



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) 29/07/2026 @12 noon (Irish time)
Closing date and time for Submissions:	04/08/2026 @12 noon (Irish time) 10/08/2026 @12 noon (Irish time)
<i>This Clarification relates specifically to Questions 12 to 16. For completeness, it contains answers to all the questions to date.</i>	
Clarification Number:	3
Issue Date:	Monday, 20 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.

Question #3:

We would appreciate your clarification regarding the current design and configuration of the SRST solution across your estate, specifically in relation to the trunk connectivity.

Could confirm the following:

1. Whether the SRST routers at each site are currently connected to any local PSTN, ISDN, SIP? It is not clear from the pricing schedule if a site has an SRST gateway and a trunk connected to it.
2. If such trunking is in place, please provide details of the type, capacity
3. In the event of a failure of the central voice core or SIP trunk infrastructure, how inbound calls are currently routed?

Answer #3:

1. Each site SRST router is connected to ISDN FRA/PRA
2. FRA/PRA
3. For critical sites inbound voice DDI blocks can be diverted to SRST FRA/PRA installed in each individual site.

Question #4:

In relation to the requirement for support services to operate within GMT ± 1 , could the Contracting Authority clarify how this should be interpreted where a provider uses a follow-the-sun support model, with core service management located within the GMT region and global teams providing out-of-hours coverage?

Answer #4:

Core business Hours of most agencies are GMT ± 1 with some agencies requiring 24/7 support. i.e call logging and onsite response if required on services identified as critical

Question #5:

Can the Contracting Authority please provide details such as the liability cap, retention amount, and the terms of contract. A key number of terms within the contract documents are left blank, is it possible to populate these please?

Answer #5:

Each of the contracting authorities have different liability cap, retention amount, as a separate contract will be signed with each of the contracting authorities, and it is up to each authority set their liability cap, retention amount.

This will be set and agreement prior to any contracts being signed.



Question #6:

Just a question in relation to responses within the TRD, when we use the comment section to elaborate on each point is there a page limit for our responses?

Answer #6:

There is no page limit, however tenderers are reminded to answer the specific requirements and not provide sales paraphernalia as part of the response.

Question #7:

In the Tender Response document it states: A detailed timeline and Gantt Chart (or similar) should be provided and should clearly set out how the requirements will be met. Can the Gantt Chart be submitted as an appendix or is it required to be pasted into the tenderer comment box in section 3.1?

Answer #7:

The Gantt chart can be submitted as an appendix.

Question #8:

Peering Demarcation (MR 1.4, MR 1.5):

Can the Authority clarify the exact physical demarcation point for the private peering connections at both the Revenue Data Centre (St. John's Road) and IPS Headquarters (Longford)? Is the successful tenderer required to provide backhaul extended directly into the Authority's specific server racks, or will the Authority provision internal cross-connects from a shared carrier Meet-Me-Room (MMR) or standard patching panel?

Answer #8:

For St Johns Road, IPS will arrange internal cross connects from the MMR to IPS SBC's. Tenderers should provide details in their response of requirements such as cable type and if they require rack space in contracting authority's racks to house any CPE devices. Please note the contracting authority does not have access to rack space in MMR.

For Longford HQ, IPS will arrange internal cross connects from exiting carrier fibre trays. Tenderers should provide details in their response of requirements such as, additional external cabling/connectivity. cable type and if they require rack space in contracting authority's racks to house any CPE devices.

Question #9:

Local Dial Plans for SRST Failover (MR 1.10):

Regarding the requirement for inbound calls to failover to local SRST routers matching the last four digits of each site's dialling plan within 3 months of award: Will the Authority provide



a comprehensive inventory of the current local dial plans, extension ranges, and hardware models for all 14 locations to ensure day-one configuration compatibility?

Answer #9:

Yes, this will be provided to the successful bidder.

Question #10:

CLI Sourced Billing (MR 2.2):

To ensure absolute accuracy in call charge attribution records, can the Authority provide a sample format or schema of the unique CLIs currently presented by the Staff House Telephony and the Prisoner Phone System (PPS) across the 14 prison locations?

Answer #10:

For House telephony CLI may be provided as follows

- Main switchboard number
- Actual DDI number
- Private number

For Prisoner Phone system, all prisoner phone calls are masked to an individual CLI per prison. This allows identification and billing of PPS traffic by each location. All PPS calls should present private number to the caller.

IPS preferred number format is E.164.

Question #11:

Historical Call Traffic Profiles:

To allow tenderers to optimise metered tariff structures and deliver maximum value for money to the taxpayer, can the Authority provide a baseline profile of historical monthly call volumes (broken down by Local/National, Mobile, and International minutes) across the framework entities?

Answer #11:

Please refer to Appendix 1- IPS Fixed Voice – Pricing Schedule.

Here, under three tabs – LAB Usage, DOJ Usage and IPS usage, you will find a sample usage of a three-month period.

Please note, this is for the purpose of evaluations only and the quantities may rise or fall over the framework period.



NEW CLARIFICATIONS

Question #12:

With reference to the mandatory SIP requirements to fail over inbound voice calls from the SIP trunk / IPS Voice Core to SRST routers can you clarify failover ownership and control please?

Answer #12:

The solution can be automatic (initiated by carrier if they detect SBC's down), initiated by Contracting authority via a portal, or by calling into your support number. For all options the action must be pre-agreed and documented with the contracting authority.

Configuration of SBC's and SRST routers is the responsibility of the contracting authority

Question #13:

Is failover mechanism expected to be controlled and initiated by the carrier network or controlled within the IPS voice infrastructure. What mechanism triggers the failover?

Answer #13:

The requirement is the tenderer must have a solution to route calls to each site in the event of IPS Core voice network failure.

The solution can be automatic (initiated by carrier if they detect SBC's down), initiated by Contracting authority via a portal, or by calling into your support number. For all options the action must be pre-agreed and documented with the contracting authority.

Question #14:

The mandatory requirement specifies that SRST failover capability must be operational within three months of contract award. Can you confirm whether the three-month requirement applies to full deployment across all sites, or initial implementation / partial rollout?

Answer #14:

Full deployment from contract award.

Configuration of SBC's and SRST routers is the responsibility of the contracting authority

Question #15:

While the RFT references number portability compliance as a mandatory requirement, detailed information on the porting scope is not provided. Is staged porting required per Contracting Authority agency, locations or other approach?

Answer #15:

Voice communications are critical to the provision of services by the contracting authority agencies. Porting is the responsibility of the tenderer.

As per section 3.3 Migration/ Overall Project Plan. of the RTF



“The Tenderer must demonstrate a robust, low-risk, and well-governed approach that ensures continuity of service and regulatory compliance”

Question #16:

Please provide clear delineation of network responsibility between IPS and the carrier

Answer #16:

As with all carrier services the Demarc is at the Customer Premise equipment (CPE) supplied by carrier.

For VOIP services the Demarc is on the carrier side of the SBC.

For fixed line services such as ISDN Primary rates, it's the carrier provided CPE.