



TENDER CLARIFICATION DOCUMENT

CALL FOR TENDERS

FOR

PROVISION OF MICROSOFT PURVIEW, SAFE AI AND MS CO-PILOT SUPPORT AND SERVICES

Questions & Answers

Clarification in Response to Questions on Request for Tenders

In line with Tourism Ireland policy please find below, a response to queries received in relation to the tender competition for **Provision of Microsoft Purview, Safe AI and MS Co-Pilot Support and Services** - Tender Ref: **2026MSPURVIEWAI**

In line with Tourism Ireland policy, this clarification is being made available to all interested parties via eTenders.

QUESTIONS & ANSWERS

Q#	QUESTIONS	ANSWERS
1	In the Pricing Schedule, under the "Call Off Day Rates" sections for Years 1, 2 and 3, tenderers are requested to provide pricing for "Additional Call Off Days if required" for both 10 Days and 20 Days. Could Tourism Ireland please clarify: 1. Whether tenderers should provide pricing for two separate call-off scenarios (10 days and 20 days), or whether different daily rates are expected based on volume of days purchased. 2. Whether the Authority expects a single call-off day rate to be provided or separate call-off day rates for different resource profiles that may be utilised during the contract (for example Project Manager, Technical Architect, Microsoft Purview Consultant, AI Governance	We require pricing for the two separate call-off scenarios (10 days and 20 days). We require a blended day rate for these call off days.

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	Consultant, Copilot Specialist, Trainer, etc.). 3. If multiple resource profiles are expected, please confirm whether tenderers may add additional rows to the pricing schedule to reflect the proposed team structure and associated day rates.	
2	The pricing spreadsheet has no formulas embedded - can you add all relevant formulas please, so that candidates can understand what you mean by 'Ultimate Cost'?	Please see updated spreadsheet in the tender documents.
3	The Pricing spreadsheet includes: - annual work programmes, - optional training and - alternative blocks of 10 and 20 additional call-off days but does not provide a single three-year total. Please confirm precisely which line items and quantities Tourism Ireland will aggregate to calculate each Tenderer's "Ultimate Cost" for the purposes of Award Criterion C4.	Please see updated spreadsheet in the tender documents.
4	The pricing spreadsheet assumes four use cases in Year 1 and six use cases in Years 2 and 3. Can Tourism Ireland provide any indicative examples of the type and complexity of use cases envisaged for pricing purposes, to ensure a consistent basis of pricing across all candidates?	Tourism Ireland will be expecting the successful candidate to assist us in identifying and developing these use cases. Examples may include developing Finance or HR agents to allow staff to interact with to ask questions on specific Finance or HR policies but may increase in complexity as we understand the abilities of Co-pilot. We would expect candidates to provide costing based on their experience of doing this with other clients.
5	Please confirm that you will allow Tenderers to use the blank rows beneath each workstream to provide a multi-role resource build-up, showing different team members or role grades, daily rates and days contributing to the same workstream	Yes, confirmed that the blank rows are for providing multi-role resources.
6	How many M365 Copilot licenses (premium) Tourism Ireland currently has?	We currently have 10 licenses.
7	What's the growth plan for Copilot Licensing?	We would expect that to increase to approximately 20 by end of 2026 with a more extensive rollout in 2027 after we have implemented MS Purview and we have

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		identified the Users who would gain the most of having MS 365 Copilot.
8	Approximately, how many end users and technology team members are expected to receive training and knowledge transfer services under this engagement?	No more than 6 technology team members would be expected to receive training and knowledge transfer. End User training is optional and may include up to 50 users but would be more generic in nature.
9	Could you please clarify "Support for Copilot Studio or agent-based AI if in scope". What does Tourism Ireland expect in terms of support for Copilot Studio and agents?	Tourism Ireland would expect the successful candidate to be able to provide support and assistance to Tourism Ireland in the use of Copilot Studio and the development of agents. As Tourism Ireland's staff became more skilled in these areas, we anticipate the need of support to decrease.
10	What is the expected scope for the 4/6 yearly training sessions? Will these 4/6 sessions be for focused groups, new groups or all users?	Tourism Ireland require training and knowledge primarily for technical staff in MS Purview. The 4 yearly training sessions for staff, is an optional requirement and is likely to be a mix of generic How to use MS Copilot to specific use case training. The type of sessions will be discussed fully with the successful candidate.
11	Within the scope of section 3.4 – Governance and Responsible AI, could Tourism Ireland clarify whether the intended governance model and Responsible AI artefacts are aimed exclusively at the Microsoft ecosystem (including Microsoft 365 Copilot, Copilot Chat, Copilot Studio/Agents, and related services), or whether the expectation is to define/evolve an organisation-wide AI governance model applicable to all AI solutions and initiatives across the organisation?	Tourism Ireland have selected MS Copilot as the Corporate AI of choice. The scope of this tender is aimed exclusively at the MS ecosystem.
12	Additionally, could Tourism Ireland indicate which AI governance components have already been implemented and are available for analysis/review, such as an AI Governance Framework, Responsible AI Policy, AI Steering Committee, risk assessment processes, use case approval procedures, AI usage standards, or other equivalent artefacts?	Tourism Ireland have a Responsible AI Policy, an AI Steering Committee, Compliance and risk framework and a use case approval procedure which includes Business Case, Completion of CANVAS form (ROI Public Sector Guidelines) and the compliance and risk framework. Details of these will be provided to the successful candidate.
13	Has Tourism Ireland already provided any Copilot end-user training?	Yes, Tourism Ireland has provided several training sessions on the use of MS Copilot chat to all users and those using MS 365 Copilot have been on specific MS 365 Copilot training

