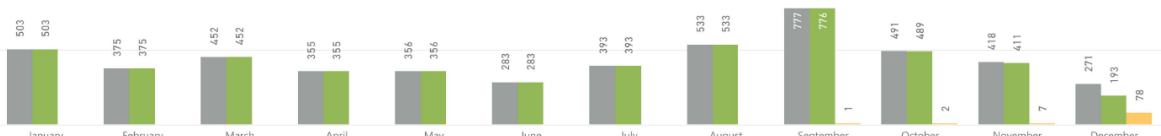


Request for Tenders for the establishment of a Single Member Framework Agreement for the Provision of ICT Managed Services 2026-30

Competition Ref	011-03-609
Competition for	Request for Tenders for the establishment of a Single Member Framework Agreement for the Provision of ICT Managed Services 2026-30
REF ID	011-03-609
Tender Submission Date	By 12.00 noon on 3rd March 2026

Tender Clarification Response Document Clarification Deadline: 17.00 on 16 February 2026

#	Query	CRU Response																																							
1	Please confirm typical call volumes across all core systems and apps.	The total volume of tickets in 2025 was 5,422. Breakdown per month is provided below. Note: Volumes may fluctuate therefore this figure should be used for guidance only.																																							
Total of Tickets by Month  <table><thead><tr><th>Month</th><th>Grey Bar</th><th>Green Bar</th></tr></thead><tbody><tr><td>January</td><td>503</td><td>503</td></tr><tr><td>February</td><td>375</td><td>375</td></tr><tr><td>March</td><td>452</td><td>452</td></tr><tr><td>April</td><td>355</td><td>355</td></tr><tr><td>May</td><td>356</td><td>356</td></tr><tr><td>June</td><td>283</td><td>283</td></tr><tr><td>July</td><td>393</td><td>393</td></tr><tr><td>August</td><td>533</td><td>533</td></tr><tr><td>September</td><td>777</td><td>776</td></tr><tr><td>October</td><td>491</td><td>489</td></tr><tr><td>November</td><td>418</td><td>411</td></tr><tr><td>December</td><td>271</td><td>193</td></tr></tbody></table>			Month	Grey Bar	Green Bar	January	503	503	February	375	375	March	452	452	April	355	355	May	356	356	June	283	283	July	393	393	August	533	533	September	777	776	October	491	489	November	418	411	December	271	193
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2	With reference to support requirements for Business Central and Dynamics, we note you have requested that the 'new contract should have a provision to provide these services, if needed'. Can you please advise if 'these services' would refer to the full handover of L1,2, and 3 support from the current third-party providers for these applications? If so, is the requirement to provide up to L3 support for these applications a mandatory requirement?	CRU require a single MSP for all in-scope items. The support of Business Central and MS Dynamics can be delivered via a 3 rd Party sub-contractor of the MSP, if required.																																							
3	Can you please provide a breakdown of tickets logged over an annual period. Ideal if these can be categorised according to the Priorities requested in the tender - P1 to P5	<table><thead><tr><th colspan="2">Total 2025</th></tr></thead><tbody><tr><td>P1</td><td>10</td></tr><tr><td>P2</td><td>702</td></tr><tr><td>P3</td><td>2742</td></tr><tr><td>P4</td><td>1164</td></tr><tr><td>P5</td><td>804</td></tr><tr><td>Total</td><td>5,207</td></tr></tbody></table>	Total 2025		P1	10	P2	702	P3	2742	P4	1164	P5	804	Total	5,207																									
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4	Regarding Darktrace, can you please confirm if this is owned by CRU or by your existing MSP?	This solution is owned by CRU																																							
5	3. Section 2 (iv) - Can you please confirm a high-level rollout schedule for the 400 new PC's, (similar to the staff count increase detailed in Annex A)	This will be ad-hoc as required throughout the contract term. Delivered as assets fall due for replacement.																																							

6	Can you please advise if there is a dedicated team currently delivering this service, and if so is this team subject to TUPE?	TUPE does not apply
7	Vulnerability Management - can you please confirm what vulnerability management tool is in use? Is it owned by CRU or your existing MSP?	ConnectSecure is provided by the current MSP. This solution will be reviewed as part of the new contract.
8	Would the CRU consider bids from organisations whose teams operate remotely from the EU	Please see response to Q11 below.
9	Volumetrics – ICT Managed Services and Tooling In terms of ITSM tooling - how many of your IT staff will require licenses to actively work on tickets? How many queues will be required to be setup for any of your IT staff that would be working on tickets outside of the MSP responsibilities? Will IT Glue and Fresh Service remain or will they be replaced by the MSPs tool of choice?	CRU currently has an internal ICT Team of 10. It is not expected that the ICT Team will be actively working on resolving tickets as that will be the primary role of the MSP however all members of the CRU ICT Team will need access to the ticketing system, to add notes, request escalations, etc. IT Glue is currently used as the primary platform for sharing information between the CRU ICT Team and the existing MSP. It has worked well for the last few years. CRU is open to looking at alternatives however they must have, at a minimum, the same functionality. Fresh Service is used exclusively by the internal ICT Dept for tickets unrelated to the ICT MSP Contract. The ICT MSP does not have access to the Fresh Service solution used by CRU.
10	Service Go Live Please confirm: The contract end date of the CRU's current Managed Service Agreement The desired cutover date for transition to a new service provider (if appointed) This will support mobilisation planning and resource scheduling.	Current end date is 04/04/2026 however this is expected to be extended to accommodate a handover process. The cutover would need to commence in April 2026.
11	Resource Locations Could the Authority please clarify any preferences or requirements regarding resource location, including: Mandated onsite presence (roles, minimum FTE) Whether near shore or far shore delivery is permitted or restricted	Resources must be located within the EU/EEA for data protection and other regulatory reasons. CRU promotes the use of remote support however resources must be available at short notice to attend site if issues cannot be resolved remotely. This must be in line with the SLA as published within the RFT.
12	Future Additional Applications For planning and resourcing purposes, please confirm the expected scope of support for any additional Line of Business (LOB) applications. Specifically, please confirm whether the following assumptions are correct: 1. Additional applications will require L1 support only 2. The total number of additional LOB applications	1. Correct 2. CRU cannot commit to a specific number. It is currently not expected to exceed 12 however the Digital Strategy will be reviewed in mid-2027 and this may change. 3. Correct

