



REQUEST FOR TENDER

for the

Provision of

the Maintenance and Associated Support Services for

Hoisting and Care Equipment for

Central Remedial Clinic (CRC)



CRC Request for Tender 2026

1. Disclaimer	3
2. Summary	4
3. Small and Medium Enterprises	6
4. About the Contracting Authority	7
5. Scope of Requirements	8
6. Selection Criteria	22
7. Award Criteria	26



CRC Request for Tender 2026

1. Disclaimer

This document is for information purposes only and does not constitute and shall not be interpreted as an offer for sale, prospectus, or the basis of a contract.

There are five documents relevant to this Request for Tender:

1. Request for Tender document
2. Appendix 1 – Instructions to Tenderers
3. Appendix 2 – CRC Tender Response Document
4. Appendix 3 – CRC Pricing Document
5. Appendix 4 – CRC Equipment Information: Make and Model of Overhead Hoists, Mobile Hoists (Portable Lifting Hoists), Changing Table, Pool Hoists, Shower Trolleys and Weighing Devices

It is recommended that tenderers download and read all documents thoroughly.

While all reasonable steps have been taken to ensure that the information set out in the Documents is accurate and up to date, no representation or warranty, express or implied, is or will be made or given in relation to the accuracy or the completeness of any information contained in the Documents or otherwise provided by or on behalf of the Contracting Authority (in writing or otherwise) to any interested party or its advisers.

No responsibility or liability for any loss or damage arising as a result of reliance on these documents, or for the information contained in these documents or for any omission is or will be accepted by the Contracting Authority or by any of its officers, employees, agents or professional advisers.

No officer, employee, agent, or professional adviser of the company has any authority to give or make any representation or warranty, express or implied, in relation to such information.

The Contracting Authority's officers, employees, agents, and professional advisers expressly disclaim any and all liability arising out of such documentation or information and any errors or omissions in or from the documents and information.

The Contracting Authority reserves the right to discontinue the procurement process at any time.



CRC Request for Tender 2026

2. Summary

The dates provided below are estimates at the time of publication of the Request for Tender. The Contracting Authority will endeavour to run the process to this timetable, but this cannot be guaranteed.

This is a single stage tender procedure whereby all interested parties may tender, but only those meeting the selection criteria (financial and technical capacity) will be deemed eligible for evaluation against the award criteria.

The Contracting Authority has provided separate Tender Response and Pricing Documents which **must** be used by Tenderers in their responses. These completed documents should be uploaded as a Zip File to protect the integrity of the file names.

Information relating to this Request for Tender, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal www.etenders.gov.ie. Registration and use of E-tenders is free of charge. The Contracting Authority accepts no responsibility for information relayed (or not relayed) via third parties.

Procedure	Open Procedure (National)
eTenders Ref	9198455
Issue Date	Thursday 1st of October 2026
Closing Date/Time for Queries	12:00pm on Tuesday 27th of October 2026
Closing Date/Time for receipt of Tenders	12:00pm on Thursday 12th of November 2026
Notice of intention to award contract	11th of January 2027
Contracting Authority	Central Remedial Clinic



CRC Request for Tender 2026

Nature of procurement	RFT for the provision of maintenance and associated support services for hoisting and care equipment for Central Remedial Clinic (CRC)
Type of Contract	Services Contract
Contract Duration	3 Years
Contract Extension Options	1 Year
Maximum number of such extensions, on the same terms and conditions	2

3. Small and Medium Enterprises

It is the policy of the Contracting Authority to promote participation by Small and Medium Enterprises (SMEs) on a fair and equal basis.

SMEs are encouraged to explore the possibilities of forming relationships with other SMEs or with larger enterprises to meet the financial, economic or technical capacity requirements of the competition, if required.

Tenderers may include individuals, partnerships, limited companies, groupings or any combination of the foregoing with or without legal personality. However, a grouping, if successful, will be required to establish legal personality to enter the contract/contract.

Tenderers are reminded that they may rely on the resources of other entities to establish the requirements on condition that they can prove to the satisfaction of the Contracting Authority that they will have these resources at their disposal when necessary.



CRC Request for Tender 2026

4. About the Contracting Authority

The Central Remedial Clinic (CRC) is a publicly funded Section 38 Agency, a registered charity, and a company limited by guarantee. It is a non-residential national service for the care, assessment, treatment and development of children and adults with disabilities.

The CRC works with approximately 4,000 children and adults with disabilities throughout Ireland and has two main centres in Dublin: Clontarf and Clondalkin; two regional centres: Limerick and Waterford. Services are also provided from additional sites in Dublin: Swords, Balbriggan, Ongar, Killester, Hartstown, Firhouse, Raheny, and Clongriffin.

The CRC provides services under 3 main categories: National Specialist Services, Adult Day Services and Children's Services.

