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Message Ref No	Question	Contracting Authority Response
752932	CQ9 What roles should Change Manager and Trainer align to in the pricing sheet? CQ10 In the pricing response document: On the Summary tab of the Pricing Sheet that the Ultimate Cost calculated uses the day rate and does not multiply this by 500 days, can you please clarify?	CQ9: These roles have been added to the updated Pricing Response Document that has been issued with these clarification responses. CQ10: Thank you. This is an error in the spreadsheet. An updated Pricing Response Document has been issued with these clarification responses.
753066	Platform Support - How many applications must be considered? - How many production and non-production environments must be considered? Application support Questions - How many level 2 support request per year must be considered to size the team support?	The organisation currently operates a small number of existing Dynamics 365, M365 and Power Platform applications. However, as the organisation is still relatively newly established and expanding its remit, the exact number of applications cannot be definitively stated at this time. Tenderers should therefore assume an initial minimum footprint and demonstrate the ability to support additional applications as they are introduced over time. It is envisaged that a minimum will be three, development, test/UAT and production. However, as the organisation continues to develop interim and longer-term solutions, additional environments—such as training and sandbox—will be required. Exact annual volumes cannot be provided at this stage. Due to the small number of existing applications numbers are low. However, tenderers are not asked as part

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	• What management tool are you currently using? • Could you share the required SLAs? Or can the Tenderers suggest them? • How many users must be considered? Power Platform Clarification Questions 1. Power Platform Strategy & Governance • Does Coimisiún na Meán already have an established Power Platform Centre of Excellence (CoE)?	of this response to size or price a support team; this will form part of a the final initial or a future call-off contract. The organisation currently uses the M365 Admin Centre for day-to-day administration. Dynamics 365 is not internally managed at present. The organisation does not yet operate a Power Platform Admin Centre. Security monitoring and operational visibility are supported through Microsoft Sentinel and Microsoft Defender. As operational maturity increases, additional tools and platform-specific admin centres may be introduced. Tenderers should confirm compatibility with these tools and outline any recommended enhancements. Application support SLAs will be agreed as part of final initial or future call-off contract. The organisation currently has a user base of around 50 users aligned to its existing Dynamics 365 application. As new functions and services come online, user numbers will increase. Exact numbers cannot be provided at this stage but overall staffing number is currently at 300 and its expected that the majority of these will be system users. Tenderers should assume a small-to-medium user population initially, with the requirement to scale support as the organisation expands. No. The organisation does not currently operate a Power Platform Centre of Excellence. As the organisation ICT is still at a foundational level and still
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	Are Power Platform environments (Development, Test, UAT, Production) already provisioned within the tenant?	developing its digital governance structures, a formal CoE has not yet been implemented. Tenderers should therefore assume that part of their remit may include supporting the establishment of Power Platform governance, including best-practice controls, guardrails and operational processes.
	Is there an existing environment strategy and Application Lifecycle Management (ALM) process that must be followed?	No. The organisation does not currently have dedicated Power Platform environments provisioned. Existing use of the Power Platform is limited to some power apps and automations linked to Sharepoint Lists and does not yet require a full ALM environment structure.
	Are there existing Data Loss Prevention (DLP) policies that may restrict connector usage?	Tenderers should assume that environments will need to be designed and provisioned as part of the engagement, aligned to Microsoft best-practice Application Lifecycle Management (ALM). See above
	Are Managed Solutions mandatory for deployment across environments?	No. The organisation does not currently operate Power Platform-specific Data Loss Prevention (DLP) policies. As Power Platform adoption is still at an early stage, formal DLP governance has not yet been established. Tenderers should assume that DLP policies will need to be designed and implemented as part of the engagement, aligned to Microsoft best practice and the organisation's security posture (including Microsoft Sentinel and Microsoft Defender).
	What governance controls currently exist regarding citizen development and low-code applications?	No. As the organisation does not yet operate a formal ALM process or dedicated Power Platform environments, Managed Solutions are not currently mandated. Tenderers should propose an ALM approach that includes the use of Managed Solutions for production deployments, We do not currently operate formal governance controls for citizen development or low-code applications. Power Platform usage is limited and has not yet required

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	2. Licensing • What Microsoft licenses are currently available? • Specifically: • Dynamics 365 Customer Service • Power Apps Premium • Power Automate Premium • Power BI Pro • Power BI Premium • Power Pages • Dataverse Capacity • Are additional licenses expected to be included within the implementation proposal or supplied by the Commission? • How many users are expected for: • Complaint handlers • Contact centre agents • Supervisors	structured governance controls. Tenderers should assume that governance controls—including environment strategy, DLP, solution management, developer permissions and monitoring—will need to be established as part of the engagement. Currently licencing is as required for our application footprint. All staff have a Microsoft E5 Licence and Dynamics 365 user licences are only required for the small number of teams and support staff – approx. 60. 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.
