be accepted by hand or post.
- Please allow sufficient time to upload your response before the tender response deadline. Read information detailed in 2.6 of the RFT (Tender Submission Requirements).
- There is a file size limit of 250MB for each single file uploaded, with a maximum total combined limit of 2GB for all documentation.



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An Roinn Caiteachais Phoiblí
agus Athchóirithe
Department of Public
Expenditure and Reform



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