

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

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

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

| # | Query                                                                                                                         | CRU Response                                                                                                                                           |
|---|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | In relation to the response to question 2, is it possible to define Business Central and MS Dynamics specific ticket volumes? | <p>Number of Service Tickets raised during 2025;</p> <ul style="list-style-type: none"> <li>MS Dynamics – 19</li> <li>Business Central – 64</li> </ul> |

**Tender Clarification Deadline has passed**