# REQUEST FOR QUOTATION SERVICES

## FOR AGGREGATE SPEND UPTO €50,000/£50,000 (Excl. VAT)

(delete amount and currency where appropriate)

| | |
|---|---|
| **Subject of Quotation** | |
| **9433224 Provision of Services for Marketing Storage and Distribution** | |
| **Key Dates** | |
| **Issue Date** | **Wednesday, 4th November 2026** |
| **Closing Date for Queries** | **3.00pm, Wednesday 11th November 2026** |
| **Closing Date for Quotations** | **3.00pm, Wednesday 25th November 2026** |
| **Contact for Queries** | |
| **brigid.sludden@waterwaysireland.org** | |
| **Format for submission of quotations – use the Quotation Response Document Provided** | |
| **Post-box facility on www.etenders.gov.ie only** | |

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# 1 ABOUT THE CONTRACTING AUTHORITY

## 1.1 The Contracting Authority

Waterways Ireland, herein after referred to as the Contracting Authority, is the authority responsible for this procurement.

Further information is available at our corporate website www.waterwaysireland.org

## 1.2 Small and Medium Enterprise Participation

It is the policy of the Contracting Authority to encourage participation by Small and Medium Enterprises (SMEs) in this competition.

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.

# 2. SCOPE OF REQUIREMENT

## 2.1 Specification of Requirements

Waterways Ireland stocks a selection of printed literature and publications at a central storage location from where the products are then distributed to individual or business customers upon instruction from Waterways Ireland or upon order generated directly from the Waterways Ireland web shop via email. The Organisation uses the distribution centre for direct mail, pick, pack and postage, as well as the storage of quantities of literature and smart cards.

Waterways Ireland now seeks the services of a supplier to continue this distribution of products through a streamlined logistics system involving the fulfilment of web shop orders and distribution to customers through appropriate 'pick, pack & postage' and bulk distribution mechanisms. Transparent stock control and reporting are essential.

### a. Contract Duration

Waterways Ireland will require a supplier to provide the following services for the period 1st January 2027 to 31st December 2028. The contract will be awarded initially for two years with the option to extend for a further one year plus one year, subject to budget availability and satisfactory review of service provision.

### b. Receipting and Storage

The successful supplier will be required to receipt and store the current stock of approximately three euro pallets covering a range of four publications and smart cards, ranging in volume from 50 – 2,000.

The storage facility provided must be clean and secure and protect Waterways Irelands' stored products from damage, dilapidation, misuse or misappropriation.

Currently the products are boxed or plastic wrapped in a variety of volumes;

The receipting (handling) charge must be specified, per pallet;

Costs for receipting and storage will be evaluated on a basket of charges indicative of that required.

**c. Stock Control**

The warehouse facility must have effective stock control systems and the capability to set individual indicators on stock levels of products so that when reached, timely reordering can take place.

The quotation must indicate if the stock controls systems can be accessed remotely by Waterways Ireland; if not the successful supplier will be required to generate reports on demand from Waterways Ireland to detail product or customer transactions;

The successful supplier must facilitate one yearly stock-take of all products and random stock-takes as and when requested;

Suppliers should note products are not currently bar-coded;

Costs for stock control will be evaluated based on an administration fee to cover non-operational activities.

**d. Order Fulfilment**

The successful supplier will be required to receive orders via emails generated from a Waterways Ireland hosted web shop where members of the public, as well as retail customers can place orders. Order fulfilment will be via Picking and Packing a collation of products on an order-by-order basis, enveloped/packaged and then delivered using the best available service depending on value for money and delivery deadline(s). Orders must be despatched using a service which enables tracking, to provide proof of delivery.

Daily distribution of orders is essential as is the handling of complaints relating to orders;

Handling of returns when required;

The successful supplier will be required to record receipt of the order and the distribution date of the order.

Costs for order administration will be evaluated based on administration fee to cover non-operational activities.

**e. Distribution**

The distribution services required are as follows:

As noted under section d, these are in response to orders placed via the Waterways Ireland web shop and delivery is via postal or courier (approximately 700 customer orders per annum). The onus will be on the supplier to select the most cost-effective delivery method, taking into consideration that most of the orders are in Ireland. On occasion there may be requests to dispatch stock to Waterways Ireland's HQ in Enniskillen, County Fermanagh.

