

### Clarifications - 3

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<br>No | Question                                                                                                                                                                                                                                                                                                                         | Contracting Authority Response                                                                                                                                                                                                                                                                                                                                                                                                       |
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| 753990            | 1. Can you please confirm if there are any restrictions on the use of nearshore and farshore resources in the provision of these services?                                                                                                                                                                                       | The contract does not specifically limit the service delivery to be within the EEA; but the Call-Off Contract does place obligations on the Contractor not to transfer any Personal Data outside of the EEA without written consent from Coimisiún na Meán                                                                                                                                                                           |
| 754491            | 1. As per US Ref: FA03-46 - We understand cases will only be created from following channels or sources - Emails to User Support, DS Webform, Broadcast Webform, GQ webform. Can you please confirm, no other channels are required as part of this requirement. For instance - Phone calls requiring telephony integration etc. | Case creation under FA03-46 is limited to email and the three specified webforms. No additional case-creation channels, including telephony, are required.<br>Separately, the CRM will be required to integrate with the new contact-centre providers telephony system (currently under procurement) to support agent workflows, call handling, and operational reporting. This integration does not extend the case-creation scope. |

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|  | <p><b>2.</b> While most reporting and dashboard requirements can be delivered via out-of-the-box reporting functionality, few reports may require Power BI development. Can you please confirm if Power BI report development falls within scope for the tenderer or it will be managed internally within CnaM?</p> <p><b>3.</b> Could you please provide more details on integrating with a future Master-Data-Management (MDM) application.</p> <p><b>4.</b> Can the Commission please confirm whether diagrams, illustrations and tables included within a response count towards the applicable page limit?</p> <p><b>5.</b> Can the Commission confirm whether it is permitted for development, implementation and support personnel to be located outside Ireland and the</p> | <p>If required, Power BI reporting does fall within scope.</p> <p>A Master-Data-Management (MDM) solution is planned for future implementation. At this stage of the procurement, no specific technical integration is required because the MDM platform has not yet been selected. However, the proposed solution must be capable of integrating with a future MDM application once procured. This includes the ability to align core entities with an MDM golden-record model, consume and publish mastered data via API-based interfaces, support attribute-level ownership rules, and operate in both real-time and batch synchronisation modes. Detailed integration specifications will be provided once the MDM solution is in place.</p> <p>Answered in previous batch of clarifications diagrams and illustrations do not form part of applicable page limit.</p> <p>See previous response. The contract does not specifically limit the service delivery to be within the EEA; but the Call-Off Contract does place obligations on the Contractor not to transfer any Personal Data outside of the EEA without written consent from Coimisiún na Meán</p> |
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|        | EEA? Where such personnel would access the Commission's development, test or production environments, please confirm whether this would be permitted subject to prior approval, appropriate security controls and compliance with the international data-transfer provisions of the Call-Off Contract.                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 754164 | <p><b>1.</b> Can the Authority confirm whether a blended delivery model consisting of onshore, nearshore and offshore resources is acceptable, provided that overall service quality, security, governance and SLA requirements are maintained?</p> <p><b>2.</b> The Notes tab indicates that Tenderers should populate Complexity (H/M/L) and OOB/Config/Custom. Can the Authority confirm whether these columns should be added by the Tenderer where they are not currently present, or whether an updated response template will be issued?</p> <p><b>3.</b> The introductory notes reference optional add-on requirements requiring indicative cost, effort and complexity</p> | <p>1. An Coimisiún confirms that a blended delivery model is acceptable, provided that service quality, security, governance and SLA obligations are fully met. The Contractor must ensure that <b>no Personal Data is transferred outside the EEA without prior written consent</b> from the Authority, in line with the Call-Off Contract.</p> <p>2. This reference was retained in error from a previous version of the spreadsheet and can be ignored..</p> <p>3. This reference to add-requirements was retained in error from a previous version of the spreadsheet and can be ignored.</p> |

