



Clarifications - 1

Coimisiún na Meán received the following clarification questions for Multi-Party Framework Agreement for the provision of Microsoft Application Development Services.

Our response is outlined below:

Message Ref No	Question	Contracting Authority Response
733935	Our turnover for the 2 most recent years, 31st March 2026 and 31st March 2025 both exceed the minimum turnover requirements, however our turnover for the previous year 31st March 2024 is slightly under the minimum turnover requirements at €1,967,393. Would our response be rejected because of this? Is there any discretion in the minimum turnover requirements. If you meet two out of the three years	As per the Selection Criteria, this is a pass-fail requirement. A 2 Million turnover is required.

743347	The Notes tab of the BVOD MVP Specification of Requirements workbook states that tenderers should populate Complexity (H/M/L) and OOB/Config/Custom columns. No such columns appear on the requirements tabs. Please confirm where this information should be provided	No response is required within the BVOD MVP Specification of Requirements workbook. Any such instructions should be ignored, as they are legacy instructions left in the document in error.
744070	1. The BVOD MVP Specification of Requirements Document makes several references to a requirement for tenderers to input information in this section (Example: The final sections include options add-on requirements, for which vendors are requested to provide indicative cost, effort, and complexity estimates.) However, in the following tabs, there does not appear to be anywhere for vendors to input responses. Can you please clarify what is required here? 2. We note that the outline plan is excluded from the page limit in Question D1, Development Project Delivery, can you please confirm if other visual representations or graphics will	No response is required within the BVOD MVP Specification of Requirements workbook. Any such instructions should be ignored, as they are legacy instructions left in the document in error. Visual representations and / or graphics will be excluded from page counts

	also be excluded from page counts?	
744204	CQ 1 RFT Section 5.14 For clarity, can you please confirm if delivery of services is restricted to within the EEA? Q 2 RFT Appendix 1, Section 4 Is Application Support required only for normal working hours? CQ 3 TRD Section D Where page limits apply does this exclude diagrams/graphics used to help aid the response?	Tenderers should interpret Clause 5.14 as applying only to the treatment of personal data within the tender submission and not as a provision governing service delivery locations For the purposes of the RFT it can be assumed that application support is only required for normal working hours in Ireland. Diagrams and Graphics are excluded from page limits.
745025	1. Does the organisation have Microsoft Infrastructure (Office, Sharepoint, Power Platform, Azure etc)? 2. Is Licenses part of the offer?	Yes. Coimisiún na Meán (CnaM) operates within the Microsoft technology ecosystem and utilises Microsoft 365, SharePoint, Dynamics 365 CRM and Power Platform technologies. All are hosted in our MS Azure tenant. No. The tender is for the provision of Microsoft Application Development Services and delivery of the specified solution. The tender documentation does not request pricing for Microsoft licences. CnaM currently has arrangements in place for Microsoft licensing. Licensing is not part of the current procurement; however, Coimisiún

		na Meán reserves the right to consider alternative licensing arrangements in the future where appropriate.
	3. What is expected number of users?	The anticipated user base for the initial implementation is approximately 60 users across business, ICT and Data teams. Tenderers should note that this figure is indicative only and will increase over time as additional business areas and processes are onboarded to the platform. Overall staff numbers for Coimisiún na Meán is currently 300.
	4. What is expected number of cases per hour? Per month?	Coimisún na Meán's CRM platform currently contains approximately: • 1,634 cases created in 2024 • 3,160 cases created in 2025 • 4,549 cases created in 2026 (to date i.e. 30-July-2026)
	5. What contact center integration is required exactly and what are the requirements? (FA01-03)	Requirement FA03-01 refers to the requirement for the Dynamics 365 CRM solution to integrate with a third-party Contact Centre Provider. The CRM solution is expected to integrate with a future Contact Centre Platform to be procured through a separate procurement process currently being planned by An Coimisiún. The specific Contact Centre technology has not yet been selected. Tenderers should therefore assume that integration with a third-party contact centre and telephony platform will be required and should demonstrate an approach that supports industry-standard contact centre solutions. A requirement under the contact centre procurement will be integration with Dynamics CRM. No telephony provider has been selected at this stage. A separate contact centre procurement is planned, and the successful contact centre provider may utilise its own telephony platform. Tenderers