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	• Managers • External users • Are there any licensing constraints that must be considered when proposing the solution? 3. Dataverse • Is Dataverse already being used within the organisation? • Are there existing Dataverse tables that must be reused? • Are there enterprise data standards, naming conventions, or metadata standards to be followed?	As per above, this tender is for the provision of application development services only and does not include licencing. There are no licencing constraints to be considered. Dataverse is currently used within the externally managed Dynamics 365 Customer Service environment on the organisation's tenant. However, this implementation is not intended to be retained. The existing Dataverse environment will be archived, and future solutions will be based on a new, clean Dataverse build aligned to the organisation's emerging architecture and governance model. No — existing Dataverse tables from the externally managed Dynamics 365 environment are not intended to be reused. A clean Dataverse build is envisaged. However, some data will need to be migrated from selected existing tables for continuity and historical reference. Tenderers should assume a fresh data model with targeted migration only, rather than reuse of existing structures. We do not yet operate formal enterprise data standards, naming conventions or metadata standards for Dataverse or Power Platform. Existing Dynamics 365 structures reflect the external provider's implementation and will not form the
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	• What are the expected data retention requirements for complaints and supporting documents? • Are there anticipated complaint volume growth forecasts beyond the historical figures provided?	basis of future standards. Tenderers should propose standards aligned to Microsoft best practice and ensure consistency with the organisation's emerging data governance framework, The organisation is currently defining its data retention requirements as part of its wider information governance framework. While exact retention periods cannot yet be provided, Tenderers should assume that complaints and supporting documents will require retention in line with statutory obligations, regulatory expectations and public-sector record-keeping standards. Yes. As the organisation is relatively newly established and expanding its remit, complaint volumes are expected to grow beyond historical figures. Exact growth forecasts cannot be provided at this stage. Tenderers should assume increasing volumes over the term of the Framework and propose scalable Dataverse and Power Platform architectures capable of supporting higher data, document and transaction loads.
	4. Integration Architecture • What systems currently interact with the complaints handling process? • Can you specify which third-party contact centre will be the MVP integrated with • Are APIs available for integration with existing systems?	The current complaints handling process has limited system integration. Existing interactions are primarily through email and manual processes. The current Dynamics 365 Customer Service will be archived and is not intended to form part of the future integration landscape. Tenderers should assume a clean integration architecture with new integrations defined as part of solution delivery. We are finalising our contact centre tender specification. A specific third-party provider for MVP integration has not yet been selected. Tenderers should propose an integration approach that supports standard contact centre APIs and modern cloud-based integration patterns.

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	• What authentication mechanisms are available? • Examples: • Azure Entra ID • OAuth2 • Client Certificates • Service Accounts • Will integration patterns be: • Real-time • Near real-time • Batch • Are there existing enterprise integration standards that must be followed? 5. Complaint Intake Channels • Are the current complaint submission channels expected to be retained? • Specifically: • Email • Web Forms • Contact Centre • Telephone	Tenderers should assume that APIs will need to be introduced or consumed as part of the new solution architecture. Limited APIs are currently in use. Azure Entra ID, OAuth2, Service Accounts Integration patterns have not yet been defined. Tenderers should assume a mix of real-time and near real-time integrations for operational processes, with batch processing used where appropriate (e.g., reporting) The organisation does not yet operate enterprise integration standards. Tenderers should propose standards aligned to best practice. Yes — existing channels (email, web forms, contact centre, telephone, postal
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	• Postal Mail • Will complaints submitted via web forms continue to use the existing website or should a new Power Pages solution be considered? • Should complaint records be automatically created from inbound emails? • Should omnichannel capabilities be considered as part of the future roadmap? 6. Power Automate Requirements • Should workflow automation be implemented using Power Automate exclusively? • Are there any workflow engines currently in use? • Will approvals occur: • Individually • Sequentially • In parallel • Through Commission meetings • What SLA targets exist for each stage of the BVOD complaint process?	mail) will continue to operate. Tenderers should assume these channels remain in scope. The organisation is open to use of existing website for a period of time but anticipate moving to a Power Pages solution if it provides improved integration, accessibility, or better alignment with workflow and future delivery requirements. Yes — automatic creation of complaint records from inbound emails is expected. Yes Yes — Power Automate is expected to be the primary workflow engine for the new solution. No Tenderers should propose flexible approval workflows that support all four modes.
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	- Should escalation rules be automatically enforced? - Are reminder notifications required?	SLA targets are currently being defined. Tenderers may propose a solution that accommodates flexibility in defining SLA targets aligned to regulatory expectations.
