Request for Quotation for Electrical Services in Fiosrú, Office of the Police Ombudsman 2027

1. Introduction

1.1. Fiosrú, the Office of the Police Ombudsman is an independent statutory oversight body established under the Policing, Security and Community Safety Act 2024. Fiosrú is responsible for receiving and dealing with all complaints made by members of the public concerning the conduct of members of An Garda Síochána. Fiosrú has offices in Dublin, Cork and Longford.

The Dublin office is based at Abbey Street, Dublin 01. It occupies a 3,137 square metre building over five floors and a basement. The Cork office is based in Blackpool Retail Park. It occupies a floor area of 458 square metres. The Longford office is based in IDA Business Park.

1.2. Fiosrú has a requirement for an electrical repair and maintenance service for the Dublin and Cork offices. On occasion there may be a requirement for electrical works in the Longford office. Interested parties are invited to submit quotations for the provision of said services.

1.3. Fiosrú intends to establish a single supplier framework agreement (hereafter referred to as 'the Agreement') for the duration of 12 months commencing January 2027. Fiosrú reserves the right to extend the term for a further period of 12 months on the same terms and conditions with a maximum of three such extensions.

1.4. The framework agreement will be divided into two lots based on location. The details of the lots are as follow;

1.4.1 Lot 1 – Electrical Services Dublin Office
1.4.2 Lot 2 – Electrical Services Cork Office

2. General Conditions of Tendering

2.1. The successful service provider must be a member of the Register of Electrical Contractors of Ireland or equivalent.

2.2. All service personnel appointed to Fiosrú will be fully trained and qualified to the appropriate industry standard.

2.3. To work on site at Fiosrú, contractors must pass a high level security check. The successful tenderer, on notification of contract award, shall supply Fiosrú with a list of names (including any name changes), address, date of birth and photographic identification for all of the personnel who will likely be assigned to duties at Fiosrú buildings.

2.4. For the duration of this contract, the successful service provider is expected to maintain the following levels of insurance.

a. Employer's Liability Policy: minimum limit of indemnity of €13m on any one occurrence
b. Public Liability Policy: minimum limit of indemnity of €2.6m on any one occurrence

2.5. Copies of the relevant insurance certificates or confirmation of cover from a broker must be submitted to Fiosrú prior to the commencement of the Agreement.

2.6. The successful service provider must be in a financially stable position in order to fulfil the terms of this Agreement. A statement of turnover for the last two years of operations to confirm the company's financial status must be submitted along with the quotation. The successful contractor must have a minimum annual turnover of EUR€25,000 and provide a declaration of compliance to Article 57 of Directive 2014/24/EU.

2.7. Three (3) examples of previous similar experience must be submitted with the tenderers response. These examples must be from three (3) individual clients and must be from the last three (3) years.

3. Specification of Requirements (Lots 1 and 2)

3.1 Monthly Service Visit (Dublin and Cork)

There is a requirement for a monthly site inspection after which a written report will be issued to Corporate Services by the next business day. This visit will include a visual check on all distribution boards, light fittings, bulbs and additional equipment if necessary, as noted in Appendix A. During this visit, any minor repairs, bulb or lamp replacements will take place.

3.2 Emergency Lighting Test (Dublin and Cork)

Quarterly tests on the emergency lighting system must be carried out annually in accordance with IS 3217:2023 NSAI Code of Practice for Emergency Lighting. The annual schedule must include three inspections comprising of 30 minutes and one full 3 hour test. At the end of each test the emergency lighting system must be restored to normal operation and a full written report issued to Corporate Services noting any faults or failures.

3.3 Additional Test (Dublin and Cork)

The tenderer will carry out RCBO testing once every year and one thermal imaging test during the period of the contract.

3.4 Emergency Call Out (Dublin and Cork)

Fiosrú operates 24 hours per day 365 days per year. The contractor must be in a position to provide an electrician for an emergency call out at any time, day or night.