The total staff at CRC currently stands at approximately 440.

The successful supplier is expected to align with the Contracting Authority's core values of courage, collaboration, respect, quality, stewardship, and person-centeredness. These values shape all aspects of CRC service delivery, decision-making, and stakeholder engagement. They are embedded in CRC's culture and guide how CRC works with clients, families, staff, and partners. A person-centred approach is fundamental to CRC's day-to-day operations.

Financial accounts are filed annually with the Companies Registration Office. Most of the CRC's income comes from the HSE through service agreements. The CRC is affiliated with The Care Trust DAC for raising income to support the CRC and its related activities.

Information about the CRC including the most recent annual report, accounts and its services can be found on its website: www.crc.ie.

5. Scope of Requirements

1. Overview of General Requirements

The Contracting Authority is engaging in a competitive process for the provision of maintenance, repair, inspection, testing, certification and associated support services, including the supply of spare parts and replacement components where required, for hoisting and care equipment, including overhead hoists, mobile hoists, changing tables, pool hoists, shower trolleys and weighing devices. In addition, the successful tenderer may be required to undertake reactive repairs to equipment as and when required. A reasonable call-out charge may be applicable for such reactive repair works, subject to prior approval by the contracting authority.

2. Context and Background

CRC is a not-for-profit organisation dedicated to supporting people with disabilities through the delivery of essential clinical services, advocacy, and community-based programmes. CRC delivers services across a number of locations and supports individuals with a wide range of physical, sensory, intellectual, and complex needs. As part of the delivery of these services, CRC relies on a range of hoisting, lifting, and care equipment to ensure the safe handling, transfer, and support of service users. This equipment is critical to maintaining the safety, dignity, and wellbeing of user groups, while also supporting staff in carrying out their duties in a safe and effective manner.

To ensure the continued safe operation, reliability, and regulatory compliance of this equipment, CRC is seeking to appoint a suitably qualified and experienced contractor to provide inspection, testing, preventative maintenance, repairs, certification, and associated support services for its portfolio of hoists and care equipment.

The successful contractor will be required to ensure that all equipment is maintained in accordance with relevant legislation, manufacturer recommendations, industry standards, and best practice requirements. The service will support CRC's commitment to providing a safe environment for service users, staff, and visitors while minimising equipment downtime and operational disruption.

3. Specific Requirements and Scope of Work

CRC requires an efficient, prompt, value for money service which must be delivered in a timely and responsive manner.

The successful tenderer must be able to provide expert service to CRC on a continuous basis through the term of the contract.

The contract shall cover bi-annual planned preventive maintenance of all hoisting and

CRC Request for Tender 2026

care equipment. The scope shall include load and safety testing, verification of charging and electrical systems, evaluation of mechanical components for wear and condition, completion of required servicing, and maintenance of equipment service records by an authorised technician in accordance with ISO/NEN-EN-ISO 10535 standards. The contractor shall ensure that all equipment meets relevant accessibility and universal design requirements.

The contractor shall deliver comprehensive maintenance, testing, repair, certification, and technical support services for all overhead and mobile hoists and associated care equipment, ensuring continued safety, regulatory compliance, reliability, and operational efficiency.

This includes (but is not limited to):

- Overhead hoists
- Mobile hoists (portable lifting hoists)
- Changing Tables
- Pool Hoists
- Shower Trolleys
- Weighting Devices

Scope of Services- Requirements the Contractor must carry out:

1. Routine Inspections

- Visual inspection for wear, corrosion, deformation, or damage
- Functional checks of all movements (lifting, lowering, trolley, travel)
- Verification of limit switches and emergency stops
- Inspection of electrical components and wiring
- Periodic inspections in line with regulatory requirements (e.g. LOLER in Ireland/UK)
- Load-bearing component inspection
- Structural integrity checks of beams and frames
- Non-destructive testing (if required)

2. Preventative Maintenance



CRC Request for Tender 2026

- Lubrication of moving parts (gears, bearings, chains)
- Adjustment of brakes and clutches
- Inspection and tightening of bolts and fixings
- Calibration of safety devices
- Replacement of worn parts before failure

3. Testing Requirements

- Load testing (static and dynamic) at specified intervals
- Testing of safety systems:
 - Overload protection
 - Limit switches
 - Emergency stop functionality

4. Operational testing following maintenance or repair work

- Check the hoist is correctly reassembled and all guards/covers are securely fitted.
- Carry out a visual inspection for any obvious defects, loose components, or damage.
- Test lifting and lowering functions through the full operating range.
- Test forward/reverse or travel functions, where applicable.
- Check the brake operation or travel functions, where applicable.
- Check the brake operation and ensure the load stops and holds correctly.
- Test limit switches and other safety devices.
- Check the emergency stop function.
- Test pendant controls, push buttons, remote controls, or other operating controls.
- Check for unusual noise, vibration, overheating, or abnormal operation.
- Carry out a no-load functional test and where required, a suitable load test in accordance with the manufacturer's instructions and applicable requirements.
- Confirm the hoist operates smoothly and safely before returning it to service.