	7. Reporting & Analytics - Should reporting be delivered using: - Dynamics dashboards only - Power BI - Both - What regulatory KPIs must be reported?	Yes Yes Both
	- Are executive dashboards required? - Is historical complaint data available for migration and reporting? - What reporting retention period is required?	These are currently being developed. Tenderers should assume reporting requirements aligned to statutory obligations. Yes Yes
	8. Security & Compliance - What complaint data classifications apply? - Will complaint records contain: - Personal data - Special category data - Sensitive investigation data	Retention periods are being defined as part of the organisation's information governance framework. Tenderers should assume retention aligned to statutory and regulatory requirements. Complaint records may contain personal data, special category data, and sensitive investigation data.

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	• Are there specific GDPR requirements beyond standard Microsoft controls? • What audit requirements must be supported? • Are there regulatory requirements for: • Data residency • Data retention • Record disposal • Legal hold 9. Document Management • Where should documents be stored? • Options: • SharePoint Online • Dataverse • Azure Storage • Existing repository • Are there document retention requirements? • Will version control be required for complaint documentation? • What document types are expected?	No additional GDPR requirements have been defined beyond standard Microsoft controls at this stage. Audit requirements include full traceability of complaint handling actions, workflow steps, approvals, escalations, and any data changes. Yes — requirements exist for data retention, record disposal, and legal hold. Data residency must remain within the EU. Tenderers responses should be aligned to public-sector standards. SharePoint Online is the preferred document storage location. Dataverse or Azure Storage may be used for specific scenarios if justified. Yes — retention requirements will align with statutory obligations Yes
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	- Is electronic signature functionality required? 10. Future Power Platform Roadmap - Beyond the BVOD MVP, what additional business processes are currently considered candidates for Power Platform implementation? - Are there plans to implement: - Licensing processes - Enforcement processes - Investigations - Funding programme management - Media sector engagement - Is Power Pages expected to become a strategic external engagement platform? - Are AI capabilities expected to be considered? - For example: - AI Builder - Copilot Studio - Case summarisation - Classification of complaints	Most standard documents Microsoft file types as well as media files, PDF. This is based on current file types and may need to expand to accommodate other file types in future. Though not a specific requirement at the outset electronic signature functionality may be required in future. The organisation is assessing multiple business processes as potential candidates for future Power Platform implementation. No final decisions have been made but it is expected that Stakeholder management and case management functions will be rolled out across most business areas. Tenderers should assume that the platform will expand beyond BVOD and propose an enterprise-ready architecture. It is envisaged that there will be strategic external engagement portals depending on future requirements. This is most likely to be Power Pages. Yes — AI capabilities may be considered in future phase
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	Should the proposed architecture be designed primarily for the BVOD MVP or as an enterprise platform supporting future regulatory services? Quality Assurance Clarification Questions 1. QA Governance • Beyond the contractual testing requirements defined in Schedule F, does Coimisiún na Meán have an existing Quality Assurance / Quality Engineering framework, standards, governance model, templates or policies that Framework Members will be required to adopt? • For future application development Call-Offs, should Framework Members assume that a dedicated QA role will normally be required where development and testing activities are	For the purposes of responding to the specific project outlined in the tender the requirement is for an architecture to support the BVOD process. However, it is expected that this architecture will ultimately be an enterprise platform capable of supporting future regulatory services, not solely the BVOD MVP No — the organisation does not currently operate a formal QA or Quality Engineering framework. Tenderers should assume that QA governance will be defined as part of each Call-Off contract.
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	in scope, or will QA resource requirements be defined independently for each Call-Off? • How will QA capability and delivery performance be evaluated during Call-Off competitions and throughout the Framework Agreement? 2. Testing Scope • Beyond the testing governance defined in Schedule F, are there baseline testing activities that Coimisiún na Meán expects to apply to all application development Call-Offs, or will the required testing scope (for example functional, integration, regression, performance, accessibility and UAT support) be defined individually for each Call-Off? • Is post-deployment Production smoke validation expected following each Production release and, if so, please confirm the expected scope and whether this is to be performed by the successful Tenderer or by Coimisiún na Meán.	QA resource requirements will be defined independently for each Call-Off. QA capability and delivery performance will be monitored as part of contract management for Call-Off contracts. Scope will be defined as part of each call off contract.