3.5 PAT Testing (Dublin and Cork)

Portable Appliance Testing must be carried out by the tenderer once a year for a small number of portable appliances as listed in Appendix A. This list is a provisional list and may be subject to change at the time of the test.

3.6 Reporting (Dublin and Cork)

3.6.1 Verbal Reports

Service personnel will provide a verbal report to Corporate Services on completion of works prior to leaving the premises. Where said works are carried out outside of office hours, a verbal report should be given to the security staff on duty prior to leaving the premises.

3.6.2 Written Reports

A written report (service docket) should be issued before the contractor leaves the premises and must be signed by a Fiosrú representative where possible. Where any items such as lamps or batteries have to be replaced the contractor shall record each separate item in the report and shall specify the exact location of each light fitting where repair or replacement works have been carried out.

3.7 Additional works (Dublin and Cork)

For any additional work outside the terms of the maintenance agreement, a quotation must be supplied outlining the separation of quoted costs between parts and labour and approval from Fiosrú sought in advance of any work commencing.

3.8 Service Terms (Lots 1 and 2)

In addition to the points above, the proposal must address details of the service to be provided under the Agreement including:

3.8.1 Maintenance procedures (e.g. a description of standard service visit, issuing of service dockets, reports etc.)

3.8.2 Contract management procedures (e.g. points of contact, helpdesk facilities, response timelines, staffing turnover, quality checking)

3.8.3 Contract exclusions (e.g. spare parts etc.)

3.8.4 Response times for standard and emergency call-outs, please specify hours covered

3.8.5 Stocks policy (i.e. will spare parts be held on site, additional charges)

3.9 Environmental and Social Considerations (Lots 1 and 2)

Ten percent (10%) of the overall points are available to tenderers that demonstrate the incorporation of environmentally sustainable and/or social considerations into the delivery of the services.

4. Costs (Lots 1 and 2)

4.1 The following costs must be submitted ex. VAT and in Euro as outlined in the Table below. Quotes will be evaluated on the 'Total Cost' figure. (Lots 1 and 2)

Cost		€
i.	Monthly Service Cost (based on 6 hours per month)	
ii.	Quarterly Emergency Lighting Test (cost per quarter)	
iii.	PAT Test – cost per item (based on 237 items for Dublin (Lot 1) and based on 41 items for Cork (Lot 2))	
iv.	Thermal Image Test (For the entire building for Dublin (Lot 1) and office area for Cork (Lot 2))	
v.	RCBO Test (For the entire building for Dublin (Lot 1) and office area for Cork (Lot 2))	
vi.	Hourly Rate (Standard business hours)	
vii.	Hourly Rate (Out of hours)	
	Total Cost	

4.2 Costs quoted must hold good for the duration of the contract and shall not be subject to increase. However, any increases due to increased labour costs brought about by National Wage Agreements, etc will be considered subject to a formal submission made to Fiosrú.

5. Evaluation (Lots 1and 2)

5.1 Quotes will be evaluated on a most economically advantageous basis. Marks will be awarded as shown in table:

Criterion	Sub Criterion	Available Marks	Marks
I.Cost		400	N/A
	I. Total Cost	400	N/A
II.Specification of Requirements		500	
	I. Service Terms	250	190
	II. Response Times	250	190
III.Environmental and Social Considerations	I. Details of environmental/social considerations	100	N/A

The following scoring reference will be used in evaluating each of the award criteria, except for Costs:

Rating (per item)	Score	Basis
Excellent	91-100%	Demonstrated excellent high-level expertise and understanding of the brief
Very Good	71-90%	Demonstrated significant expertise high-level expertise and understanding of the brief
Good	51-70%	Demonstrated good expertise and understanding of the brief
Fair	31-50%	Limited expertise with limited detail supplied.
Poor	1-30%	Very limited expertise or insufficient details supplied to allow a higher rating.
No evidence /not rated	0%	No expertise in the area or no information supplied.

