



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

Cft 9009669 - T.033.2026 Request for Tenders for the supply of Property and Exhibits Management System (PEMS) Peripheral Equipment for An Garda Síochána

	Received	Clarification Question	Response
1	11.09.2026	Question 1: Would the Zebra PolyPro 3000T label roll, PN 3010793, synthetic, 102 × 51 mm, meet the requirements specified for the labels?	<i>An Garda Síochána (AGS) confirms that Zebra PolyPro 3000T label roll, PN 3010793, synthetic, 102 × 51 mm, meets the requirements specified.</i>
2	11.09.2026	Question 2: Is it possible to submit an offer for the scanners, printers, extended warranty, and consumables without submitting an offer for the electronic signature devices?	<i>AGS confirms that Tenderers are required to provide pricing for all the products identified in the pricing schedule. Please see RFT Document, Appendix 1, Section 2 General Requirements and Pricing Schedule Instructions.</i>
3	11.09.2026	Question 3: As the ribbons are supplied in boxes of 12 rolls, the order quantities would need to be in multiples of 12. Would this be acceptable?	<i>For the purpose of the Tender</i> <i>AGS confirms that ribbons supplied in boxes containing twelve (12) ribbons are acceptable.</i> <i>Tenderers are therefore required to clearly state in their tender submission using the Pricing Schedules Tenderer Notes to detail any difference to our requirements set out in the Cost proposal description:</i> <i>1. The dimension of each ribbon.</i> <i>2. The number of ribbons contained in each box.</i> <i>3. Any relevant packaging or minimum order quantity requirements.</i>
4	11.09.2026	Question 4: As the labels are supplied in boxes of 4 rolls, the order quantities would need to be in multiples of 4. Would this be acceptable?	<i>AGS confirms that labels supplied in boxes containing four (04) rolls are acceptable.</i>



An Garda Síochána

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			<i>Tenderers are therefore required to clearly state in their tender submission using the Pricing Schedules Tenderer Notes to detail any difference to our requirements set out in the Cost proposal description:</i> <i>1. The number of rolls contained in each box.</i> <i>2. Any relevant packaging or minimum order quantity requirements.</i>
5	11.09.2026	Question 5: For the quantities specified for the ribbons (400) and labels (100), do these figures refer to the number of rolls or the number of boxes?	<i>For the purpose of the Tender, the pricing schedule is updated and republished. The quantities specified are 100 Ribbons and 200 Labels.</i> <i>AGS confirms that the quantities refer to the number of ribbon and Label rolls required. The figures do not refer to boxes.</i>
6	16.09.2026	With reference to RFT sections 3.1 and 3.2 and Part B of the Tender Response Document, please clarify: Turnover: Section 3.2.A.1 refers to minimum average annual turnover of €400,000 “in each” of the last three financial years, whereas the TRD refers to average turnover over those years exceeding €400,000. Is the requirement assessed as a three-year average or a minimum in each year, and does exactly €400,000 satisfy the threshold?	<i>Proposed Response: The Tenderer must demonstrate a minimum average turnover over Three years. A tenderer can have a lower turnover in one or two of the years as long as the Total Turnover over three years equals or exceeds €1.2m (€400,000*3). E.g. a company with a turnover of €500K in 2025, €400k in 2024 and €300k in 2023 would meet the requirement outlined.</i>