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14	What is the current implementation status of Microsoft Purview capabilities? What features are deployed?	We have not deployed any features of MS Purview
15	Are the terms in the Service Contract Agreement published in the Tender Documents negotiable?	Please note that the successful applicant will be required to sign up to the terms and conditions as detailed in the Services Contract supplied for information purposes. Tourism Ireland may consider requests for amendment to certain clauses in the contract e.g. cap on liability, but no significant material amendments will be permitted.
16	Data estate location – Can you confirm what proportion of the organisation's files reside in SharePoint Online, OneDrive and Teams, and whether any content remains on on-premises file servers or in third-party repositories that would fall within scope of the Purview implementation?	Approximately 90% of files reside in SharePoint Online, OneDrive and Teams. Some data is still stored on-premise but this is steadily decreasing.
17	Existing classification/retention position — Does Tourism Ireland have an existing document classification scheme and/or approved retention schedule (even if not yet implemented technically), or will the development of these form part of the engagement?	We have a standard retention policy of 7 years for documents and specific retention periods for specific type of records. We do not currently have a document classification scheme. The engagement will involve assisting us in agreeing the classification and in implementing the retention policies.
18	Staff locations — Can you confirm whether all 250 users are based in the Dublin and Coleraine offices, or whether staff in other locations are also in scope — particularly for training delivery and any data residency considerations?	Approximately 80 users are based in Dublin and Coleraine with the other users based in our overseas offices. Any training of overseas staff would either be done online or the users would be brought into Dublin or Coleraine for in-person training.
19	On-site — Can you confirm the requirements and expectation for on-site visits, how often and how many are expected?	We would expect at least an annual visit to either the Dublin or Coleraine office for contract management purposes. There may be a need for attendance at in person workshops as part of Copilot Use Case work, approximately 2 a year.
20	How many use cases are currently approved by the AI Steering Group?	Tourism Ireland have only implemented one pilot group using MS 365 Copilot and they are using this across their entire work programme. We have rolled out Copilot chat to everyone in the organisation. No Use cases have been approved which require development and implementation, but we have one currently awaiting approval.

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21	The evaluation criteria include both C1 – Approach and Methodology and C2 – Project and Process Planning. Considering that the tender instructions refers that C1 requires a project plan and C2 requires project and process planning, could you please clarify the intended distinction between these two criteria and indicate which planning elements should primarily be addressed within each response? To avoid duplication of contents, shouldn't C1 focus on the approach and methodology, with the project plan going into C2?	To avoid duplication of content we are happy for C1 to focus on the approach and methodology and the project plan going into C2.
22	Instructions 5. Candidate Requirements – Could you please clarify whether "Proven experience delivering Microsoft Purview deployments" includes experience in Microsoft Purview installation, configuration, administration and implementation of compliance, data governance and protection policies?	We confirm that the <i>"Proven experience delivering Microsoft Purview deployments"</i> include experience in Microsoft Purview installation, configuration, administration and implementation of compliance, data governance and protection policies.
23	Instructions SCHEDULE 3 Document – Please clarify the total contract period, including any extension options, since tender refers: - On "Instructions Document", point 2.4 is mentioned a contract period of "maximum term of three (3) years"; - On "Instructions Document", point 2.6 is mentioned "total cost over the full contract term of five years". - On "Instructions Document", point 8 is mentioned "costs over the three (2) – years' term" On "SCHEDULE Document", point 15.1 is mentioned "three [3] years from the date of the commencement of the Services with, at Tourism Ireland's option, annual extensions for a further in [1] year"	The total contract period is 3 years.
24	Instructions "8. PROJECT PRICE" – "8. PROJECT PRICE" Please confirm whether the estimated contract value of €195,000 (excl. VAT) applies to the initial three-year contract term only, or to the full potential	It applies to the 3 years' contract term.

