Comhairle Contae Dhún na nGall
Donegal County Council

November 2026

THE APPOINTMENT TO A PANEL FOR THE PROVISION OF GARAGE SERVICES FOR DONEGAL COUNTY COUNCIL

CONDITIONS OF CONTRACT

INSURANCE	Minimum levels required: Employer's Liability €12.7m, Public Liability €6.4m and Motor Insurance €6.4m. Insurance policies must indemnify Donegal County Council for any loss incurred as a result of the actions by the service provider. Must provide evidence of this level of cover being in place or a letter from an insurance company stating that these levels of cover may be put in place if a contract is awarded.
	The Service Provider must satisfy Donegal County Council that they have insurance in place to cover any loss or damage to any Council property in their care caused by the Service Provider, their employees or agents
TAX COMPLIANCE	The Service Provider must produce a current Certificate of Tax Compliance
	The Service Provider must produce a certificate of payment of local taxes including rates from Donegal County Council or alternatively provide an agreed payment plan for same.
HEALTH AND SAFETY	The Service provider must satisfy Donegal County Council that they are complying with all relevant health and safety legislation, and the Service Provider must have no convictions under Health and Safety Legislation for the previous 5 years. Premises where work is to be carried out must be secure and must comply with all Irish & EU Regulations relating to Health & Safety standards and requirements. Details of premises and a copy of the companies Health & Safety Statement **must be** included with the tender presentation both for the Tenderers premises and the premises of any sub-suppliers -contractors
REGISETERED EMPLOYMENT AGREEMENTS	The Service Provider must, <u>as applicable</u>, be in compliance with registered employment agreements (Construction Industry Pensions Assurance and Sick Pay)
MINIMUM WAGES	The Service Provider must satisfy Donegal County Council that they are paying the Minimum Wage to all employees involved in any contracts with Donegal County Council and submit completed rates of pay declaration form (attached) with which certificate for payment.
RESOURCES	The Service Provider must satisfy Donegal County Council that they have sufficient suitable resources to carry out the contract options applied for (application form for details).
EXPERIENCE	The Service Provider must have a minimum of 5 years relevant experience of successfully maintaining vehicles in the areas of servicing, repairs and Pre-Post CVT Testing for <u>some or all</u> of the following

	commercial and heavy goods vehicles: ➢ Vans (large and small) ➢ 3.5 Tonne Crewcab Pickups ➢ 7.5 Tonne Small Lorries ➢ 13 Tonne Small Lorries ➢ Rigid Lorries ➢ Tar Tankers ➢ Tar Sprayers ➢ Artic Tractor Cab lorries ➢ Low loader ➢ Leachate Tankers
SERVICE LEVEL AGREEMENT	The Service provider must be in a position to respond, during normal and outside working hours, to all calls from Donegal County Council within 2 hours of being contacted
	The Service Provider must agree to reply to all written queries raised by Donegal County Council in writing/email, within 3 working days of the delivery of the query.
	The Service Provider must agree to reply to all telephone queries raised by Donegal County Council before 5 o clock on the next business day.
	The Service Provider must have onsite access to computer technology, excel programme and email to facilitate administration process with Donegal County Council and also access to the internet (for future web-based interaction)
	The Service Provider must nominate a Donegal County Council Liaison Person (and deputy for period when cover is required) to deal with all aspects of service provided, parts issues, requests for approval to undertake works, financial matters regarding work estimates, certificates for payment, and invoicing, and other matters as may arise.
LEGAL FORMAT	Tenders will only be considered from concerns that are Legal Entities recognisable at Irish Law.
REDUCED PAYMENT FOR NON DELIVERY	The Service Provider must agree to accepting a reduced payment of 90% for failure to deliver as per agreed timeframe for an assigned work task or for failing to comply with a service level agreement.