Costs for distribution will be evaluated on a basket of goods **Appendix 1** indicative of deliveries that occurred in June 2026.

Please note other distribution services may be required from time to time.

**f. Invoicing**

The successful supplier will provide a monthly breakdown showing the charge for each transaction, broken down into charges for Picking, Packing and Delivery.

On receipt of approval from Waterways Ireland, the supplier will submit an invoice showing the agreed costs incurred in the previous month under these headings:

Admin

Storage

Pick and Pack

Delivery

Payment will be made within 30 days on receipt of an invoice bearing a Waterways Ireland purchase order number. Only costs which have been agreed by Waterways Ireland in writing prior to being incurred can be included in the invoice.

**g. General Requirements**

Suppliers must in their quotation submission:

Indicate the timeframe within which the services required would be operational from the date of the contract being awarded.

Detail the methods and standards of packaging used for the Products. Please note that Waterways Ireland will request a sample of each prior to contract award;

Detail the turnaround time within which deliveries can be made - from receipt of the order to dispatch;

Detail methods of delivery used; if subcontracted to couriers please provide details of the organisation including year of establishment and range of services provided with reference to the subject matter of this contract., demonstrating that their subcontractor operates within the field in question.

Confirm if any fuel surcharge will be applied to deliveries and how this surcharge is calculated;

Confirm that all methods used for delivery services will provide Proof of Delivery.

Any initial costs associated with transporting existing stock (approx three pallets) from current location in Rosemount Business Park, Dublin 11 must be specified.

## 2.2 Delivery Locations

As above

## 2.3 Options (if applicable)

N/A

## 2.4 Pricing

Pricing will be as per the Response to Cost Criterion in the Quotation Response Document.

## 2.5 Review of Performance

A quality service is required under this contract. Therefore, performance will be continually monitored over the term of the contract. Cost competitiveness, performance, quality of service and turnaround time will be the main criteria for measuring performance.

### 2.5.1 Account Management

Economic operators 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 services required.

### 2.5.2 Invoicing

Invoices shall be submitted by the successful economic operator on a monthly basis for all costs incurred in the preceding month, 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 service provider.

## 2.6 Award to Runner Up

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

# 3. EVALUATION CRITERIA

## 3.1 Suitability

The Contracting Authority will only consider quotations from competent and 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**).

(a) General economic operator information.
(b) Confirmation of tax compliance (where applicable see QRD).
(c) Confirmation that the economic operator is appropriately insured.
(d) 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.

## 3.2 Award Criteria

The contract will be awarded based on a quality and cost evaluation as assessed by the Contracting Authority, who is not obliged to accept the lowest or indeed any quotation. The following criteria will be applied:

| **Criterion A** | **Weighting** | **Maximum Marks** |
|---|---|---|
| **Cost Criterion** | **50 %** | **5000** |
| **Description** | | |
| For the purpose of evaluation a basket of goods will be assessed, for services representative of those required.<br><br>Please complete the Quotation Form provided in the Quotation Response Document. | | |

| **Criterion B** | **Weighting** | **Maximum Marks** |
|---|---|---|
| **Methodology** | **25 %** | **2500** |
| **Description** | | |
| Suppliers should submit a methodology statement showing clearly how they will deliver and manage service delivery to ensure that all aspects of Waterways Irelands requirements are delivered appropriately, indicating how client liaison, reporting and quality control measures will be managed. | | |

| Criterion C | Weighting | Maximum Marks |
|---|---|---|
| **Stock Control** | **20 %** | **2000** |
| **Description** | | |
| It is a requirement that the supplier has a stock control system which accurately records stock levels and transactions and real time reporting. | | |

| Criterion D | Weighting | Maximum Marks |
|---|---|---|
| **Social and Environmental Considerations** | **5 %** | **500** |
| **Description** | | |
| The supplier should consider measures to reduce carbon emissions, energy and resource consumption, waste and packaging and sustainable transport. | | |

## 4. FORMAT Of RESPONSE

Service Providers are required to complete the separate Quotation Response Document (**QRD**) which contains:

(i) General Economic operator Information
(ii) Information regarding compliance with the Suitability Criteria – tax, insurances and declarations
(iii) The Quotation Form and where relevant, response to the Qualitative Award Criteria.