	will not exceed 12 3. The Authority will provide training, runbooks, documentation, and access for these applications	
13	Regarding the potential application of TUPE, could the Tenderer please confirm the current primary work location for all in-scope personnel?	TUPE does not apply.
14	Onsite Support. Can CRU confirm the expected frequency, triggers, and SLA requirements for onsite support? Defines scope boundaries and prevents fixed-fee scope creep.	CRU promotes remote support where possible however in the event onsite presence is required, the MSP must operate within the SLA. For example, if CRU encounters an onsite P1 issue, the ICT MSP must be onsite within 1 Hour with a resolution in place within 4 Hours. There is no set frequency for onsite support as it is primarily reactive from declaring a P1 ticket.
15	User Definition. Please confirm whether short-term contractors or temporary staff (e.g. less than 3 months) should be counted as full users for pricing purposes. Impacts user band pricing and service volumes.	Yes, these can be counted for pricing purposes. However, CRU reserves the right to review numbers if headcount significantly fluctuates during any quarter.
16	SOC Tooling. Can CRU provide details of the current SOC tooling stack (e.g. SIEM, EDR, log sources) and any constraints on tool replacement or coexistence? Direct cost and complexity impact on SOC delivery.	Darktrace is currently in place and is expected to be used during the next contract term. CRU is always open to reviewing existing products against other options however this solution has worked well for the organisation and has been used for the last 3 Years.
17	SOC Coverage. Model Does CRU require continuous human analyst SOC monitoring 24/7/365, or is an automated monitoring with on-call escalation model acceptable outside core hours? Major driver of SOC operating model and cost.	CRU requires 24/7/365 coverage with on-call human resources available to engage with any alerts. This can be delivered via shared services but must not be dependant on automated monitoring alone.
18	SOC Incident. Authority Please confirm the level of authority the MSP will have to contain or remediate security incidents without prior CRU approval. Affects incident response speed and legal risk.	The SOC will be authorised to take the necessary steps needed to contain or remediate security incidents without seeking prior CRU approval.
19	Ticket Volumes. Can CRU provide a high-level breakdown of historical service ticket volumes by incident/request type and severity? Supports accurate capacity and service design.	Please see response to Q.1 & Q.3 above.
20	Project Demand. Is CRU able to provide an indicative annual range for ad-hoc project days or professional services based on historical usage? Supports realistic resourcing and rate-card assumptions.	This demand can fluctuate considerable depending on the current demands and required projects. CRU would not be able to provide an accurate forecast for this contract. Historical usage would not provide useful metrics.
21	TUPE. Can CRU confirm whether TUPE is expected to apply, and if so, provide anonymised incumbent role profiles? Material impact on resourcing, cost, and transition risk.	TUPE does not apply.
22	Transition Period. Is the requested 90-day transition period a fixed requirement or an	CRU would expect the transition to take place within this timeframe or less.

	indicative target subject to estate complexity? Affects mobilisation risk and planning.	
23	Service Credits. Will service credit thresholds, caps, and any early-life service credit holiday be defined within the SOW? Clarifies commercial exposure and risk.	Yes, at contract signing stage
24	Indexation. Can CRU confirm whether price indexation applies only during contract extension periods, or also during the initial term if it exceeds 24 months? Clarifies long-term pricing assumptions.	Only applies in the extension period after the initial 2 yr term.
25	Infrastructure. Definition of infrastructure - to help us understand numbers, # of servers for example	Please refer to Annex C
26	Server locations - mentions Azure-hosted, but also on-prem infra. What servers do they have where (and how many)? Rough age of physical hardware?	Please refer to Annex B & C. On-prem infrastructure was refreshed in 2022.
27	Mentions SOC - are they looking or open to replacing their EDR/XDR endpoint protection at the same time?	See response to Q.16
28	Backup requirements - regulations they need to follow for retention etc? Approx size? (Size doesn't matter too much as Cove is unlimited, but would be good to know)	Please refer to Annex F Note: CRU is an important entity under the NIS2 Directive and will need to comply with all requirements under same.
29	Current 365 licencing type - Business Premium? E3/E5?	M365 BP is in place
30	Interest in Cyber Essentials? For organisations in the Republic of Ireland, while not a mandatory national standard, it serves as a recognised framework for enhancing security to international standards.	It is expected that Cyber Essentials will be adopted as the standard under NIS2.
31	Current email security is Mimecast. Open to moving if a better solution can be presented?	CRU is always open to considering new products if they provide benefits over existing solutions.

Tender Clarification Response Document