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	• Please confirm the required device compatibility matrix for the BVOD MVP. • Are formal performance, load or scalability tests required for the BVOD MVP? If so, please provide the expected response-time thresholds, transaction volumes, concurrent user volumes and applicable Test Success Criteria. 3. Requirements Quality & Traceability • Is formal end-to-end traceability from requirements through test cases, executions and defects expected as a contractual project deliverable, and is there an existing Coimisiún na Meán standard or tool for maintaining this traceability? 4. Test Management & Tooling • Please confirm Coimisiún na Meán's standard Application Lifecycle Management, test management and defect management tooling, including whether Azure DevOps is mandatory for development and QA activities	Yes — Production smoke validation is expected to be performed by the successful Tenderer. Device compatibility requirements will be defined ahead of design sign off phase. To be defined during design phase. Load and scalability is low for BVOD MVP. Expected response times, thresholds and volumes can be agreed as part of design sign off. Yes. We are in the process of setting up our Azure Dev Ops environment to support requirements and traceability. Azure DevOps is expected to be used for development and QA activities.
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	under the BVOD MVP and future Call-Offs. • Are there specific requirements regarding the location, format, retention period or auditability of test evidence and QA documentation beyond the requirements already defined in Schedule F? 5. Test Automation • Please confirm whether automated testing is expected as a deliverable for the BVOD MVP and/or future development Call-Offs. If so, please identify any preferred automation tools or frameworks, CI/CD integration standards, code repository requirements and expectations regarding ongoing maintenance and handover of the automated regression suite. • Will Suppliers maintain automated regression suites? 6. Environments & Release	The requirements in Schedule should be used to guide your response. Automated testing may be required for both BVOD MVP and for future Call-Offs. Requirements will be defined per Call-Off contract. Tenderers may propose tools and frameworks as part of their response. Yes — suppliers will maintain automated regression suites where automation is in scope.
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	• Please confirm responsibility for QA and UAT environment readiness, including environment configuration, refreshes, access, deployment of releases and validation of environment readiness before testing begins. • How many environments are available? • What environment is available for QA Team?	Environment readiness will be the responsibility of the successful Tenderer
	7. Test Data • Please confirm the expected operating model and responsibilities for test data preparation and management across QA and UAT, including the provision of representative data, anonymisation or masking, refresh processes and GDPR-compliant handling of test data. • 8. Defect Management • Beyond the Severity Level classification and Test Issue Management requirements defined in Schedule F,	The current Tenant includes M365 environment and production instance of end of life Dynamics CRM. It is expected that additional environments will be configured by successful tenderer. As per above. Tenderers should propose environments in the client tenant to support delivery of the project. It is expected that Test data responsibilities will be shared. An Coimisiún will provide representative data; the Tenderer will manage GDPR-compliant handling.

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	does Coimisiún na Meán have an existing defect workflow, prioritisation model, triage process or resolution SLAs that the successful Tenderer will be required to adopt? 9. UAT & Acceptance • Please confirm whether Coimisiún na Meán will own the preparation and execution of User Acceptance Testing, with the successful Tenderer responsible for QA prior to UAT and subsequent defect resolution and UAT support. • Please clarify the relationship between User Acceptance Testing and the formal Acceptance Testing / Satisfaction Certificate process defined in Schedule F of the Call-Off Contract. Are these intended to be the same activity or separate stages? • What are the exit criteria before a Satisfaction Certificate is issued? • Will the Acceptance Criteria, Test Success Criteria and Test Issue Thresholds required under Schedule F be defined by Coimisiún na Meán in the Call-Off Order or agreed jointly	No — defect workflows will be defined per Call-Off contract. Yes — Coimisiún na Meán will own UAT preparation and execution. The Tenderer will support QA and defect resolution and will provide UAT support. UAT and Acceptance Testing are separate stages. Exit criteria will be defined in the Call-Off
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	during preparation of the Test Strategy and Test Plans? • Please confirm the anticipated number and types of business users or personas participating in UAT and the expected duration of the UAT window for the BVOD MVP. 10. Reporting & Quality KPIs • Beyond the mandatory Test Reports defined in Schedule F, does Coimisiún na Meán have a standard set of QA / Quality Engineering KPIs that Framework Members will be expected to report? • Will any QA-specific measures contribute to Call-Off performance assessment or Framework ranking or relegation? 11. AI-Assisted Quality Engineering • Clause 27 of the Call-Off Contract requires prior written approval for the use of AI Systems. For AI-assisted Quality Engineering use cases such as test generation, test impact analysis or defect analysis, should approval be	It is envisaged that Acceptance Criteria will be defined jointly during Test Strategy preparation. UAT participants and duration will be defined during planning phase. No — QA KPIs will be defined per Call-Off Yes — QA measures may contribute to Call-Off performance assessment. Approval should be sought per Call-Off.
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	sought at Framework level, per Call-Off, per AI tool or per individual use case? 12. Non-Functional • Are performance, security and accessibility tests required? 13. Resources • Are dedicated QA engineers expected on each Call-Off? 14. Call-Off • Will each Call-Off require a dedicated Test Strategy?	Yes — non-functional testing will be required. QA resource requirements will be defined per Call-Off. Yes
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