CRC Request for Tender 2026

- Record the tests carried out, results, defects identified, and any further recommendations.

5. Reactive Repairs/General Repairs for hoists and Caring Equipment

The contractor shall provide up to 20 reactive call-outs per annum, with attendance within 4-24 hours of fault notification.

- Hoist not operating/breakdown
- Hoist not lifting
- Hoist not lowering
- Hoist stuck/jammed
- Hoist making unusual noise
- Hoist vibration/abnormal movement
- Brake fault of brake adjustment
- Limit switch fault
- Pendant control fault
- Push-button/control fault
- Emergency stop fault
- Electrical fault
- Power supply fault
- Motor fault
- Gearbox fault
- Chain fault
- Wire rope fault
- Hook damage/hook replacement
- Hook latch fault
- Trolley fault



CRC Request for Tender 2026

- Trolley travel fault
- Overload protection fault
- Load slipping/hoist not holding load
- Lubrication/maintenance-related repair
- Damaged or worn components
- Replacement of worn parts
- Safety device fault
- Structure/frame damage
- Corrosion damage
- Unusual wear and tear
- Other general hoist repair

6. Response and Service Levels

- Scheduled maintenance as agreed biannual
- Emergency call-out response within defined timeframes (e.g., 4–24 hours)
- Minimal disruption to operations

7. Quality and Compliance Requirements

All work must comply with:

- LOLER (Lifting Operations and Lifting Equipment Regulations)
- PUWER (Provision and Use of Work Equipment Regulations)
- Relevant EU / Irish Health & Safety legislation
- Manufacturer's guidelines and specifications
- Applicable ISO / EN standards

8. Health and Safety

- Compliance with site safety procedures



CRC Request for Tender 2026

- Use of appropriate PPE
- Risk assessments and method statements (RAMS) must be provided and approved in advance of proposed servicing, maintenance and repairs
- Safe isolation of equipment before maintenance
- Proper lifting and handling practices

9. Documentation and Reporting

The contractor shall provide:

- Detailed inspection reports
- Maintenance logs
- Certification of thorough examinations
- Records of load tests and repairs
- Defect reports with risk assessments
- Recommendations for corrective actions

All documentation must be clear, traceable, and auditable.

10. Personnel Requirements

- Work must be carried out by qualified and competent technicians
- Certification and training records must be available
- Familiarity with hoisting equipment and safety regulations is mandatory

11. Handover and Certification

After each service, the contractor shall:

- Certify equipment as safe for use (or clearly mark as unsafe) Provide updated inspection tags/labels
- Ensure all safety devices are operational

12. CRC Equipment Locations

Please find the breakdown of overhead, mobile and pool hoists in the table below across CRC's service areas. For more information on the make and model details for overhead hoists, mobile hoists, changing tables, and pool hoists; quantity of shower trolleys and



CRC Request for Tender 2026

Weighing Devices, please refer to Appendix 4.

Tenderers wishing to conduct a site visit prior to submitting a Tender may do so by prior appointment between 10:00 a.m. and 1:00 p.m. for clinics, and between 2:30 p.m. and 3:30 p.m. for schools, from 7 October to 14 October. Site visits should be arranged through the CRC General Services Support Officer at madaly@crc.ie.

CRC Locations	Overhead Hoists	Mobile Hoists	Pool Hoists
Broadmeadow Equestrian Centre	1	-	-
Clondalkin Clinic	4	1	-
Clongriffin	1	-	-
Clontarf	32	3	1
Clontarf Nursing Department	4	-	-
Clontarf School	16	2	-
Firhouse	5	1	-
Hartstown	2	1	-
Killester	1	-	-
Limerick	4	-	-
Ongar House	1	-	-
Scoil Mochua	13	4	-
Swords	3	2	-
Waterford	6	1	-
Total	93	15	1

4. Tenderer Requirements

Tenderers must demonstrate the following experience requirements;

Experience Requirements

1. Relevant Industry Experience

- Minimum 5 years' experience servicing and maintaining patient lifting equipment.
- Demonstrated experience with overhead hoists, mobile hoists, changing tables, pool hoists, shower hoists and weighing devices.

2. Previous Contracts

- Evidence of successfully managing similar contracts of a comparable size and



CRC Request for Tender 2026

scope.

- Details of at least three recent clients, preferably public sector/healthcare, disability, aged care, or community service providers.

3. Qualified Personnel

- Technicians trained and competent in hoist inspection, maintenance, and repairs.
- Relevant electrical and mechanical qualifications where required.
- Manufacturer training certificates for major hoist brands preferred.