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7	16.09.2026	With reference to RFT sections 3.1 and 3.2 and Part B of the Tender Response Document, please clarify: Financial reliance: Where reliance under section 3.1 is used, may the tenderer and supporting entity's financial capacities be combined, or must one entity independently meet the turnover threshold? Please specify any guarantee or joint-liability commitment required where the supporting entity is not a consortium member.	<i>The members of a grouping submitting a Tenderer (either a Consortium or a Prime Contractor / Subcontractor arrangement) can add their Turnover together to meet the requirement.</i> <i>In this scenario details of all parties who's turnover the Tenderer is relying on must be provided and the Tenderer must include confirmation from each organization that it is relying on the meet the Selection Criteria. Each organization must also provide an ESPD.</i>
8	16.09.2026	With reference to RFT sections 3.1 and 3.2 and Part B of the Tender Response Document, please clarify: Contract references: May contracts performed by a supporting entity as sole or prime contractor satisfy section 3.2.B.1 where that entity will perform the relevant activities under the resulting contract? May the three references be provided across the tenderer and supporting entities?	<i>The members of a grouping submitting a Tenderer (either a Consortium or a Prime Contractor / Subcontractor arrangement) can rely on the experience of individual members to meet the requirements.</i> <i>In this scenario details of all parties who's projects the Tenderer is relying on must be provided and the Tenderer must include confirmation from each organization that it is relying on the meet the Selection Criteria. Each organization must also provide an ESPD.</i>
9	16.09.2026	With reference to RFT sections 3.1 and 3.2 and Part B of the Tender Response Document, please clarify: Comparable experience: The TRD permits ongoing support contracts and states that one reference "should"	<i>The TRD permits the inclusion of ongoing support contracts to demonstrate capacity. In accordance with the mandatory requirements, at least one provided reference illustrates direct experience within the Civil Service or Public Sector. The enclosed reference examples collectively</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

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		demonstrate Civil Service or Public Sector experience. Please confirm whether that public-sector reference is mandatory and whether each reference must cover all three equipment categories, or whether relevant supply/support contracts may collectively demonstrate the required scope.	<i>fulfill the required scope and comprehensively demonstrate your full operational capacity through combined experience.</i>
10	16.09.2026	Price adjustments: RFT section 2.10.6 permits annual HICP adjustments, while Appendix 2 and the Pricing Schedule require fixed prices or prohibit increases. Please confirm which provision governs prices during the initial contract term and any extensions.	<i>Clause 2.10.6 allows for the consideration of price increases on the 1st anniversary of the Contract Commencement date and annually thereafter. For the avoidance of doubt, Clause 2.10.6 does not guarantee price increases and limits any increase to increases in the Harmonized Consumer Price Index as published by the Central Statistics Office.</i>
11	16.09.2026	Delivery: The Pricing Schedule evaluates one delivery, while the contract requires delivery to locations throughout Ireland. Please confirm how subsequent deliveries should be priced: within equipment unit prices or using the separate delivery charge per order or location. Please provide any available indication of typical order sizes and delivery locations, and confirm whether installation or on-site setup is required.	<i>According to Section 2.10.2 of the Request for Tender (RFT), all quoted prices must be fully all-inclusive, covering all associated expenses such as shipping, packaging, delivery, and any other ancillary costs. These figures must be expressed strictly in Euros and presented exclusive of Value Added Tax (VAT), with the applicable VAT rates indicated separately within the submission. While Appendix 2 of the RFT Pricing Schedule designates the Garda Headquarters as the primary single delivery location, tenderers are also required to factor in the logistics of supplying any AGS office or station nationwide under the final contract. To accommodate this, submissions must include a comprehensive cost</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

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			<i>breakdown that clearly highlights any pricing variance between single-location delivery and countrywide distribution. Because this contract is entirely demand-driven, purchase orders will only be issued to fulfil actual operational requirements, and orders will be consolidated into batches reflecting annual demand. Tenderers should also note that no installation or on-site setup will be required upon delivery.</i>
12	16.09.2026	Warranty commencement and duration: Criterion B1 refers to three years' printer warranty from deployment and also states that warranties commence on delivery. Please confirm the applicable start date and whether Pricing Schedule row 19 should cover three years in total, including any standard manufacturer warranty.	<i>The printer's three-year warranty period begins on the date of delivery, as no on-site installation or further deployment is required by the Tenderer. Row 19 of the Price Schedule must cover a total period of three years, including the standard manufacturer's warranty—provided it meets all requirements stipulated in the Tender Response Document—as well as all software updates and technical support.</i>
13	16.09.2026	Repair times and replacement cover: Please confirm the events from which the three-business-day collection and seven-business-day repair/replacement periods run, and whether the latter includes return delivery to the Garda location. Please also confirm whether repaired or replaced equipment receives a new warranty period or the remainder of the original warranty, reconciling the 24-month guarantee in Schedule A with the 36-month printer requirement.	<i>The three-business-day collection period begins on request by the Contracting Authority representative. The seven-day turnaround time for repairs starts once the device arrives at the repair facility and excludes ground return shipping to the Garda location. The repaired or replaced equipment retains the remainder of the original warranty.</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