Please ensure you read the Instructions to Economic Operators quoting as detailed in Section 5.

## 5. INSTRUCTIONS FOR ECONOMIC OPERATORS QUOTING

### (a) Closing Date

The closing date for receipt of quotations is **3.00pm, Wednesday 25th November 2026** of this document.

Quotations that are received late will not be considered in this competition.

### (b) Submission of Quotations

Quotations should be submitted via the **Post-box facility on** www.etenders.gov.ie **only**

### (c) Queries

All queries regarding this quotation should be submitted via the **Post-box facility on** www.etenders.gov.ie **only**

Queries should be raised as soon as possible and before **3.00pm, Wednesday, 11th November 2026.**

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.

### (d) 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.

### (e) 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. 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.

### (f) Freedom of Information

In order to comply with legislation on the Freedom of Information Waterways Ireland as a North South Body operates a Code of Practice for Freedom of Information. The primary purpose of this code is to facilitate access by members of the public to information held by the body which is not routinely made available.

The objective is to provide:

1. Greater openness and accountability and increased public confidence in the workings of North South Bodies, and
2. Improvement in the quality of decision making by North South Bodies

Anyone corresponding with Waterways Ireland through any tender or procurement process should be aware that any information provided in the tender or other correspondence may be made available if requested under the Freedom of Information Code of Practice.

Waterways Ireland will consult with tenderers about sensitive information in their tender or correspondence before making a decision on the disclosure of any such information in response to a request under the relevant Freedom of Information legislation.

A decision on what information can be released under the relevant Freedom of Information legislation is the sole prerogative of Waterways Ireland.

A copy of the Freedom of Information Code of Practice is available on the Waterways Ireland website www.waterwaysireland.org under Other Information or by writing to:

Freedom of Information Officer

Waterways Ireland

2 Sligo Rd

Enniskillen

Co. Fermanagh

BT74 7JY

Telephone +44 (0)2866 323004

### (g) Currency and Payment

The currency and invoices in which all prices and rates shall be tendered, and which payments under the contract will be paid, shall be (Please select from drop down) Sterling £

All prices and rates quoted should be on the basis of both VAT exclusive and VAT inclusive costs, clearly identifying the applicable rate of VAT.

A schedule of payments will be agreed with the successful tenderer and invoices shall be submitted in accordance with the terms agreed with the Contracting Authority.

The Contracting Authority require that invoices are submitted electronically, and the following information sets out our requirements with regard to billing Waterways Ireland. Any claim for payment should meet the following minimum format and information requirements:

- Be produced on invoice or headed stationery showing the supplier's name, address and VAT details (where applicable)
- Be addressed to or otherwise properly identify Waterways Ireland as the client/customer/payee
- Display the invoice/billing date
- Display the relevant Waterways Ireland purchase order number or agreed payment reference
- Display a unique supplier invoice number/billing reference
- Fully itemise the services provided in line with the costs structure set out in the tender
- Subtotal amount
- VAT rates and amount (as applicable)

- Gross Total

The method of payment used by the Contracting Authority is normally Electronic Funds Transfer.

The Contracting Authority operates in accordance with EU Directive 2011/7/EU on combating Late Payment in commercial Transactions transposed in to national legislation as

- S.I. 580 of 2012 in Ireland and
- The Late Payment of Commercial Debts (Interest) Act 1998 in Northern Ireland

### (h) Data Protection

"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"), the Data Protection Act, 2018 and any guidelines and codes of practice issued by the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time.

The Contracting Authority will be a Controller (where Controller has the meaning given under the Data Protection Laws) in respect of any Personal Data (where Personal Data has the meaning given under the Data Protection Laws) required to be provided by the Tenderer in response to this Request for Quotation.