4. Standards and Compliance Knowledge

- Demonstrated understanding of technician in accordance with ISO/NEN-EN-ISO 10535 standards.
- Ability to provide compliance certificates and inspection reports.

5. Technical Capability

- Access to genuine or approved spare parts.
- Ability to undertake preventative maintenance, repairs, load testing, and emergency callouts.
- Experience with a range of manufacturers and models.

6. Quality and Safety Systems

- Documented Work Health and Safety procedures.
- Evidence of risk management processes.
- Public liability and professional indemnity insurance.

7. Reporting and Asset Management

- Ability to provide detailed service reports.
- Electronic asset registers and maintenance scheduling capabilities.
- Notification of equipment defects and compliance status.

Provide a detailed asset register, including:

- Equipment type and model



CRC Request for Tender 2026

- Manufacturer
- Capacity (SWL – Safe Working Load)
- Location
- Serial numbers
- Year of installation
- Ability to provide detailed service reports.
- Electronic asset registers and maintenance scheduling capabilities.
- Notification of equipment defects and compliance status.

Additionally, demonstrated expertise in the following areas as outlined in the Scope of Work.

All maintenance must comply with relevant national/international standards (adjust based on jurisdiction):

8. Typical Standards:

- LOLER (Lifting Operations and Lifting Equipment Regulations 1998)
- PUWER (Provision and Use of Work Equipment Regulations 1998)
- ISO standards (e.g., ISO 4301, ISO 9927)
- Manufacturer guidelines
- Local safety authority requirements

9. Certification:

- Issue statutory inspection certificates after thorough examinations
- Maintain compliance documentation for audits

5. Review of Performance

Annual Review Meeting Clause

The Contractor shall meet with the GSSO on an annual basis to review the delivery of maintenance services. This review will include, but is not limited to:

- Confirmation that all scheduled maintenance activities have been completed



CRC Request for Tender 2026

within the agreed timeframes

- Verification that all works have been carried out in accordance with the agreed standards, statutory requirements, and manufacturer recommendations
- Review of service records, inspection reports, and certification
- Identification of any recurring defects, performance issues, or areas for improvement

The Contractor shall provide all relevant documentation in advance of the review meeting and cooperate fully with any follow-up actions arising from the review.

6. Project Timeline & Deliverables

Following contract award, the service provider will mobilize and coordinate with the client to establish maintenance schedules, site access requirements, and points of contact. An initial assessment of all mobile and overhead hoists will be undertaken to review equipment condition, maintenance history, and operational requirements. Preventive maintenance visits will then be scheduled in accordance with the manufacturer's recommendations, statutory requirements, and the client's operational needs.

Routine maintenance services will include inspection, servicing, adjustment, lubrication, testing, and certification of all applicable hoists and lifting equipment. Any defects or non-conformances identified during inspections will be documented and reported, together with recommendations for corrective actions. Where necessary, replacement parts and repair requirements will be communicated promptly to minimise equipment downtime.

Emergency breakdown support must be available throughout the contract period, with service response times provided in accordance with the agreed service level requirements. Following each maintenance visit, detailed service reports will be issued outlining work completed, equipment status, test results, and any recommended remedial actions.

The maintenance programme will be delivered on a planned and continuous basis throughout the contract term to ensure the safe, reliable, and compliant operation of all mobile and overhead hoists. Regular performance reviews and service coordination meetings may be conducted to monitor service delivery, address operational issues, and ensure ongoing compliance with safety and regulatory standards.

CRC Request for Tender 2026

7. Project Timeline & Deliverables

Tenderers must demonstrate their approach to the delivery of inspection, testing, maintenance and repair services for overhead hoist, mobile hoist and additional equipment, with reference to the following:

- **Service Timeline:** Provide a detailed service timeline or programme showing key activities, milestones and deliverables for the contract period. This should include contract mobilisation, scheduled inspections, planned preventative maintenance activities, reactive maintenance and repairs activities, statutory examinations, testing requirements and certification milestones.
- **Deliverables:** Provide details of all reports, inspection records, maintenance records, service certificates, compliance documentation, and other outputs that will be provided during the contract period.

8. Service Delivery Team

Tenderers must nominate a core service delivery team led by an experienced client account manager. The proposed team must have the expertise to meet the need and requirements of the CRC, having regard to the nature and scope of the services required. The Team nominated must have the capacity and availability to deliver the required services.

Tenderers must demonstrate how their proposed team has the relevant skills, expertise, experience, capacity and personnel as well as immediate access to all necessary resources (whether in-house or via sub-contractors) to meet the needs and requirements of CRC.

9. Account Management

The tenderer must nominate an account manager who will be the single 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 services required.