CfT 9009669 - T.033.2026 Request for Tenders for the supply of Property and Exhibits Management System (PEMS) Peripheral Equipment for An Garda Síochána

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14	16.09.2026	Continuing support: Appendix 1 section 2.3 requires support and updates/upgrades for the lifetime of each product. Please define the required duration and scope, including what must be included in the tender price after warranty expiry. Please confirm that equipment warranties continue for their full agreed duration where this extends beyond contract expiry.	<i>Full product support is provided during the 60-month contract period, plus the three-year extended warranty period for hardware listed in the pricing schedule; this includes the availability of updates and upgrades for the lifetime of any product.</i>
15	16.09.2026	Quantities: RFT criterion C specifies 100 label rolls and 200 ribbon rolls; TRD criterion C specifies 400 label rolls and 100 ribbon rolls; RFT Appendix 2 and Pricing Schedule cells H13 and H14 specify 400 ribbon rolls and 100 label rolls. Please confirm the quantities to be priced and evaluated and issue aligned documents.	<i>For the purpose of the Tender and the pricing schedule the quantities specified remain 400 Ribbons and 100 Labels.</i>
16	16.09.2026	Signature pads: Appendix A requires backlighting but names Topaz T-L460-HSB-R, which the manufacturer identifies as non-backlit. Please confirm whether backlighting is mandatory.	<i>Although the current device is the Topaz Systems T-L460-HSB-R, backlighting is required for Electronic Signature Capture Devices under this tender, as specified in Appendix A.</i>
17	16.09.2026	Printer connectivity: Please confirm whether USB connectivity alone satisfies the requirement, or whether Wi-Fi and/or Bluetooth connectivity must also be included.	<i>USB and Ethernet (LAN) connectivity are required, while Wi-Fi and Bluetooth are optional.</i>
18		Compatibility and durability: Please identify the PEMS software/driver environment against which equivalent equipment will be assessed and clarify whether the outdoor-durability requirements refer to exposed outdoor operation or occasional use in sheltered conditions.	<i>Any new Property and Exhibits Management System (PEMS) equipment will be tested in the mock PEMS store we have setup in the office in Phoenix House. We have a standard Garda mini running Windows 11. The drivers for any new drivers needed for the printer would have to be</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

CfT 9009669 - T.033.2026 Request for Tenders for the supply of Property and Exhibits Management System (PEMS) Peripheral Equipment for An Garda Síochána

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			<i>installed by the EUC team. The PEMS software itself is a web-based application so requires no special installation.</i> <i>AGS confirms that the outdoor-durability requirements refer to occasional use under sheltered conditions.</i>
19	16.09.2026	Samples: Please specify the sample quantities/configurations and the tests to be applied under the written-request procedure in RFT section 2.22.	<i>AGS confirms that the Tenderers are required to provide one sample of each of the products specified in the RFT.</i>
20	22/09/2026	Please could you advise how many labels you expect to print per day using the Label printer - thermal transfer - monochrome?	<i>It is not possible to specify the exact number of labels printed daily, as it depends on the demand at each division, station, and office requirements.</i>
21	23/09/2026	Could you clarify that the following is what is needed please?: Ribbon: 110mm x 74Metres not 110mm x 74mm as per the Pricing Schedule and can be supplied in a box, 12 per box. Ribbon: Roll of 1520 is an error on the pricing schedule, please confirm. Labels : 1520 per roll, not 1000 per roll as per the pricing schedule.	<i>Ribbon: 110mm x 74m (74 metres); 12 rolls per box can be supplied. Ribbon per roll: unit of measure not applicable. Labels per roll: 1520.</i>
22	23/09/2026	We would appreciate clarification on the following points in relation to the tender submission requirements: eESPD – Editable Format	<i>The eESPD is included in the Eligibility Envelope and that it must be completed on-line not manually</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