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|  | <p>estimates. Can the Authority identify which specific requirements/user stories should be treated as optional rather than included within the MVP fixed scope?</p> <p><b>4.</b> Requirements FA03-01 and NF01-03 refer to integration with a third-party contact centre provider. Can the Authority confirm the current contact centre platform/provider, available APIs/connectors and the expected level of CRM integration for the MVP?</p> <p><b>5.</b> FA07-01 requires a redesigned/dynamic webform. Can the Authority confirm the technology currently used to host the public-facing website/webform and whether Tenderers are expected to provide a Power Pages solution, embedded Power Platform form, or integration with the existing website technology?</p> <p><b>6.</b> Several requirements reference customers/broadcasters updating information through a portal. Can the Authority confirm whether a customer/broadcaster portal forms part of the MVP and, if so, the expected user</p> | <p>4. 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.</p> <p>5. Coimisún na Meán currently utilises Microsoft Power Pages for web-based interactions embedded on <a href="http://www.cnam.ie">www.cnam.ie</a>. 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.</p> <p>6. Portals do not form part of the BVOD MVP project as specified and should not be included in costs. However it is envisaged that portals will be used in future releases.</p> |
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|  | <p>volumes and required portal functionality?</p> <p><b>7.</b> FA06-05 requires predictive analytics to forecast case volumes and trends. Can the Authority confirm whether predictive analytics is a mandatory MVP deliverable or a future/optional capability, and whether sufficient historical case data is available to train or configure such forecasting?</p> <p><b>8.</b> FA01-03 refers to applying sensitivity labels to documents. Can the Authority confirm whether Microsoft Purview sensitivity labels are already configured within the tenant and whether the successful Tenderer is expected only to consume existing labels or also design/configure them?</p> <p><b>9.</b> NF01-13 requires webform attachments to be held and malware-scanned before being uploaded to CRM/SharePoint. Can the Authority confirm whether an existing security/scanning service must be used or whether Tenderers should propose an</p> | <p>7. Predictive analytics (FA06-05) is not a mandatory MVP requirement. It is considered a future/optional capability. Historical case data is available within the existing CRM and associated reporting sources; however, data quality and structure will require review during discovery to determine suitability for forecasting models.</p> <p>8. We currently use Microsoft Purview in our M365 sharepoint environment. It is proposed that these labels will also apply to documentation in our Dynamics 365 Sharepoint library.</p> <p>9. Tenderers should propose a suitable solution.</p> |
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|        | <p>appropriate Microsoft/Azure-based solution?</p> <p><b>10. Can the Authority confirm the systems/data sources from which existing BVOD case, contact, account, document and activity data will be migrated, together with approximate record and document volumes?</b></p> <p><b>11. Can the Authority confirm the approximate number of existing Word and email templates to be migrated/configured and whether final approved template content will be supplied by the Authority?</b></p> | <p>10. The existing CRM is used to track BVOD complaints and some document activity is stored in a separate Sharepoint library not linked to the CRM. Microsoft Dynamics BVOD total case numbers to date are 1107 since 2024.</p> <p>11. Approximately 16 BVOD document templates to be <u>configured</u>. Final approved template content and expected populating fields will be supplied.</p> |
| 754348 | <p><b>1. Contact Centre Integration</b></p> <p><b>The requirements state that the Dynamics 365 CRM solution should integrate with a third-party contact-centre provider responsible for telephony services. Please identify the</b></p>                                                                                                                                                                                                                                                       | <p>1. 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.</p>                                                                                                    |

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|  | <p>existing or intended contact-centre platform and confirm whether the required MVP integration comprises:</p> <ul style="list-style-type: none"> <li>• an embedded telephony/agent experience within Dynamics 365; or</li> <li>• the creation and logging of call and interaction activities against the relevant CRM records.</li> </ul> <p>Please also confirm that CnaM will provide the required telephony licences, platform access, APIs and/or Dynamics 365 connector. Where no third-party platform has yet been selected, please confirm the integration assumption tenderers should use for pricing the MVP.</p> <p><b>2. Advanced Search Requirements</b><br/>Advanced Search is identified as one of the six BVOD MVP functional areas, and requirements FA08-01 and FA08-02 are included in the High-Level Requirements worksheet. However, the requirements workbook does not appear to contain the corresponding</p> | <p>Licences are not in scope for pricing.</p> <p>As above. Tenderers should propose an integration approach that supports standard contact centre APIs and modern cloud-based integration patterns.</p> <p>2. The MVP requirement may be satisfied using standard functionality. This does not exclude the need for Power BI reports</p> |