Responsibilities include:

- Overall responsibility for a good working relationship with the Contracting Authority, including scheduled meetings. Ad hoc meetings may be required
- Satisfactory levels of quality of service in accordance with agreed KPIs
- Preparing management reports and any other reports as required
- Account management



CRC Request for Tender 2026

- Deal with disputes, complaints or concerns
- Proactively discuss with the Contracting Authority ways of improving efficiency regarding service delivery in general and providing suggestions for improvement and cost savings
- Proactively discuss with the Contracting Authority ways of increasing sustainability in service delivery and suggest improvements in relation to how they can reduce their carbon footprint in the delivery of the framework without compromising the overall level of service including more sustainable and environmentally friendly product offerings.

10. 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 personnel originally nominated in terms of qualifications and experience.

11. Operational Efficiency

The Contractor shall deliver a maintenance service that maximises the operational efficiency, reliability, safety, and availability of all hoists and caring equipment through a proactive planned maintenance regime, timely corrective repairs, statutory inspections, and continual performance monitoring. The service shall aim to minimise equipment downtime, ensure full regulatory compliance, optimise lifecycle costs, and support uninterrupted client and service user care.

The purpose of the inspection and maintenance is to ensure that all equipment remains safe, functional, reliable and compliant with the relevant service requirements.

Service Deliverables:

- Functional inspection.
- Belt/tape wear inspection.
- Brake and motor checks.
- Rail and trolley inspection.
- Battery performance testing.
- Handheld control checks.
- Charger inspection.
- Electrical system inspection.



CRC Request for Tender 2026

- Mechanical wear inspection.
- Battery maintenance
- Load and safety testing.
- Planned and reactive maintenance of hoisting and care equipment.
- Prompt response to breakdowns and emergency callouts.
- Fault diagnosis and identification of root causes.
- Repair or replacement of defective components where required.
- Operational testing following all maintenance and repair works.
- Confirmation that equipment is safe and suitable for return to service.
- Identification of any outstanding defects or additional works required.
- Recommendations for preventative maintenance and future repairs.
- Provision of maintenance records and test documentation for client records.

Overall, the required outcome is to identify defects or potential failures at an early stage, ensure the equipment is maintained in a safe and serviceable condition, and provide documented evidence that the required inspections and testing have been completed.

12. Health & Safety

The successful tenderer(s) must agree to comply with the terms and conditions of the Contracting Authority's policies and procedures, particularly the Health & Safety Statement, Child Protection Policy, and the Protection of Vulnerable Adults.

13. Invoicing

All official invoices must quote a Contracting Authority purchase order number. Invoices which do not quote the relevant order number will be returned to the supplier. Invoices must show the Tenderer's VAT Number. Value Added Tax shall be itemised separately on each invoice.

14. Relying on the standing of other Entities

SMEs are encouraged to explore the possibilities of forming relationships with other SMEs or with larger enterprises to meet the financial, economic or technical capacity requirements of the competition, if required.

Tenderers are reminded that they may rely on the resources of other entities to establish the requirements on condition that they can prove to the satisfaction of the Contracting Authority that they will have these resources at their disposal when



CRC Request for Tender 2026

necessary.

Consortium/joint venture

If the tender is from a consortium/joint venture, tenderers must ensure that all the relevant information is provided and where necessary, provide the information requested separately for each party.

The consortium must appoint a single point of contact who will assume overall responsibility for delivery, and who is authorised to sign the contract/contract on behalf of all consortia members.

The Contracting Authority will only communicate with the nominated point of contact and will not act as an arbitrator between members of consortia.

6. Selection Criteria

The Contracting Authority is using the **Open** procedure for the award of this contract, therefore, while all interested parties may submit a tender, only those demonstrating that they have the required level of financial and technical capacity will have their tender considered.

Tenderers are required to provide the information set out below in the Tender Response Document (TRD), which is based on a self-declaration model.

Selection Criteria are evaluated on a pass/fail basis.

15. Company Profile

Tenderers must provide a brief outline of their company profile which demonstrates they are actively engaged in this market space and are an agency capable of buying a full range of media services.

16. Use of the European Single Procurement Document (ESPD)

In accordance with Directive 2014/24/EU, tenderers may have compiled a European Single Procurement Document (ESPD), either electronically via the eESPD on eTenders or as a separate uploaded attachment with the tender response. This will be accepted as evidence of compliance with the relevant sections below, on condition that all self-declared information will be provided promptly on request prior to an award decision.

17. General Declarations and Financial Capacity Requirements

Tenderers are required to provide information on the following in the Tender Response Document. The criteria and rules outlined below are assessed on a pass/fail basis.

Failure to comply with the requirements will result in the tender being considered inadmissible.

