

Tender Clarifications					
Competition Reference		IT3554F - Single Supplier Framework for the Provision of an Official Certified Digital Documents System & Related Services for University of Galway			
Issue Date		17.12.2025			
Message ID	Date Received	Query	Response	Message ID	Response Date
567082	16.12.2025	Question 1 What is the expected project start date following contract award, and is there a preferred mobilisation or standstill period before implementation begins?	We would expect the project to start immediately after tender award and 14 day standstill period if successful. The provisional completion date is February 2026 for this tendering process.	567082	17.12.2025
		Question 2 Does the University have a target go-live timeframe in mind (e.g. aligned to an academic year milestone such as registration, graduation, or examinations)?	End of May – in time for June exam results release and conferring.		
		Question 3 Regarding data migration, can the University clarify: • when migration activities are expected to commence • the expected duration of the migration phase, and • whether migration must be completed before go-live or can be phased post go-live?	• As soon as project starts • 2 months • Completed before Go live		
		Question 4 Can the University provide further detail on the quality, structure, and format of the legacy data to be migrated (e.g. data model, metadata fields, file formats, validation rules)?	Metadata fields – there are up to 15 Metadata fields which allow identification of student and searching for different cohorts e.g. all students who graduated from particular course in particular academic year The Transcripts and other files are in PDF format There is no data model, a student is linked to a document (or multiple documents in small number of cases) Validation rules – basic verification to ensure that document matches to correct student, at moment		

			minimal number of students with multiple documents		
		Question 5 Is migration required only from Parchment / Digitary, or are there additional legacy systems or data sources that must also be considered?	Just Parchment/Digitary		
		Question 6 Can the University confirm which document types must be available at initial go-live, and whether any document types may be deferred to later phases?	All should be available ideally at Go Live but certain document types may not be requested until start of new Academic year commences e.g. Registration statement. Transcripts and Diploma Supplements, Graduate Statement, Exams Completion Statement are the documents which are must have from day one as alumni/students can request at any time.		
		Question 7 Does the University expect the supplier to design and configure all document templates, or will the University provide existing templates or branding artefacts for configuration?	We would provide design and need support to ensure it displays correctly on system. In general, we have a prescribed header and footer for each document type. All necessary branding or font information will be provided.		
		Question 8 Can the University confirm whether Edugate SSO is mandatory for all user categories, including alumni and former students, or whether alternative authentication is acceptable for alumni access?	EduGate is mandatory for students or students in process of conferring, when document is issued, we would want their personal email captured and this would be long term authentication mechanism. If we get a document requested from alumni from before Go live of Parchment Digitary then University will manage identification process and issue document to graduate to provided email address.		
		Question 9 For the document ordering and payment workflow, does the University require eligibility checks (e.g. fees, academic status) to occur before payment, or is post-payment validation acceptable?	The University does not require checks before payment, post-payment validation will be conducted in-house		
		Question 10 For analytics and reporting, are there specific metrics or dashboards the University considers critical (e.g. order volumes, verification activity,	Basic metrics required including 1.number of students/graduates downloading or sharing documents directly or via email links		

		revenue reporting, audit logs)? Can you please list these down on a priority basis.	2. number of student/graduate documents added to system including all metadata pertaining to each document and date, time, name of Issuer, document status, etc 3. User / Issuer activity logs 4. Revenue report for Transcript payments 5. Order Report 6. Undelivered Mail report		
		Question 11 For external verifiers (employers, other institutions), does the University require SSO-based access, or is secure email/OTP-based verification acceptable?	Secure email/OTP-based verification is acceptable		
		Question 12 Does the University have a preferred hosting region within the EEA (e.g. Ireland or Northern Europe) for production and disaster recovery environments?	EEA is sufficient		
		Question 13 Does the University have a preference or requirement for integration with any national or sector-wide digital credential wallet, or is the provision of a dedicated institutional digital wallet for students and graduates acceptable as part of the solution?	At this point dedicated institutional digital wallet suffices but we would expect the technology provided to evolve with National and European standards as they become well established		