The Tenderer, as Controller in respect of any Personal Data provided by it in its Tender, is required to confirm by way of statement that all Data Subjects (where Data Subject has the meaning given under the Data Protection Laws) whose Personal Data is provided by the Tenderer have consented to the processing of such Personal Data by the Tenderer, the Contracting Authority, the Evaluation Team and the supplier of the etenders.gov.ie website, for the purposes of the participation of the Tenderer in this Competition or that the Tenderer otherwise has a legal basis for providing such Personal Data to the Contracting Authority for the purposes of its participation in this Competition.

### (i) Taxation

It will be a condition of award of any contract under this quotation and any subsequent contract that the successful economic operator(s) comply with all EU and national tax laws. Taxation rules that may apply to any contract formed under this quotation are summarised in the tables below and depend on whether supply is being made to Waterways Ireland in Ireland or in Northern Ireland:

| **Supply to Waterways Ireland in Ireland** | | | |
|---|---|---|---|
| **Supplier Based in** | **VAT** | **Tax Clearance** | **RCT** |
| **Ireland** | Supplier to charge VAT in accordance with Irish VAT Rules | | [Choose and item] |

| | | | |
|---|---|---|---|
| **European Union Country (other than Ireland)** | Waterways Ireland self-account for VAT on the reverse charge basis | Required | Where RCT applies to contracts (except haulage) Waterways Ireland will self-account for VAT on the reverse charge basis |
| **Supplier Based Outside European Union** | VAT position will be determined prior to award of contract | | |
| **Supplier Based in the UK (post Brexit special conditions?)** | TBC | | |

| **Supply to Waterways Ireland in Northern Ireland** | | | |
|---|---|---|---|
| **Supplier Based in** | **VAT** | **Tax Clearance** | **RCT** |
| **Ireland** | The supplier will charge vat in their country of establishment unless the nature or value of the supply requires the supplier to register and account for UK VAT | Waterways Ireland will require tax clearance to ensure that suppliers based in Ireland are tax compliant | [Choose and item] Where RCT applies to contracts (except haulage) Waterways Ireland will self-account for VAT on the reverse charge basis |
| **European Union** | | Not Required | |
| **Supplier Based Outside European Union** | | | |
| **United Kingdom** | Supplier to charge vat in accordance with UK VAT Rules | Not Required | |

Before commencement of a contract Waterways Ireland will determine the VAT rules applicable to the supply/service in question and inform the successful supplier.

For further information on Tax Clearance 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; email: nonrestaxclearance@revenue.ie.

Where the services supplied by a Republic of Ireland supplier **or** a 'non' Republic of Ireland supplier fall under the Relevant Contracts Tax rules, Waterways Ireland **must** account for the VAT on these services, on the reverse charge basis. For all such RCT services the supplier

will zero rate the supply and the invoice issued by the subcontractor should include the following comment:

*"VAT on this supply to be accounted for by the Principal Contractor"*

For further information on Relevant Contracts Tax (RCT) economic operators are referred to the Irish Revenue website https://www.revenue.ie/en/self-assessment-and-self-employment/rct/index.aspx. RCT, where applicable, relates to both resident and non-resident contractors.

### (j) 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. The presumptions (including as to any gift, consideration or advantage) and other provisions under the Bribery Act 2010 (UK) and the Criminal Justice Act 2018 (Ireland), and all other measures for the time being governing the subject-matter in any applicable jurisdiction, shall be applicable.

### (k) Notification of Evaluations

All parties will be informed of the outcome of their proposals following evaluation and any necessary clarifications.

### (l) Award to Runner-up

If for any reason, it is not possible to award the contract to the designated successful party emerging from this competitive process, or if having awarded the contract, the Contracting Authority considers that the successful party has not met its obligations, the Contracting Authority reserves the right during the quotation validity period to award the contract to the next highest scoring party on the basis of the terms advertised without re-opening the competition. This shall be without prejudice to the right of the Contracting Authority to cancel this competitive process and/or initiate a new contract award procedure at its sole discretion.

### (m) Replacement Personnel

Notification must be sent in writing (by post or electronic means) 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 that the existing personnel in terms of qualifications and experience.

### (n) 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, that this is not to be regarded as a de facto requirement. In all such cases, the reference in question is accompanied by the words "or equivalent".

### (o) Responsibility of Successful Party

As a condition of award, it shall be the sole responsibility of the tenderer (in the event of success in this competition) to fulfill 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.