

CLARIFICATION DOCUMENT

This clarification document contains answers to all the questions raised to-date

Contracting Authority:	Enterprise Ireland
Competition:	2025/016 The Provision, Support and Maintenance of a Digital Platform for Enterprise Ireland Export Development Programmes
Procedure	Open
eTenders Ref:	6639685
Closing date for Queries:	Friday 17 th October 2025 @ 12:00 Irish Time
Closing date for Submissions:	Thursday 30 th October 2025 @ 15:00 Irish Time
Clarification Number:	2
Issue Date:	9 th October 2025
This Clarification relates to:	Question Numbers 7 & 8
Information on Questions 1 – 8	

Question #1

In relation to the requirement that “Tenderers may be required to carry out a live demonstration of their current system to verify that it meets the ‘must’ requirements”, could the Contracting Authority please clarify whether it is expected that the successful Tenderer will:

- a) provide an existing solution with appropriate customisation to meet the specific needs of Enterprise Ireland,
- or
- b) develop a new digital platform fully from scratch in line with the requirements?

This clarification would help us better structure our response and demonstrate compliance with the mandatory requirements.

Answer #1

It is expected that Tenderers will provide an existing solution with appropriate customisation to meet the specific needs of Enterprise Ireland.

Question #2

We are a UK based business positioning to bid for this opportunity and we are relying on our offshore consortium supplier from India for examples of previous work for eligibility. We also utilising them for technical execution support of the project while we engage/deploy senior technical staff and project/client management tasks within UK.

Is this acceptable by you? If yes, what other information do you require from our offshore supplier for eligibility?

Answer #2

In principle, the use of an offshore supplier is acceptable, provided the following requirements are fully met and clearly demonstrated in your tender submission.

1. We expect the successful tenderer and the project delivery team to be fully available for meetings, consultations, and collaborative work during our core business hours of 9:00 AM to 5:00 PM Irish Standard Time.
2. It is a mandatory requirement that all our data resides and is processed exclusively within the European Economic Area (EEA). Your submission must demonstrate how non-EEA based resources will carry out their work while strictly adhering to this requirement, ensuring no data is transferred or processed outside the EEA at any point.

Question #3

Is our offshore consortium supplier required to hold similar certifications and insurance as the main bidder, or is it sufficient for the main bidder to meet these criteria?

If mandatory, can subcontractors obtain these certifications and insurance after the project is awarded but before the project commencement?

Answer #3

In the case of a consortium submitting a tender proposal, all participating members must provide the necessary certifications and insurance documentation as part of the submission. If the consortium intends to subcontract certain aspects of the project during the contract period, it is acceptable for the relevant certifications and insurances for those subcontractors to be obtained following the award of the tender.

Question #4

Are there any financial conditions, such as a minimum turnover requirement, that apply to both the main bidder and our offshore consortium supplier?

Answer #4

The requirement for turnover is that it exceeded €250,000 per annum in one (1) of the last three (3) financial years. This requirement can be met by the lead provider or the lead provider with other members, however, it must be stated how the turnover requirement is met.

Question #5

Is it permissible to use public cloud hosting services (AWS, Azure, Oracle) for the project, or is a specific hosting model preferred?

Answer #5

The use of public cloud hosting services, such as Amazon Web Services (AWS), Microsoft Azure, or Oracle Cloud, is permissible for this project. The data and the associate

processing of data for this project on any of these public cloud hosting services must reside within the European Economic Area (EEA). It is also a mandatory requirement that any cloud services or resources provisioned for Enterprise Ireland are logically isolated and segregated from any services or resources you may be running for other clients.

Question #6

'RESTful API required - question - what data should be made available and what data should the system accept via API?'

Answer #6

We ask tenderers to demonstrate if their proposed platform can support data being made available via API. The exact data, if any, that will need to be made available would be determined in collaboration with the successful tenderer during a discovery workshop.

Question #7

Can you confirm if an ESPD is required for this submission please.

Answer #7

Tenderers are not required to submit an ESPD and are referred to Section 6.8 of the ITT if they wish to use an existing ESPD.

Question #8

In the ITT Document, Section 4.5 Support and Maintenance page 37 refers to a section 5.8 in same document. Is this a typo as there is no 5.8 in the ITT Document?

Answer #8

This is a typo and refers to all of Section 4.5 in the ITT.