General Information

Contact and general information on the tendering organisation: company name, address and contact details for individual responsible for this tender and company overview as well as information on sub-contractors and consortium members if applicable.

CRC Request for Tender 2026

Financial and Economic Standing

Tax Compliance

Confirmation that the tenderer/all parties associated with the tenderer are fully tax compliant. Please refer to the tax rules in the Tender Response Document.

Financial Capacity

Tenderers must provide confirmation from auditors or otherwise of annual turnover for the last 3 years in the area of business covered by this RFT. Where the Tenderer is part of a larger group of companies, the details supplied must relate to the Tenderer's company and not those of the parent company

If for valid reasons, a tenderer is unable to provide statements for three years (for example, if the tenderer has not been trading for three years), a statement to this effect must be provided, along with confirmation from auditors or otherwise of annual turnover for the years of trading in the area of business covered by this RFT.

Confirmation of financial standing ensuring the tendering party has the financial capacity to pay its debts identified on the current statement of assets and liabilities as being the debts as they fall due will also be required. Evidence will be required prior to the award of any contract/contract.

18. Insurances

Confirmation of the following insurances being in place

- Employer's Liability: €13 million
- Public Liability: €6.5 million
- Professional Indemnity: €1.0 million

19. Declaration

Tenderers must complete the following declarations in the TRD:

- Declaration of Bona Fides as per Art. 57 of Directive 2014/24/EU as implemented by Regulation SI 284 of May 2016
- Article 5K Declaration - EU Regulation 2022/576 on restrictive measures in the Context of Russian Actions in the Ukraine.
- Declaration regarding compliance with relevant statutory obligations. Where tenderers are established and operating outside of the jurisdiction of supply, compliance with equivalent legislation as applicable in the country of establishment/operation is required.

CRC Request for Tender 2026

20. Previous Experience

Tenderers must have a minimum of 5 years' experience. They must demonstrate practical experience in the inspection, testing, and upkeep of overhead hoists, mobile hoists and additional equipment, ensuring equipment remains safe, operational, and compliant with workplace lifting safety procedures. Following completion of maintenance, inspection, or repair works, appropriate maintenance certification and service documentation to be provided. Certification will confirm the equipment attended, work undertaken, defects identified, components replaced, and operational and safety checks completed. Where applicable, test results and recommendations for any further remedial works will also be recorded. All documentation will be provided to CRC for their maintenance and compliance records.

Contract examples should demonstrate experience of projects of similar scale and complexity required in this tender, at least one of which must be a healthcare organisation and one within the public sector.

Tenderers must provide sufficient information to enable the Contracting Authority to determine the level of equivalence: affirmation is not sufficient.

Experience is required for maintenance technicians:

- Demonstrable experience in the maintenance, inspection and repair of hoisting equipment.
- Experience diagnosing mechanical, electrical and control systems faults.
- Competent in carrying out planned preventative and reactive maintenance.
- Knowledge of bi-annual inspection and servicing procedures.
- Manufacturer-specific hoist training for the equipment being maintained.
- Experience working safely on a range of hoists, lifting equipment and associated components.
- Experience checking track systems, charging units, hand controls, and lifting accessories.
- Ability to identify wear, damaged slings, battery issues, and unsafe operating conditions.
- Experience carrying out functional and operational testing following maintenance or repair.
- Understanding of relevant health and safety requirements and lifting equipment regulations.
- Familiar with safe working at height and manual handling procedures.
- Ability to identify defects, assess the equipment condition and recommend



CRC Request for Tender 2026

appropriate remedial action.

- Experience completing service reports, maintenance records and certification.
- Strong fault-finding and problem-solving skills, with a focus on minimising equipment downtime.
- Ability to work independently on site while maintaining effective communication with clients and site personnel.
- Relevant technical qualifications, manufacturer training or industry-recognised certification where applicable.

21. Technical Resources and Capacity

Tenderers must demonstrate how their proposed team has the relevant skills, expertise, experience, capacity and personnel as well as immediate access to all necessary resources (whether in-house or via sub-contractors) to meet the needs and requirements of CRC, having regard to the nature and scope of the services required.

If relevant, the Tenderer must name all sub-contractors who may be involved in the contract and detail their responsibilities. Tenderers must also demonstrate that any proposed sub-contractors have the necessary capacity and resources to complete the responsibilities assigned.

22. Health & Safety Management System

Tenderers must provide information which demonstrates operation of Health & Safety systems and procedures in line with all relevant Safety, Health & Welfare at Work legislation.

It will be a condition of contract that successful tenderers provide the Contracting Authority in advance with a signed copy of their current Health & Safety Policy.

23. Quality Assurance Management System

Tenderers must provide information which demonstrates a commitment to quality assurance and details of any quality assurance policies and systems, and whether these are externally certified.



