

OCS and Medical Council Ireland Mobilise New Facilities Management Contract

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OCS has successfully mobilised a new Total Facilities Management (TFM) contract with the Medical Council Ireland, marking a significant milestone in the evolution of facilities services within one of Ireland's most respected regulatory bodies.

The Medical Council, the statutory regulator for doctors in Ireland, plays a vital role in ensuring patient safety and supporting the professional development of over 20,000 registered doctors. With responsibilities ranging from medical education accreditation to fitness-to-practise investigations, the Council's operations demand a high standard of support services to maintain its critical infrastructure.

Following a rigorous public procurement process, OCS was selected to deliver a comprehensive suite of TFM services, including mechanical and electrical maintenance, cleaning, security, life safety systems, BMS management, CCTV monitoring, and keyholding. The contract also includes the consolidation of over 32 previously separate suppliers, streamlining operations and enhancing service delivery.

Ciara McMorrow, Facilities Manager at the Medical Council, reflected on the journey – “We've been planning this transformation for some time. The opportunity to consolidate services under one roof was essential – not just for efficiency, but for quality and consistency. OCS stood out not only for their technical capability but for the strength of their relationships and trust-based approach.”

A standout feature of the partnership has been the shared commitment to diversity and inclusion. The Council was particularly impressed by OCS Ireland's female-led FM team, a rarity in a traditionally male-dominated field.

“It was refreshing to see a woman leading the FM team – someone who could climb up on a roof and talk

HVAC with confidence. That kind of representation matters,” Ciara added.

Reflecting on the broader significance of the partnership, Áine Mulcahy, Managing Director - Ireland at OCS, highlighted the importance of trust, service excellence, and long-term collaboration at the heart of OCS’s approach - “We are delighted to welcome the Irish Medical Council as a new strategic customer within our portfolio and appreciate their trust in our end-to-end facilities management services. We are committed to providing them with the highest standards of service and look forward to a successful partnership.”

The contract is being rolled out in structured phases, ensuring each element is implemented with precision and care. From hard services to cleaning, the goal is to create a coherent, integrated facilities management (FM) environment that supports the Medical Council’s growing needs.