



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:	Irish Prison Service
Title of competition:	Single Party Framework for the provision of Fixed Voice and Voice over IP (VoIP) Services & Associated Products & Services
Procedure	Restricted Procedure
eTenders Ref:	8534356
Closing date and time for Queries:	17/07/2026 @12 noon (Irish time)
Closing date and time for Submissions:	04/08/2026 @12 noon (Irish time)
<i>This Clarification relates specifically to Questions 1 to 2. For completeness, it contains answers to all the questions to date.</i>	
Clarification Number:	1
Issue Date:	Tuesday, 14 July 2026

Question #1:

Section 3.5.5 Operation of a Service Level Agreement, found in the VoIP Services RFT document, advises that 'Tenderers are required to provide a proposed draft SLA to the Contracting Authority which will describe in detail how they propose to address the execution and performance monitoring of the contract.'

Can the Authority please advise under which section of the TRD should tenders include their response? Or should this be an additional appendix to include?

Answer #1:

The requirement for a draft SLA can be submitted under award criterion B – Account Management, Support & Billing. If required, the response can be supported by an appendix.

Question #2:

Question 3.3 Award Criterion C - Sustainability, Innovation and added Value asks tenders to refer to sections 5.6 and 5.7 of the RFT for guidance. However, it is sections 3.6 and 3.7 that refers to these topics.

Can the Authority please confirm that sections 3.6 and 3.7 are the sections to refer to for guidance in answering these questions?

Answer #2:

Apologies for the confusion, due to an administration error the section numbers were not updated in the final version of the suite of documents. The correct location is 3.6 and 3.7.