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		According to Section 2.2.1(a), tenderers are required to complete and submit the electronic version of the eESPD. However, the eESPD document provided with the tender documentation appears to be in PDF format and is not electronically editable. Could you please confirm whether an editable version of the eESPD will be made available? Alternatively, should the provided document be completed manually using a blue ink pen?	
23	23/09/2026	We would appreciate clarification on the following points in relation to the tender submission requirements: Tender Submission Checklist Could you please provide a checklist of all mandatory documents and forms that tenderers are required to submit as part of their tender response? This would assist us in ensuring that our submission is complete and that all mandatory requirements have been addressed.	<i>We do not provide a document checklist for tender submissions. Documents required include the Tender Response Document, Pricing Schedule, eESPD, TPRM Questionnaire. Please note, it is expected that the tenderer reads all tender documentation and submits all required documentation as instructed in the tender documents</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

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24	24/09/2026	Could you please confirm whether the TPRM document is mandatory for all tender submissions? Our understanding is that the questions within the TPRM document are primarily service-specific. Under this tender, our scope would be limited to the supply and delivery of products, with no services being provided by us and no handling, processing, or access to customer data as part of the proposed solution. As such, we believe the TPRM questionnaire may not be applicable to our scope of supply. Could you please confirm whether we are required to complete and submit the TPRM document as part of our tender response, or whether it can be considered not applicable in this instance?	<i>The TPRM questionnaire is required as part of the tenderer's submission.</i>
25	29/09/2026	ESPD Procurement – Part III: Exclusion Grounds Part III: Exclusion Grounds of the ESPD Procurement document is not available in an editable format within the Tender Documents. Could you please upload an editable version so that it can be completed electronically?	<i>The ESPD should be created through the tenderers profile and not filled in manually. Please refer to the etenders guidance document 'Create ESPD Response (Template in Economic Operator Profile)' for detailed instructions on creation and submission.</i>
26	29/09/2026	Full ESPD Request (National Criteria) The Full ESPD Request (National Criteria) has not been uploaded to the Tender Documents in an editable format. It is currently available only in XML format, which cannot be used to complete and submit the tender response. Could you please provide an editable version?	<i>The ESPD should be created through the tenderers profile and not filled in manually. Please refer to the etenders guidance document 'Create ESPD Response (Template in Economic Operator Profile)' for detailed instructions on creation and submission.</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

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27	29/09/2026	Extended ESPD Request The Extended ESPD Request has not been uploaded to the Tender Documents in an editable format. It is currently available only in XML format, which cannot be used to complete and submit the tender response. Could you please upload this document in an alternative file format so that it can be accessed and reviewed?	<i>The ESPD should be created through the tenderers profile and not filled in manually. Please refer to the etenders guidance document 'Create ESPD Response (Template in Economic Operator Profile)' for detailed instructions on creation and submission.</i>
28	29/09/2026	Tender Structure XML – Cycle 1 The Tender Structure XML – Cycle 1 document cannot be opened. It has also been uploaded in XML format, which appears to be inaccessible/readable in its current format. Could you please upload this document in an alternative file format so that it can be accessed and reviewed?	<i>This is a system generated file that acts as the data backbone for the tender and is not required to be downloaded.</i>
29	02/10/2026	Question 1 – IP Rating / Environmental Protection Please clarify the minimum required Ingress Protection (IP) rating, if any, for the handheld wired barcode scanner. If no specific IP rating is required, please clarify the expected level of resistance to water, dust and other environmental conditions.	<i>AGS confirms that the outdoor-durability requirements refer to occasional use under sheltered conditions.</i>
30	02/10/2026	Question 2 – Compatibility with Existing AGS PEMS Equipment Please clarify the required compatibility between the proposed scanner and the existing An Garda Síochána PEMS equipment/system, including any specific hardware,	<i>Printers and other peripheral must be compatible with Windows 11.</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