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	contract duration including any extension periods.	
25	Excel workbook "2026MSPURVIEWAI" – Please clarify how the <i>Optional End User Training</i> included in the pricing workbook should be treated for evaluation and contract value purposes. As this training is identified as optional, please confirm whether the associated costs should be included in the Ultimate Cost used for tender evaluation and whether these costs form part of the total contract value and budget	Candidates should indicate if they can provide this option and give indicative costings. The costs will not be treated for evaluation purposes. The costs should not be included in the Ultimate Cost. If used, this option will form part of the total contract value.
26	Instructions Document – Please clarify how the following optional services should be treated for pricing and evaluation purposes: 1.Optional pilot support and phased rollout approach; 2.Optional Assistance in implementing and configuring MS Security Copilot; 3.Optional Assistance in implementing and configuring 3rd Party Data Connectors in Purview. The pricing workbook does not appear to contain dedicated pricing lines for these optional services. Please confirm whether these services should be included within the submitted pricing, priced separately, or excluded from the cost evaluation Please also confirm whether the value of these optional services forms part of the total contract value and budget.	Candidates should indicate if they can provide these option and give indicative costings. The costs will not be treated for evaluation purposes. The costs should not be included in the Ultimate Cost. If used, this option will form part of the total contract value.
27	Establish a Safe AI Operating Model – What AI governance policies, frameworks and decision-making processes are already in place?	See question 12.
28	Establish a Safe AI Operating Model – Is the candidate expected to develop a complete AI governance operating model, including roles, responsibilities, approval processes, and escalation procedures? Is there any AI Committee in place?	See question 12. The successful candidate may be asked to identify possible improvements to our AI governance operating model based on their experience.
29	Establish a Safe AI Operating Model – Is the candidate expected to assess each AI	No, Tourism Ireland will carry out the assessments.

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	use case against the EU AI Act and produce formal risk or impact assessments?	
30	Establish a Safe AI Operating Model – Which Responsible AI framework or standards should be applied?	Tourism Ireland follow the Republic of Ireland's Guidelines for the Responsible Use of AI in the Public Service . In addition, we will fit into the Northern Ireland AI Strategy in the Public Sector when it is finally agreed. Currently in draft form out for consultation. Northern Ireland's Draft Artificial Intelligence Strategy The Executive Office
31	Establish a Safe AI Operating Model – Are there any prohibited AI use cases, data categories, or business functions? Any PII data that needs to be anonymized?	Tourism Ireland currently prohibit AI use cases that would access PII or sensitive information but we are open to considering how we could use AI in these areas if the security of this data could be assured.
32	Establish a Safe AI Operating Model – What governance deliverables are expected? Governance model? Change Management strategy and methodology?	See Q28. Tourism Ireland would like the successful candidate to review our current Governance model and suggest improvements. We would not expect the development of a Change Management Strategy and Methodology.
33	Develop and Implement Copilot Use Cases – What Microsoft 365 Copilot and Copilot Chat use cases have already been approved by the AI Steering Group?	See Q20.
34	Develop and Implement Copilot Use Cases – What scope should be assumed for each use case: discovery and design only, or also implementation, testing, rollout, and post-launch support?	The full scope mentioned here should be assumed. As Tourism Ireland staff become more trained in the use of MS Co-pilot the expectation would be that some of this work would be carried out in conjunction with Tourism Ireland staff rather than completely by the successful candidate.
35	Develop and Implement Copilot Use Cases – What level of complexity and effort should candidates assume per use case? Will agent orchestration be one of the use cases?	Expectation would be that complexity and effort of the Use Cases would be simple with small effort initially but would build up over the term of the contract in complexity and effort as we understand more about the capabilities of Copilot.
36	Develop and Implement Copilot Use Cases – What are the acceptance criteria for a use case to be considered successfully implemented?	This would be something that would be discussed and agreed with the successful candidate.
37	Develop and Implement Copilot Use Cases – Is Microsoft Copilot Studio mandatory for the implementation of AI agents and use cases, or may candidates propose	Tourism Ireland would expect the majority of Use Cases to be implemented via Copilot studio but is open to use of other Microsoft