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|  | <p><b>detailed Advanced Search worksheet or user stories.</b></p> <p><b>Please provide the omitted detailed requirements or confirm that the MVP requirement may be satisfied using standard Dynamics 365/Dataverse search, filtering and advanced-query capabilities across CRM records.</b></p> <p><b>3. BVOD MVP Scope and Requirements Marked “ALL”</b></p> <p><b>The RFT describes the fixed-price MVP as supporting the Broadcasting and Video-on-Demand complaints-handling process. However, the requirements workbook includes user stories marked “ALL” and references other areas and user groups, including DSA, General Queries, User Complaints and wider contact-centre operations.</b></p> <p><b>Please confirm whether the fixed-price MVP must implement these requirements across all referenced CnaM business areas, or whether the underlying solution should be designed for future reuse but configured and</b></p> | <p>3., The underlying solution should be designed for future reuse. Requirements gathering discovered a cross-over of requirements from the BVOD team/process to other CRM user groups. Customer and broadcaster portals are not existing capabilities the MVP must integrate with, and development of said portals is not part of the fixed price MVP.</p> |
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|        | <p>deployed for the BVOD complaints process only.</p> <p>Please also confirm whether references to customer and broadcaster portals relate to existing portal capabilities that the MVP must integrate with, or whether the development of new authenticated portals forms part of the fixed-price MVP.</p> <p>4. For the BVOD MVP project and any subsequent projects under the framework, Is there an expectation of key milestone meetings to be held in person?</p> <p>5. Is the Ultimate Cost evaluation split between the Total for BVOD MVP and the Average day Rate?</p> | <p>4. This has not yet been determined and will be agreed at call off contract stage.</p> <p>5. Cost evaluation is outlined in the tender documentation – please see page 24 in the Request for Tender document.</p>                                                                                                                 |        |             |      |      |             |       |     |     |     |     |        |    |   |   |    |       |    |    |    |     |
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| 754431 | <p>1. We understand that complaints may be submitted through multiple channels, such as telephone, email, web forms and other mechanisms. What channels do you envisage the system supporting, and is there a</p>                                                                                                                                                                                                                                                                                                                                                                | <p>Below are the</p> <table><tr><th>Origin</th><th>2024</th><th>2025</th><th>2026</th><th>Grand Total</th></tr><tr><td>Email</td><td>350</td><td>287</td><td>104</td><td>741</td></tr><tr><td>Letter</td><td>10</td><td>4</td><td>4</td><td>18</td></tr><tr><td>Phone</td><td>82</td><td>52</td><td>48</td><td>182</td></tr></table> | Origin | 2024        | 2025 | 2026 | Grand Total | Email | 350 | 287 | 104 | 741 | Letter | 10 | 4 | 4 | 18 | Phone | 82 | 52 | 48 | 182 |
| Origin | 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 2025                                                                                                                                                                                                                                                                                                                                 | 2026   | Grand Total |      |      |             |       |     |     |     |     |        |    |   |   |    |       |    |    |    |     |
| Email  | 350                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 287                                                                                                                                                                                                                                                                                                                                  | 104    | 741         |      |      |             |       |     |     |     |     |        |    |   |   |    |       |    |    |    |     |
| Letter | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 4                                                                                                                                                                                                                                                                                                                                    | 4      | 18          |      |      |             |       |     |     |     |     |        |    |   |   |    |       |    |    |    |     |
| Phone  | 82                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 52                                                                                                                                                                                                                                                                                                                                   | 48     | 182         |      |      |             |       |     |     |     |     |        |    |   |   |    |       |    |    |    |     |

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|  | primary complaint intake method that should be considered the main source of complaint ingestion?                                                                                                                                                                                                                                                                                                                                                                                                 | Webform 0 87 79 166<br><b>Total</b> 442 430 235 1107                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|  | 2. Can Coimisiún na Meán provide an indication of the volume, complexity and typical structure of the documents, forms, reports, correspondence outputs and notification artefacts that will need to be created and managed within the solution? In particular, could you provide an example of the most complex document, form or report currently used within the complaints process, including any dynamic content, approval workflows, version control requirements or integrations involved? | There are approximately 16 dynamically populating word document templates that need to be created and managed within the solution for BVOD. The document templates are considered low complexity, pulling case information such as case number, and customer ID into the template. There is a requirement to populate templates with information (Articles, Sections of Articles for example) from a sub grid on the case form into the template. Approval workflows will be required for a limited number of documents, wherein BVOD users can trigger a flow to circulate the document via email for approval to selected approvers, and tracking of the approval/rejection of the document is recorded in CRM. SharePoint integration is involved; it is expected that any document created via a template in CRM is saved to the associated SharePoint case file folder. |
