

Question and Answer document for
Dynamic Purchasing System for the Provision of Enterprise Service
Management (ESM) Solutions and Associated Services

Questions in Total: 5

07 Jan 2026

Question 1

Please provide clarification regarding deadlines for the Dynamic Purchasing System for the provision of Enterprise Service Management (ESM) Solutions and Associated Services.

Answer 1

Please refer to **ESM DPS Admission Information** document, Section 1.9 Schedule where it states “Friday 19 December 2025 is the Closing date for the submission of questions, answers and/or comments. Wednesday 21 January 2026 is Initial closing date for Requests for Admission”.

Question 2

Do we need to sign the Services Contract (Appendix 4) at DPS admission stage?

Answer 2

Please refer to **ESM DPS Admission Information** document, Section 2.1 Response Requirements Where it states “Review and acknowledge acceptance of Appendix 4 - Services Contract in the **DPS Admission Qualification Questionnaire**”

Question 3

Are Interested Parties expected to list product features and functionality at DPS admission stage?

Answer 3

No. Please refer to **ESM DPS Admission Information** document, Section 1.5 Eligibility Requirements.

Question 4

If an Interested Party submits applications for multiple Lots, should a separate DPS Admission Qualification Questionnaire be submitted for each Lot?

Answer 4

Yes

Question 5

If an Interested Party submits applications for multiple Lots, should Appendix 5 Service Level Standards be submitted as a single consolidated appendix or as separate appendices for each Lot?

Answer 5

If the Service Level Standards (SLS) is the same for all Lots, one Appendix 5 Service Level Standards should be submitted as a single consolidated appendix.

If the SLS is different for each Lot, a separate Appendix 5 Service Level Standards should be submitted for each Lot.