5.2 Costs will be marked in the basis of the following formula where 'n; represents the cost submitted for each candidate:

$$\frac{\text{(Cost of the least expensive) X (maximum available marks)}}{\text{Cost of 'n'}}$$

5.3 Where costs are not submitted in the format requested the submission will not be evaluated/considered.

5.4 Where a submission is received without all information requested, marks will be lost.

6. Further Information

6.1 Payment will be made in arrears on receipt of a valid invoice. Fiosrú is subject to the terms of the Prompt Payment of Accounts Act 1997.

6.2 Suppliers wishing to make an appointment to avail of a site visit (Dublin and/or Cork office(s)) are requested to confirm their attendance by contacting Samantha Clinton at Corporate-Organisation@fiosru.ie with the name, company and contact details of the persons attending. (Tenderers are limited to a maximum of two representatives for the site visit).

6.3 It is anticipated that the Agreement will be concluded with the successful supplier on receipt of a valid tax clearance certificate or equivalent. The successful supplier will be expected to maintain tax clearance status throughout the duration of the Agreement. A new tax clearance certificate (or equivalent) must be submitted annually to the Finance unit in Fiosrú.

6.4 This Agreement may be concluded at any time on one month's notice in writing by either party without penalty with one exception where it may be concluded immediately if the security of Fiosrú premises, personnel or systems is compromised due to the actions of the service provider.

6.5 The successful service provider agrees that all information and data provided to it by Fiosrú for the purposes of the Agreement is confidential and that all reasonable measures will be taken to ensure, both during and after the term of this Agreement, or after its termination, that no third party shall have access to said information or data, whether held electronically or otherwise, save with the prior written permission of Fiosrú.

6.6 The successful service provider and its workforce shall accept the provisions of the Official Secrets Act, Data Protection Act, Freedom of Information Act and the Commission's Health and Safety Statement.

6.7 The successful service provider must confirm that they will comply with all legal obligations in relation to Health, Safety and Welfare at Work Acts. All tasks must be completed in a professional, safe and conscientious manner and safety equipment must be worn where provided and as recommended by the manufacturer.

6.8 All costs incurred by tenderers in relation to their participation in this procurement competition shall be borne by and are matter for discharge by the tenderers exclusively.

6.9 Any conflict of interest or potential conflict of interest on the part of a Tenderer, individual employees, agents, or subcontractors of a Tenderer must be fully disclosed to the Contracting Authority as soon as the conflict or potential conflict is or becomes apparent.

7.0 Submission of Responses

7.1 The closing date for clarifications is Friday 27 November 2026 at 12:00 noon.

7.2 The closing date for receipt of submissions is Monday 07 December 2026 at 12:00 noon.

7.3 By submitting a proposal in response to this RFQ, the service provider agrees to all the statements, terms and conditions contained within this document.

Appendix A

Table 1: Lighting (These are approximate)

Dublin Office

Item	Product Number	Manufacturer/ Supplier	Location
4 x 18W Recessed Modular Cat 2	DLT RT600 418HF DL	Glamox Ireland Ltd	General Office Areas
4 x 18W Recessed Modular Cat 2 Louvre Dimmable Fluorescent	DLT RT600 418HF DL	Glamox Ireland Ltd	First Floor
2 x 58W Corrosive Proof	Thorn LUFS258	Thorn Lighting Ireland Ltd	Basement, Roof Area, Lift Shaft
28W 2D Surface	Thorn Club 282D	Thorn Lighting Ireland Ltd	Stairs
1 x 26W PL Recessed Downlighter, 1 x 26W TC.D.LO c/w IP44 Glass	CH190H	Thorn Lighting Ireland Ltd	Toilets, Lobbies, Corridors & Tea Stations
50W ELU Downlighter	Robus 12V 50W DLW	Conlon Quinn Wholesale Ltd	Toilets over Sinks
28W 2D bulkhead	Leopard LEROZD28W	Thorn Lighting Ireland Ltd	Externally Wall mounted & balconies
12V 50W Downlight	Chalice LV Chrome	Thorn Lighting Ireland Ltd	Reception Area Conference Room
2 x 26W PL Downlighter	Tentec T26008-03-81035R18	Lighting & Interiors Ltd	General Reception Area, Meeting Room
2 x 26W PL Downlighter Dimmable	Tentec T26008-03-81035R18	Lighting & Interiors Ltd	Conference Room, Boardroom, Meeting Rooms
2 x 26W Recessed PL Downlight for shallow mounting (49mm recessing depth)	Econnect E0844OK	Lighting & Interiors Ltd	Lift Lobbies
28W 2D Surface Circular Fluorescent	Thorn Novaline White	Thorn Lighting Ireland	Surface Mounted in Corridor Area
22W Pancake Fitting & EML Type	XCDL22NW	XCITE	Reception
600 x 600 38W LED Panel Fitting & EML Type	RAM40406060-01	ROBUS	All Floors

