

CLARIFICATION DOCUMENT

Please note clarifications may be provided in response to queries submitted and/or at the Contracting Authority's own volition and discretion. Submitted queries may have to be modified for publication purposes.

Contracting Authority:	Pobal
Title of competition:	0384 Provision of Microsoft Services support and associated services
Procedure	Open Procedure
eTenders Ref:	6688382
Closing date and time for Queries:	Friday 14 th November 2025 at 12.00 noon (Irish time)
Closing date and time for Submissions:	Monday 24 th November 2025 at 12.00 noon (Irish time)
<i>This Clarification relates specifically to Questions 4 to 5. Previously answered Questions are also included below.</i>	
Clarification Number:	2
Issue Date:	Wednesday, 05 November 2025

Question #1: Please confirm who the incumbent service provider is.

Answer #1: The proposed new service contract is broader than that currently being provided. Therefore, there is no incumbent for the proposed service.

Question #2: Please advise if submissions from tenderers who meet 4 of the 6 required Microsoft CSP accreditations will be considered, or must all accreditations be met?

Answer #2: It is sufficient to be a Microsoft Gold Partner and hold at least one of the Microsoft Cloud Solution Partner designations. Candidates are invited to comment on the status of any accreditations they are actively seeking and / or planning to seek

Question #3: We would appreciate clarification regarding the Technical Capacity Requirements, specifically under the Quality Assurance section.

We would like to better understand the following statement:

"In addition, the tenderer must hold be all of the following:

- Microsoft Gold Partner
- Microsoft Cloud Solution Partner (CSP) i.e. Infrastructure, Data and AI, Digital and App Innovation, Security, Modern Work and Business Applications"

Could you please confirm whether the reference to "Microsoft Cloud Solution Partner (CSP)" is intended to mean the Microsoft Solution Partner designations under the Microsoft AI Cloud Partner Program?

If so, could you clarify:

- Is the tenderer required to hold all six Solution Partner designations (Infrastructure, Data and AI, Digital and App Innovation, Security, Modern Work, and Business Applications)?
- Or is it sufficient to be a Microsoft Gold Partner and hold at least one of the Solution Partner designations?

Answer #3: Please refer to Answer #2.

Question #4:

In section "4.4 Technical Capacity Requirements" Supplier has to provide information about Technical Personnel. There are asked 20 specialists. Can one expert cover more than one role?

Answer #4:

As per the Tender Response Document Section A7 Personnel & Skills:

"Minimum requirement to remain eligible in the competition: Tenderers must demonstrate access to at least the minimum numbers of skilled personnel stated. Please note that the skills outlined may reside in the same person."

Question #5:

Could the Contracting Authority please confirm whether the section titled 'Capability of your organisation to provide skilled resources and expertise to deliver the required services' is included within the 30-page limit specified for Criterion D – Quality, expertise and structure of the team proposed, or if it has a separate page allowance?

Answer #5:

The 'Capability of your organisation to provide skilled resources and expertise to deliver the required services' should be included in the 30-page limit specified for Criterion D.