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	alternative Microsoft technologies, such as Microsoft Foundry, where better suited to the requirements?	technologies if better suited. As long as we stay within the Microsoft Eco System.
38	Develop and Implement Copilot Use Cases – Are integrations with external systems or data sources expected? If so, which systems should be considered?	It is likely that we would consider integrations with external systems or data sources but we have not considered any currently. That would be part of any discovery stage of the Use Cases.
39	Develop and Implement Copilot Use Cases – What adoption, business-value, and usage KPIs should be measured for each use case?	This is something that would be discussed and agreed with the successful candidate.
40	Develop and Implement Copilot Use Cases – Does the evaluated “Ultimate Cost” include the full implementation of all use cases and AI agents?	The evaluated Ultimate Cost included the full implementation of all agreed Use Cases and AI agents.
41	Develop and Implement Copilot Use Cases – Has Tourism Ireland defined any consumption limits or budget for Microsoft Copilot Studio, including Copilot Credits or any other applicable consumption-based units? If so, please specify the expected limits per use case or agent.	No, Tourism Ireland has not considered or defined any consumption limits or budget for MS Copilot studio. We would expect the successful candidate to explain this to us and to consider this as part of the Use Case development and implementation process.
42	Can you please clarify, if your capped budget of 195,000 euro is for 3 years or 5 years?	This is for 3 years for the full scope of the requirement described.
43	Based on the deliverables identified in C1 within the section “Proposed service levels to be provided”, can you please clarify and define on the scope and coverage of the service levels that should be included?	Tourism Ireland expect candidates to layout the expected service levels that will be provided in terms of staff availability, turnaround of communication and deliverable and the service levels provided for on-going support and assistance of these.
44	SharePoint Teams OneDrive oversharing remediation: The Copilot readiness assessment includes reviewing access to SharePoint, Teams and OneDrive files. Where oversharing or inappropriate access is identified, is the successful candidate expected to remediate permissions and sharing configurations directly, or to identify and report findings and provide recommendations for remediation by Tourism Ireland?	The expectation is for the successful candidate to identify and report findings and provide recommendations for remediation by Tourism Ireland.

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	Could Tourism Ireland also please confirm whether it currently licenses or uses any Microsoft or third-party tooling for SharePoint and OneDrive permissions analysis, access governance and identification or remediation of oversharing, for example ShareGate, SysKit or similar? If such tooling is in place, please confirm whether the successful candidate will be provided with appropriate access to use it as part of the engagement. If no such tooling is currently available, should tenderers assume that the scope is limited to assessment using capabilities available within Tourism Ireland's existing Microsoft licensing, with any requirement for additional third-party tooling or licensing to be treated as a recommendation and separately agreed cost?	Tourism Ireland do not currently use any such tooling for SharePoint and OneDrive permissions. Yes, candidates should assume that the scope is limited to assessment using capabilities within Tourism Ireland's existing Microsoft Licensing with any additional tools required treated as a recommendation and separately agreed.
45	Data in scope: Please confirm if there are any on-premises repositories, Azure data sources, Fabric and Power BI environments or third-party repositories expected to be included within the Purview discovery, classification or governance scope?	Tourism Ireland have some on-line premises repositories – see Q16. No Azure data sources or Fabric and Power Bi environments or third-party repositories will be expected to be included in the Purview discovery, classification or governance scope.
46	Expected scale of Copilot rollout: Is the intended outcome of this engagement to support rollout of Microsoft 365 Copilot to all 250 users, or is the successful candidate expected to support a phased rollout to selected functions or user groups with subsequent rollout subject to licence procurement and business approval?	The expectation is that there will be a phased rollout to users based on business need, approval and licence procurement.
47	Meaning of implementing use cases: For the purposes of Section 4, could Tourism Ireland clarify what constitutes implementation of a Copilot use case? For example, is this expected to comprise process design, prompting guidance, configuration and user enablement using standard Microsoft 365 Copilot capabilities, or may implementation	See Q34 Tourism Ireland are interested in the development of agents and based on current knowledge of what can be achieved using the tool, it is likely that the Use Cases may become more complex in the latter stages of this contract.