CRC Request for Tender 2026

7. Award Criteria

Tenderers must submit their responses on the documentation provided by the Contracting Authority, including the Tender Response Document (Appendix 2) and the Price Response Document (Appendix 3)

Only tenders that 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 tender submissions to be assessed under the award criteria set out below.

Tenderers should ensure that they provide detailed information in respect of all aspects of the award criteria, to enable the Contracting Authority to assess fully the extent of their bids.

The contract will be awarded based on the most economically advantageous, compliant tender, taking into account the following award criteria and weightings.

24. Marking System

All tender submissions will be evaluated in a marking system which weighs Quality and Price at 70% and 30% respectively.

Tenders will be scored out of 100 for each of the Quality Criteria listed below, in accordance with the scoring rules. The score achieved for each Quality Criterion will then be adjusted by the weighting detailed, to select the Most Economically Advantageous Tender. The minimum qualifying mark for each of the award criteria is 70% of the total available mark.

Further detail on each criterion below is provided in the following sections.

CRC Request for Tender 2026

Award Criteria	Tie Break Rank	Sub-criteria	Weighting	Minimum Qualifying Mark	Page Count Limit
Quality Criteria (70%)	1	A. Understanding the Brief	20%	70%	10
	2	B. Technical Merits of the Proposed Resources	20%	70%	8
	3	C. Service Delivery Methodology	20%	70%	8
	4	D. Environment and Sustainability	10%	70%	2
Cost (30%)	N/A	E. Cost	30%	N/A	N/A
		TOTAL	100%		

25. Criterion A: Understanding the Brief

Please refer to the Marking System in the RFT for page limits and marks that apply to this section. Any content beyond the limit will not be considered.

Please refer to Section 5 of this RFT for specific Contracting Authority requirements.

Tenderers must demonstrate that they have a good understanding of the Brief which is to provide a comprehensive, reliable and responsive maintenance service for service users, children and clients hoisting and care equipment. This will include planned preventative maintenance, reactive breakdown response, fault diagnosis, repair and replacement of defective components, together with appropriate operational and safety testing following



CRC Request for Tender 2026

all maintenance and repair activities.

To understand that the service must be delivered with minimal disruption to the service users, children and client's operations, while maintaining a strong focus on safety, compliance, equipment reliability and minimising downtime. All works to be undertaken by suitable experienced and competent standards, manufacturer recommendations and site-specific requirements.

Clear and accurate records to be maintained for all maintenance and repair activities, including service reports, defects identified, works completed, parts replaced, testing undertaken and recommendations for any further remedial works. Appropriate maintenance and testing certification to be provided to support compliance and asset management requirements.

Our overall objective is to ensure that hoists and caring equipment remain safe, compliant, reliable and available when needed, supporting high-quality care while protecting service users, children, clients and staff.

All maintenance must comply with relevant national/international standards (adjust based on jurisdiction):

Typical Standards:

- LOLER (Lifting Operations and Lifting Equipment Regulations 1998)
- PUWER (Provision and Use of Work Equipment Regulations 1998)
- ISO standards (e.g., ISO 4301, ISO 9927)
- Manufacturer guidelines
- Local safety authority requirements

Certification:

- Issue statutory inspection certificates after thorough examinations
- Maintain compliance documentation for audits

26. Criterion B: Technical Merits of the Proposed Resources

Please refer to the Marking System in the RFT for page limits and marks that apply to this section. Any content beyond the limit will not be considered.

Please refer to Section 5 of this RFT for specific Contracting Authority requirements.

Tenderers must provide details of the team they are proposing to deliver the services. To



CRC Request for Tender 2026

satisfy this requirement, tenderers must provide the following:

- Reassurance that they have at their disposal effective and efficient technical resources/systems to deliver the requirements as specified by the CRC. Demonstrated experience in the inspection, testing, preventative maintenance, repair, certification, and lifecycle management of mobile and overhead hoists, ceiling track systems, and associated lifting equipment, ensuring compliance with all relevant statutory requirements, manufacturer specifications, and industry standards.
- Proposed Role for each member of the proposed Service Delivery Team
- Comprehensive short form CV's, demonstrating each team member's relevant qualifications, experience and expertise for the role proposed.
- Details of the key point of contact/Account Manager who will be responsible for the ongoing management of the account.

Tenderers are required to outline the process that they will employ to nominate replacement personnel if any of the Core Service Delivery team is unavailable.

27. Criterion C: Service Delivery Methodology

Please refer to the Marking System in the RFT for page limits and marks that apply to this section. Any content beyond the limit will not be considered.

Please refer to Section 5 of this RFT for specific Contracting Authority requirements.

Tenderers must demonstrate the methodology employed to engage services and meet agreed response times and CRC Specific Requirements and Scope of Work.