	6. Which Telephony Provider should integration be done with? 7. To which website Web Form for Case submission should be embedded? Is there a Source Code of that website? 8. Does the organisation have any existing Case Management System? 9. Does migration of data need to be done from legacy to new CRM System?	should therefore assume that integration with a third-party telephony/contact centre solution will be required. Coimisún na Meán currently utilises Microsoft Power Pages for web-based interactions embedded on www.cnam.ie. The web form solution is expected to be delivered via Power Pages environment. Relevant configuration and solution assets within Coimisún na Meán's Microsoft environment will be made available to the successful supplier as required. Detailed design requirements will be refined during implementation and discovery activities. Coimisiún na Meán currently operates Microsoft Dynamics 365 CRM; however, the BVOD MVP requirements are based on a clean CRM build rather than an enhancement or upgrade of the existing platform. No data migration requirement has been specified for the BVOD MVP. Tenderers should therefore proceed on the basis that data migration is out of scope, unless subsequently requested through a future call-off, change request, or enhancement initiative
746198	Q 1 RFT Section 5.14 - For clarity, can you please confirm if delivery of services is restricted to within the EEA? CQ 2 RFT Appendix 1, Section 4 - Is Application Support required only for	. Duplicate of 744204 Duplicate of 744204

	normal working hours? CQ 3 TRD Section D - Where page limits apply, does this exclude diagrams/graphics used to help aid the response? CQ 4 Call Off Contract, Appendix 4 - Can CnaM please confirm the variable on clause 5.A.8? CQ 5 Call Off Contract, Appendix 4 - Clause 5.A.10 – please confirm that this clause shall not apply to committed 3rd party? products. CQ 6 Call Off Contract, Appendix 4 - On Clause 6 G /H, can CnaM please update and confirm variables? CQ 7 Call Off Contract, Appendix 4 - Clause 10 A - please confirm that termination provision shall not apply to 3rd party products procured on behalf of and on the instruction of CnM that do not facilitate termination for Convenience. CQ 8 Pricing Response Document, Tab 2. BVOD MVP - For Platform and	Duplicate 744204 We note the queries 4 – 7 relating to specific clause variables and third-party product treatments within the Call-Off Contract Appendix 4. Coimisiún na Meán will confirm all variable fields, clause applicability during contract execution. Q8. Service-based costs and any tool-related costs may be included within your pricing response, but must be allocated to the existing
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	Application Support Services Requirements, there are elements of our costs that are service-based and that may also include some tools, can you please advise how these should be considered in our pricing response? We look forward to your response.	structure of Tab 2. As the table is resource-based, these costs should be reflected either: • within the day rate for the relevant role(s), where the service or tool is a required part of delivering that role, or • as a separate resource line (e.g., “Service Component – Monitoring”, “Tooling – Platform Licence”) using the same columns (Role Area, Role Name, Day Rate, Number of Days), with appropriate assumptions. You should not add new sections or modify the table, but may use additional rows to represent non-personnel cost elements, provided you clearly label them and explain assumptions in pricing notes.
745514	We note from the Notes tab of the BVOD MVP specifications document that it states “The requirements have been developed through..... Deloitte’s experience of requirements gathering and design of similar CRM systems”. Will Deloitte be precluded from tendering?	We can confirm that Deloitte will not be tendering for this framework contract.
746728	The Notes tab of the “BVOD MVP Specification of Requirements” workbook states that ICT and Data and Technology Project Sponsors will populate an “Approved” column and that tenderers are expected to populate “Complexity (H/M/L)” and “OOB/Config/Custom” columns for each requirement. However, these columns	No response is required within the BVOD MVP Specification of Requirements workbook. Any such instructions should be ignored, as they are legacy instructions left in the document in error.

	do not appear in the High-Level Requirements, detailed functional requirements or Non-Functional Requirements worksheets. There also does not appear to be a column showing the priority assigned to each requirement. Could you please confirm whether tenderers are required to complete and return this workbook or if there is an updated version containing the relevant columns?	
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