|  | 3. The requirements reference integration with a third-party Contact Centre solution. Could Coimisiún na Meán provide further detail regarding the expected scope of this integration, including                                                                                                                                                                                                                                                                                                  | Response already provided above.<br>In relation to call centre users these are likely to be third party users requiring segregated access.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|  | <p>telephony capabilities, call logging, case creation, screen pops, call recording, interaction history, routing, and reporting requirements? In addition, are Contact Centre agents users within the Coimisiún na Meán Microsoft 365 / Entra ID tenant and security domain, or are they external third-party users who will require segregated access to the solution?</p> <p>4. The requirements reference a potential future integration with a Master Data Management (MDM) solution. Could Coimisiún na Meán confirm whether an MDM platform is already in place or planned? If so, please provide details of the solution, including the vendor/product, the master data domains managed (e.g. contacts, organisations, providers), and any anticipated integration requirements with Dynamics 365 CRM.</p> | <p>See 754491 – 3 above</p> |
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|        | <p>obligations that may apply to individual engagements awarded under the Framework?</p> <p>7. Would Coimisiún na Meán consider introducing a termination provision permitting a supplier to withdraw from a Framework Agreement or Call-Off Contract where an actual or potential conflict of interest arises that cannot be effectively mitigated, or where continuing the engagement would conflict with applicable professional, regulatory, ethical or independence requirements?</p> | <p>All variable fields and clause applicability will be finalised during contract execution.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 754446 | <p>Q1. Anticipated Framework Usage</p> <p>The Framework has a stated maximum value of €4m over four years, however, there appears to be no forecast. Can Coimisiún na Meán provide indicative forecasts for:</p> <ul style="list-style-type: none"> <li>- D365/Power Platform development services</li> <li>- Application support services</li> </ul>                                                                                                                                      | <p>On Q1, Coimisiún na Meán does not have fixed forecasts for the use of the framework. The €4m ceiling represents an upper limit rather than a spend commitment. Actual draw-down will depend on organisational priorities, regulatory demands, and the maturity of internal delivery capability over the four-year term. At this stage, the organisation cannot provide definitive annual profiles or category-level allocations for D365/Power Platform development, application support, Azure/platform management, or seconded resources. It is anticipated that usage will be phase with increasing utilisation as regulatory programmes and digital services expand. Suppliers should therefore price and resource on the basis that demand will be variable and driven by call-off requirements rather than pre-committed volumes.</p> |

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|  | <ul style="list-style-type: none"> <li>- Azure/platform management services</li> <li>- Seconded resources</li> <li>- Expected annual spend profile</li> </ul> <p>This would assist us in appropriately resourcing and pricing the framework.</p> <p>Q2. Pipeline Visibility</p> <p>Beyond the BVOD MVP, are there any currently identified projects expected to be procured through this framework during the first 12-24 months?</p> <p>The RFT positions BVOD as the anticipated first call-off but provides no visibility of likely follow-on work.</p> <p>Q3. BVOD Specifications of Requirements Document</p> <p>A number of stated data points could not be found in the provided document –</p> <ul style="list-style-type: none"> <li>- “The final sections include options add-on requirements, for which vendors are requested to provide indicative cost, effort, and complexity estimates. These items are not in scope for the MVP but</li> </ul> | <p>2. 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.</p> <p>Q3. No. There is no action here to fill in any additional sections. The below text was included in error and can be ignored:</p> <ul style="list-style-type: none"> <li>• "The final sections include options add-on requirements, for which vendors are requested to provide indicative cost, effort, and complexity estimates. These items are not in scope for the MVP but are included to inform potential future enhancements"</li> <li>• "The relevant Coimisiún na Meán business teams have set the priority of each requirement."</li> <li>• "It is expected that the ICT &amp; Data &amp; Technology Project Sponsors will populate the Approved column for each requirement. (Y/N)"</li> <li>• "It is expected that the respondents to the tender will populate the Complexity (H, M, L), and OOB/Config/Custom column"</li> </ul> |