The Tenderer must submit a detailed statement outlining the following:

- How the tenderer will align with CRC's organisation's core values of courage, collaboration, respect, quality, stewardship and person-centeredness which shape all aspects of service delivery, decision-making, and stakeholder engagement
- A clear and comprehensive methodology for contract and performance management.
- A structured, proven method for delivering services
- Evidence the tenderer can deliver consistently and reliably
- Provides services that are person-centred, responsive, and safe
- Has systems and staff in place to fulfil the requirements of this RFT



CRC Request for Tender 2026

- Account management methodology including how tasks are assigned to the service delivery team: Who delivers each part of the service, Staff qualifications, supervision structures, and role clarity,
- Proposal to ensure operational efficiency for the account:
 - Account communications plan.
 - Dispute/Escalation processes
 - Information on the measures in place to ensure the delivery of a quality service, for example by way of an externally certified system, or an equivalent in-house quality control process or system.

28. Criterion D: Environment and Sustainability

Please refer to the Marking System in the RFT for page limits and marks that apply to this section. Any content beyond the limit will not be considered.

As part of the Government Plan on Climate Action 2024 and Circular 20-2019, all Government Departments and the public sector are seeking to reduce the environmental impact of the goods and services that they procure.

The Tenderer must submit a detailed statement outlining their proposed procedure for reducing their environmental impact, in particular as it applies to the provision of services provided as part of this contract.

The Tenderer must provide a statement on how they might introduce innovative solutions to meet sustainability goals.

Tenders must provide a response as to how they propose to meet ongoing Government requirements for climate action and sustainability, including steps towards a Zero Waste environment.

The Tenderer must outline how they propose to support CRC in achieving its decarbonisation targets and showing leadership in climate action as set out in Public Sector Climate Action Mandate, which applies across all public sector organisations.

29. Criterion E: Cost

All pricing information for the RFT must be provided in the Tender Pricing Document (Appendix 3) that accompanies the RFT. Additional and/or supplementary documentation, as requested by the RFT, must be uploaded separately to www.etenders.gov.ie.

Tenderers are required to complete the Tender Pricing Document (Appendix 3) and provide fixed pricing for the services set out therein. The quoted prices shall represent the total cost necessary to carry out all work required to satisfy the requirements set



CRC Request for Tender 2026

out in this RFT for the duration of the contract. The quoted price shall be that amount which is necessary to carry out all the work required to satisfy the requirements set out in this RFT for the duration of the contract.

Prices tendered must be all-inclusive i.e. including but not limited to all overhead costs, service delivery, administrative, account management, reporting and support costs, travel costs, ancillary costs and all other additional costs/expenses associated with the provision of the Services outlined in this RFT.

All pricing information must be quoted in € (euros) and must exclude VAT.

The prices submitted must remain valid for 12 months from date of award of the contract.

30. Scoring Rules for Cost

Cost submitted on tender submissions will be scored in inverse proportion to the maximum score, which will be allocated to the lowest cost valid tender using the following formula:

$$\frac{(\text{Maximum Number of Marks Available} \times \text{Lowest Tendered Overall Cost})}{\text{divided by Tendered Overall Cost of tender under evaluation}}$$

31. Scoring Rules for Quality Criteria

Quality criteria will be scored out of 100 in accordance with the scoring rules below:

Rule	Range of Marks
A response that demonstrates an excellent level of quality, credibility, and understanding of requirements, and provides comprehensive and convincing assurance that the Tenderer will deliver to an excellent standard.	91 - 100
A response that demonstrates a very good level of quality, credibility, and understanding of requirements and provides assurance that the Tenderer will deliver to a very good standard.	80 - 90
A response that demonstrates a satisfactory level of quality, credibility and understanding of requirements and gives reasonable assurance of delivery to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.	60 - 79



CRC Request for Tender 2026

A response where reservations exist. Lacks full credibility/convincing detail, and there is a significant risk that the response will not be successful.	30 - 59
A response where serious reservations exist. This may be because, for example, insufficient detail is provided, and the response has fundamental flaws, or is seriously inadequate or seriously lacks credibility with a high risk of non-delivery.	1 - 29
Response completely fails to address the criterion under consideration.	0

32. Tie Break Rule

In the event that two or more Tenders receive the same total score, the Tenderer with the highest overall qualitative score (that is, the non-cost related element) shall be deemed to be the most economically advantageous tender.

In the event that two or more Tenderers receive the same total qualitative score, the Tenderer with the highest marks for the first qualitative criterion (identified as Tie Break Rank No. 1 in the next section) will be deemed to be the most economically advantageous tender.

In the unlikely event that the application of this tie-break rule does not result in the most economically advantageous tender, the approach will continue to be applied to each of the criteria in the order set out in paragraph 24 until the most economically advantageous tender can be determined.



CRC Request for Tender 2026

END OF DOCUMENT