12W LED Circular Bulkhead Fitting & EML Type	XCBH12CTM3	XCITE	Stairwells, Corridors & Tea Stations
17W Pancake Fitting & EML Type	XCDL17NW	XCITE	Toilets
5W 3000K LED GU10 Lamp	GU10/5CW/DIM	Fusion	Toilets/Tea Stations
5W LED Box Exit Signs	XCEBM3EU3	XCITE	All Floors
52W Dura LED Anti Corrosive Batten	BELL 06717	Bell	Car Park

Cork Office

Item	Product Number	Manufacturer/ Supplier	Location
600 x 600 Modular with 4 x 14W T5	N/A	N/A	General Office Area
12V 50W AR111 Spot Fittings	N/A	N/A	General Office Area
E27 Bulb Fittings	N/A	N/A	General Office Area
2 x 18W PL Fittings	N/A	N/A	General Office Area
17W Pancake Fittings	N/A	N/A	General Office Area
2D Fittings	N/A	N/A	General Office Area
360° Surface/Recessed PIR Ceiling Presence/Occupancy Sensor, IP20	2752514	Kellihers Electrical (Rexel)	General Office Area
15W GLS LED BC Lamp, Non-Dimmable, Cool White	1750035	Kellihers Electrical (Rexel)	General Office Area
15W GLS LED BC Lamp, Non-Dimmable, Warm White	1750036	Kellihers Electrical (Rexel)	General Office Area
RCLED18CCT 18W Ultra-Thin Round LED Panel, CCT	2405334	Kellihers Electrical (Rexel)	General Office Area

Table 2: Floorboxes and Switchgear (THESE ARE APPROXIMATE NUMBERS)

Dublin Office

Floor	*Distribution Boards*	*Wall Sockets*	*Floor Box*
Basement	1	0	0
Ground Floor	1	40	0
First Floor	1	66	53
Second Floor	1	80	53
Third Floor	1	76	49
Fourth Floor	1	46	27
Total	6	308	182

Cork Office

Floor	*Distribution Boards*	*Wall Sockets*	*Floor Box*
Office Space	1	60	50
Total	1	60	50

Table 3: Portable Appliances (THESE ARE APPROXIMATE NUMBERS)

Dublin Office

Item	*Quantity*
Laptop Charger	150
Portable Printer	20
Shredder	15
Photocopier	8
Power Drill	1
Pivot Driver	1
Metrolight DragonFlare Charger	2
DragonStar Torch Charger	1
Desk Lamp	5
CD/Radio	5

Projector	6
TV	12
Portable DVR Unit	1
Portable Convector Heater	7
Camera Battery Charger	3
Total	*237*

Cork Office

Item	*Quantity*
Laptop Charger	1
Shredder	1
Photocopier	1
DVD Recording Tower	1
CCTV Recorder	1
Extension Leads	20
Portable Printer	1
TV	6
Recording Device	1
Portable Convector Heater	2
CD/Radio	1
External Hard Drive	4
Laminator	1
Total	41