REVIEW OF CONTRACTS	The Service Provider must agree to have periodic reviews of any contract entered into which shall be determined at the time of award of the contract and shall agree to Donegal County Council being in a position to terminate the contract without penalty for (1) non delivery of a deliverable under the contract (2) for failing to meet a time scale for delivery of a deliverable under the contract or (3) for any reason at the discretion of Donegal County Council
WORK	The Service Provider must obtain approval from the Donegal County Council Contract Supervisor in advance of proceeding with ANY garage work on Council vehicles (hired or owned) – permission to proceed with work must be submitted on the Works Request Form (hard copy attached for information) and must be submitted by email to Contract Supervisor (or nominated deputy) to seek approval of works estimate, time scale and works proposal. This will in time be replaced by a web-based request and approval process, to which the Service Provider must also comply with.
CERTIFICATION OF WORK COMPLETED	The Service Provider shall certify that all work undertaken for Donegal County Council has been done in compliance with current legislation and industry best practice. Certification of completed work must accompany each certificate for payment. The Council must be given assess to the garage work premises, on appointment, to inspect the facilities and work processes at same.
PARTS	The Service Provider shall include in the Works Request Form intent to purchase any parts for the work task, details of said parts and indicate the estimated price of same
	Donegal County Council reserves the right to buy/provide parts (from DCC Stores Stock) for vehicle repairs for use by the Garage or to instruct the Service Provider to buy the parts elsewhere.
	The Service Provider must not have more than a 5% mark-up on the price of parts and Donegal County Council reserves the right to inspect the Service Provider's books to confirm same.

COLLECTIONS	The Service Provider may be requested to collect vehicles for repair when breakdown occurs or to attend on site to undertake inspection/small repairs. Inability to offer either of these services will not exclude the Service Provider from the contract.
METHOD OF PAYMENT	Must agree to accept payment by means of electronic transfer of funds and will if appointed to the Approved Donegal County Council Garage Service Provider panel will be required to submit details of same to the Finance Section of the Council.
	Donegal County Council Certificate for Payment (excel form to be emailed for approval – copy attached) must be completed and submitted for approval – invoice for payment must only be submitted in accordance with approved certificate for payment. Service Provider must submit not more than one single invoice per month in arrears for all services provided subject to completion of certificate for payment in advance of same
	Payment will be processed within 30 days from receipt of invoice
SUB CONTRACTING	The Service Provider must agree not to subcontract any of the work without the written consent of Donegal County Council; such consent will be granted solely at the discretion of Donegal County Council and in particular for specialist works.
MINIMUM ENGAGEMENT OF SERVICE PROVIDER **ON CALL WINTER SERVICE - EMERGENCY ON SITE REPAIR**	The Service Provider will not be entitled to any minimum number of work contracts or payment during the period of appointment to the panel of Garage Services for Donegal County Council and will not be entitled to any compensation in lieu of no award of individual work contracts. Donegal County Council winter service policy for roads is: *"To endeavour within the limited resources available to maintain traffic routes in a passable condition in the interest of maintaining road communication."* *"In practical terms this generally means the gritting and snow ploughing of priority routes, which are clearly identified in advance of each winter. The primary responsibility for road safety remains at all times with drivers of vehicles and while the council will endeavour to maintain the major routes in a passable condition, each driver must exercise sufficient caution to take account of the prevailing road conditions."*

	There are 21 priority winter service routes covering the whole of County Donegal as further detailed in the attached 2025/2026 winter service routes drawing for information. All lorries are equipped with demountable type salt spreaders and are fitted, as required, with front mounted snowploughs. The Service provider will be given prior notification when required to provide the on-call winter service emergency on site repair service. Whether the service provider is put on weekly on call service or daily on call service, a minimum response time of 10 minutes from receipt of call for service will be required. The on-call service shall include for all holiday periods and weekends. The service provider must provide a rate for both a weekly on call winter service and a daily on call service option to have on standby a person to accept\attend and or organise all out of hour service requests including weekends and holidays. For the daily on-call service, notification will be given no later than 15:30hr on the day. For the weekly on-call service, notification will be given at least 24 hours in advance. The service provider must provide a fully equipped service van for response to the winter service call-out to site(s) for repairs for winter service plant (salters and snowploughs). A suitable range of general parts and appropriate equipment shall be provided in the service van. Donegal County Council shall provide a selection of specialist parts required for the repair of winter service plant (spinner motors, rollers, belts, snow plough wheel etc). Service provider shall collect and return these parts under a stock management system at Machinery Yard, Lifford. Details of winter service call-out service provided shall be reported by 11:00a.m the following morning by e-mail to the Contract Supervisor shall be submitted to Machinery Yard on the winter service call-out form as provided at contract award stage. Donegal County Council will provide a winter service induction session prior to commencement of service.