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|  | <p>are included to inform potential future enhancements” It is unclear which ‘sections’ or tabs are reflective of the add-on requirements out of MVP scope. Or they appear to be missing.</p> <ul style="list-style-type: none"> <li>- “- The relevant Coimisiún na Meán business teams have set the priority of each requirement. It is expected that the ICT &amp; Data &amp; Technology Project Sponsors will populate the Approved column for each requirement. (Y/N)</li> <li>- It is expected that the respondents to the tender will populate the Complexity (H, M, L), and OOB/Config/Custom column” None of the above tracking columns could be found in the document.</li> </ul> <p>Q4. Existing Dynamics 365 Estate<br/>Can the Commission provide details of:</p> <ul style="list-style-type: none"> <li>- current Dynamics 365 licences</li> <li>- existing D365 apps/modules</li> <li>- Power Platform assets</li> </ul> | <p>Existing D365 covers incoming query and complaint processes for 4 teams. There are a total of 60 licences in use. 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.</p> |
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|  | <ul style="list-style-type: none"> <li>- Power BI usage</li> <li>- environment structure (Dev/UAT/Prod)</li> </ul> <p>Q5. Existing SharePoint Information Architecture</p> <p>The solution requires extensive SharePoint integration.</p> <p>Can the Commission provide:</p> <ul style="list-style-type: none"> <li>- SharePoint Online structure</li> <li>- document management standards</li> <li>- retention policies</li> <li>- metadata requirements</li> <li>- naming conventions</li> </ul> <p>Q6. Security Model Expectations</p> <p>Can the Commission clarify:</p> <ul style="list-style-type: none"> <li>- business unit design</li> <li>- team structure</li> <li>- security role model</li> <li>- segregation requirements</li> <li>- privileged user expectations</li> </ul> | <p>Tenderers should assume that environments will need to be designed and provisioned. PowerBI is also used in a limited capacity by our internal Data team to provide contact centre and complaints reports and other adhoc reports across the organisation linked to other data sources (mainly spreadsheets)</p> <p>We do not yet operate formal enterprise data standards, naming conventions or metadata standards. Our sharepoint online structure is based on our divisional and business units .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</p> <p>The full security model — including business unit mapping, team roles, RBAC configuration, segregation rules, privileged access design and audit requirements — will be defined collaboratively during discovery and analysis. Tenderers should assume the following principles:</p> |
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|  | <p>Q7. Support Service Levels<br/>The RFT describes support services but does not define:</p> <ul style="list-style-type: none"> <li>- support hours</li> <li>- response SLAs</li> <li>- resolution SLAs</li> <li>- priority definitions</li> </ul> <p>Can these be provided?</p> <p>Q8. Support Model Ownership<br/>Will application support and platform support be procured:</p> <ul style="list-style-type: none"> <li>- together,</li> <li>- separately,</li> <li>- or on a project-by-project basis?</li> </ul> | <p>– <b>Business unit design</b> — functional units aligned to regulatory operations (Complaints, Investigations, Governance, Corporate Services) with role-based access requirements rather than bespoke structures.</p> <p>– <b>Team structure</b> — small teams with clear separation between operational casework, governance oversight and ICT administration. –</p> <p><b>Security role model</b> — role-based access control (RBAC) with least-privilege principles, aligned to duties such as case handling, approvals, reporting, and system administration.</p> <p>– <b>Segregation requirements</b> — segregation between case officers, reviewers, approvers, and ICT administrators; separation of duties for sensitive actions such as decision issuance or data export.</p> <p>– <b>Privileged user expectations</b> — privileged access restricted to ICT Security and ICT Operations for system configuration, environment management, and audit functions; privileged actions must be logged and monitored.</p> <p>Tenderers should propose a suitable SLA response matrix but can assume support covers normal working ours.</p> |
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|  | <p>Yet the RFT explicitly includes both Cascade and Mini-Competition mechanisms.</p> <p>Can the Commission confirm that Mini-Competitions may be used during the framework term?</p> <p>Q12. Schedule 8 Incomplete Framework Agreement Schedule 8, paragraph 2 references a service table which is empty.</p> | <p>immediately following contract award, with the MVP delivery timeline agreed as part of the initial project planning phase. Suppliers should propose a realistic and achievable timeframe based on their methodology, resourcing model, and understanding of the MVP scope.</p> <p>Q11 - Yes mini competitions may be used.</p> <p>Q12 - The list of services that will populate the table in Schedule 8 of the Framework Agreement are those set out in section 2 of Appendix 1 (Specification Of Services) in the Request For Tender document</p> |
|  | <p>Could you please provide the ESPD template to be completed and submitted for this competition?</p>                                                                                                                                                                                                         | <p>We have uploaded a template ESPD to the contract documents.</p> <p>Guidance on ESPDs can be found on the OGP Website.</p>                                                                                                                                                                                                                                                                                                                                                                                                                          |