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		software, connectivity, driver, interface, communication protocol or integration requirements	
31	02/10/2026	Question 3 – Scanner Stand / Presentation Scanning Please confirm whether the handheld scanner is required to be supplied with a stand. Please also clarify whether the scanner will be used as a presentation scanner, where items are presented to the scanner without the scanner being held by the user, or whether a handheld-only configuration is sufficient.	<i>The handheld scanner must include a stand and can be configured for either presentation or handheld-only use.</i>
32	02/10/2026	Question 4 – Warranty Please confirm the minimum warranty period and any specific warranty, repair, replacement or support requirements applicable to the scanner.	<i>According to Pricing Schedule T.033.2026, scanners have a minimum 24-month warranty period with a renewal option.</i>
33	02/10/2026	Question 5 – Outdoor Durability / Environmental Conditions The tender states: “All devices must provide good durability in an outdoor environment (2–3 years).” Please clarify the expected level of outdoor use and the environmental conditions the scanner is required to withstand, including rain, dust, moisture, temperature variation and physical impact. The tender references Zebra DS2208-SR7U2 / DS2208 (or equivalent). As the referenced models appear to be specified primarily for indoor use, please clarify the required level of	<i>Any new Property and Exhibits Management System (PEMS) equipment will be tested in the mock PEMS store we have setup in the office in Phoenix House. We have a standard Garda mini running Windows 11. The drivers for any new drivers needed for the printer would have to be installed by the EUC team. The PEMS software itself is a web-based application so requires no special installation.</i> <i>AGS confirms that the outdoor-durability requirements refer to occasional use under sheltered conditions.</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

CfT 9009669 - T.033.2026 Request for Tenders for the supply of Property and Exhibits Management System (PEMS) Peripheral Equipment for An Garda Síochána

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		outdoor durability and how this requirement should be interpreted in conjunction with the referenced equipment.	
34	02/10/2026	Barcode Label Printers Question 6 – Label Design / Printing Software Please confirm the label design and printing software currently used with the existing Zebra ZD421T printers. Please also confirm whether Zebra Programming Language (ZPL) is currently used and whether the proposed printer must support ZPL or any other specific printing language or protocol.	<i>AGS confirms the technical specifications and software requirements currently used for our Zebra ZD421T printers. Furthermore, the Zebra Programming Language (ZPL) is currently in use, and the proposed printer must support ZPL or any other specific printing language or protocol.</i>
35	02/10/2026	Question 7 – iOS Compatibility The tender documentation references iOS. Please clarify how iOS devices are currently used with the barcode label printer, including: • Which iOS devices are used, e.g. iPhone or iPad; • Whether printing is required directly from iOS devices; • How the iOS device communicates with the printer; and • Whether the printer must support any specific iOS application or software.	<i>iOS compatibility is unnecessary because AGS does not use Mac computers or provide iPhones to members.</i>
36	02/10/2026	Question 8 – Compatibility with Existing AGS Hardware / PEMS	<i>USB and Ethernet (LAN) connectivity are required, while Wi-Fi and Bluetooth are optional.</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

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		Please clarify the required hardware and software compatibility between the proposed printer and the existing AGS PEMS equipment/system. In particular, please clarify how the electronic signature capture device, handheld barcode scanner and barcode label printer are currently connected and/or integrated within the PEMS environment. Please confirm any specific requirements for USB, Bluetooth, Wi-Fi, Ethernet, operating systems, software, drivers, communication protocols or PEMS integration	
37	02/10/2026	Question 9 – Outdoor Durability / Environmental Conditions The tender states: “All devices must provide good durability in an outdoor environment (2–3 years).” Please clarify the expected level of outdoor use and the environmental conditions the printer is required to withstand, including rain, dust, moisture, temperature variation and physical impact. The tender references the Zebra ZD421T Label Printer – Wired & Wireless Bluetooth, Product SKU: ZD4A043-30EM00EZ (or equivalent). As the referenced model appears to be specified primarily for indoor use, please clarify the required level of outdoor durability and how this requirement should be interpreted in conjunction with the referenced equipment.	<i>AGS confirms that the outdoor-durability requirements refer to occasional use under sheltered conditions.</i>



An Garda Síochána

Ag Coinneáil Daoine Sábháilte - Keeping People Safe

CfT 9009669 - T.033.2026 Request for Tenders for the supply of Property and Exhibits Management System (PEMS) Peripheral Equipment for An Garda Síochána

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38			