

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:	4
Issue Date:	21 st October 2025
This Clarification relates to:	Question Number 14
Information on Questions 1 – 14	

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.

Question #9

The tender references a total value of €350,000 - €450,000, with potential to rise to €600,000 over the four-year framework. Can Enterprise Ireland provide an indicative annual allocation or expected spend per year across the four-year term of the framework?

Does the €600,000 represent the maximum potential framework ceiling or the initial contract value?

Answer #9

Yes, the figure of €600,000 represents the maximum potential framework ceiling over the four-year duration.

Aligned with the launch schedule of the 'Get Exporting' Programme, Enterprise Ireland anticipates that the full platform design and development will be delivered in phased stages, as outlined in Section 4.2.1 of the tender documentation.

Given this phased approach, Enterprise Ireland is not in a position to provide an indicative annual allocation. Tenderers are therefore requested to structure their proposed costs to reflect the anticipated design and development stages, as well as the associated support and maintenance requirements necessary to successfully deliver the platform aligned with these phases.

Question #10

The tender refers to SMEs accessing “learning materials” and “e-learning resources”. Can Enterprise Ireland confirm whether:

Existing learning content will be provided by EI or third parties, to be uploaded by the supplier, or

Is the supplier expected to develop new e-learning content or learning modules as part of the contract scope?

If new content creation is expected, can EI indicate the volume or type of content envisaged (e.g. number of modules, videos, quizzes)?

Answer #10

No the supplier is not expected to develop e-learning content or learning modules as part of this contract scope.

Question #11

The pricing sheet includes a line for “hosting”, but no specification of required capacity or users. Can EI confirm the expected hosting scale (e.g. total number of users including EI staff, LEOs etc, and data volume) to allow accurate costing?

Will EI require the platform to be hosted on Enterprise Ireland servers, or can it be externally hosted (e.g., cloud-based EU data centre) under EI's branding?

Answer #11

As this will be a new programme and digital platform, we have no statistical data to give expected hosting scale or data volumes. Tenderers are guided to Section 4.1.1 (Page 12) and the enclosed Table 1 extract (below) from the Get Exporting Programme ITT for indicative volumes of user roles and clients.

Enterprise Ireland is seeking a cloud-based environment for the Digital Platform.

Question #12

Can Enterprise Ireland confirm whether Local Enterprise Office (LEO) personnel using the platform will have access solely to client information from their own region (for example, LEO Galway viewing Galway-based clients only), or whether they will have visibility of all SME participants across the platform?

Answer #12

Each Local Enterprise Office should only have access to their own portfolio of clients in their own region and NOT all participants across the platform.

Question #13

Can Enterprise Ireland confirm the expected scope of maintenance and support under this contract? Specifically, should suppliers include time for bug fixes and technical support only, or does the scope also extend to feature enhancements, system updates and content management during the framework period?

Answer #13

Tenderers are referred to Section 4.2 of the ITT for expected scope of maintenance and support under the contract. Tenderers are requested to clearly outline and detail what is included in the scope of their hyper care period. For any additional requirements not included in this, these should be clearly detailed and captured under 'Other' in the TRD Pricing Schedule.

Question #14

We would like to request an extension to the deadline given the bank holiday in the middle of the response time. Could this be considered? Would you consider extending it to Tuesday 4th of November?

Answer #14

Unfortunately this cannot be facilitated on this occasion as we are working to a very tight deadline for launch of the Get Exporting Programme.

TABLE 1

Proposed Phases	Indicative Company Volume (1-year)	Indicative Company Volume (3-years)	Indicative 1:1 Advisory / Approaches
EXPORT AWARENESS			
Recruitment	Min. 1,000 companies	Min. 2,500 companies	Various outreach strategies to be employed, including recruitment to ambition events to drive pipeline to the programme
EXPORT AMBITION			
Ambition / Alumni Events	2 roadshows series, with 4 regional events per annum	6 roadshows series, with 4 regional events per roadshow	End to End event management of roadshow
Export Readiness Assessments	Max. 500 companies	Max. 1,500 companies	Max. 1-hour advisory incl. reporting per company
EXPORT FOUNDATION			
Export Fundamentals (Content, Webinars & Advisory Services)	Max. 240 companies	Max. 720 companies	Max. 5 days 1:1 advisory & Max. 20 workshops per annum (max. 20 companies per workshop)
Export Skills (Content, Workshops & Advisory Services)	Max. 200 companies	Max. 600 companies	
In Market Validation (Post Export Fundamentals)	Max. 240 companies	Max. 720 companies	Max. 4 days 1:1 advisory per company, Facilitated Market Visits and Inward Buyer Visits
In Market Engagement (Post Export Skills/Action Plan)	Max. 170 companies	Max. 500 companies	

The proposed allocation of advisory days is indicative of the typical level of engagement observed among businesses participating in the Get Exporting programme. It should be noted that the actual number of days