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	require development of agents, connectors, Power Platform solutions or other custom integrations?	
48	Third-party AI tools: Tourism Ireland requests guidance on managing third-party and non-Microsoft AI tools "where relevant". Could Tourism Ireland confirm which third-party AI services are currently authorised, in use or known to be accessed within the organisation, and whether technical implementation of controls for those services is expected as part of the core scope or is advisory only?	Tourism Ireland make use of some AI tools within candidate systems, there is no expectation of the successful candidate to technically implement controls for these services, the scope is advisory only.
49	Technical training: Please confirm the anticipated number and roles of Tourism Ireland Technology team members requiring technical training and knowledge transfer, together with any expected minimum number or duration of technical enablement sessions.	No more than 6 technology staff members from the ICT Security, ICT Support and Business Apps teams. The number of technical enablement sessions is dependant on knowledge transfer and we would be advised in this by the successful candidate.
50	Responsibility for user testing and feedback: Is Tourism Ireland expected to provide pilot users, coordinate user acceptance testing and consolidate end-user feedback during policy testing, or should the tender include candidate-led management of these activities?	Tourism Ireland will provide pilot users, co-ordinate user acceptance testing and consolidate end user feedback during testing.
51	Pay-as-you-go Purview capabilities and Azure subscription: The Specification includes requirements relating to controls for AI prompts and responses and guidance on managing third-party and non-Microsoft AI tools. Certain Microsoft Purview capabilities applicable to third-party non-Microsoft AI interactions operate under Microsoft's pay-as-you-go consumption model and require the Microsoft 365 tenant to be associated with an active Azure subscription for billing. These capabilities may therefore result in additional Microsoft consumption charges beyond	

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	the Microsoft 365 E5 licensing described in the Specification. Could Tourism Ireland please confirm whether an active Azure subscription is currently available and can be used for Microsoft Purview pay-as-you-go capabilities? If not, would Tourism Ireland be willing to establish the required Azure subscription and accept the associated consumption charges, which would be billed directly by Microsoft?	An Active Azure subscription is available and could be used for this purpose. Tourism Ireland would like the successful candidate to explain this pay as you go consumption model.
52	Purview: What are your expectations from a Purview implementation, do you expect it to be turned on and maintained for the duration of the 2 / 3 year framework or do you expect bespoke interventions?	We would expect Purview to be implemented by the successful candidate and after knowledge transfer to Tourism Ireland ICT managed internally going forward with the successful candidate providing support when required.
53	Copilot Adoption: You mentioned that you have already turned on Copilot for 250 people, is that the full organisation or is there further roll out for new users required?	We have rolled our MS Copilot chat to all users in the organisation. We have only rolled out MS 365 Copilot to 8 users currently as part of a pilot, we anticipate to roll this out further to those users who would require it.
54	Approach: Considering your requirements and budget for this work, would you open to an approach that is front loaded to ensure maximum impact, with a potential support function throughout the remaining framework period?	Tourism Ireland would be open to this approach by candidates
55	Purview: Purview - design and roadmap or design, roadmap and implementation	Design, roadmap and implement, including knowledge transfer to Tourism Ireland ICT team.
56	Governance: Do you have an existing governance function for AI matters? And if so, how often do your existing AI governance forum meet and will there be a dependency on that forum for decision ratification?	We have an AI Steering Group which meets monthly to agree Use Case business cases and AI direction. The AI Steering Group will make decisions on AI Direction and use.

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57	Agentic AI: As an organisation, have you delved into developing agents and if so, how many licences are there that can build agents?	We have not currently delved into developing agents.
58	AI Strategy / Policy: Do you have an existing AI strategy or Policy that is in place across your organisation? If so, is it well known where to find it and the content within it?	We have an AI Policy which will be shared with the successful candidate.
59	Scope: Is this primarily a Purview implementation project, an AI governance engagement, or a Copilot adoption programme?	This is primarily a Purview Implementation with AI governance advice, assistance in developing AI Use Case and optional training for Copilot adoption.
60	Testing: For the purposes of testing Purview, is the expectation that the vendor will define the use cases?	The agreement and definition of use cases will be conducted in conjunction by Tourism Ireland and the successful candidate.
61	Data Review: What is the scale of the SharePoint, Teams and OneDrive environment that requires review (sites, teams, users, repositories, etc.)?	We have approx. 12TB of SharePoint data usage. 250 Users with their OneDrive. Utilise SharePoint as our intranet with multiple SharePoint sites (approx. 20) and 100 Teams sites.
62	Training: What volume of training is Tourism Ireland anticipating for administrators, technical teams and end users?	See Q49. End User training is optional.
63	Measuring Success: What are the key success criteria that Tourism Ireland will use to determine whether the engagement has delivered value?	This will be agreed with the successful candidate.
64	Data Inventory: Is there an existing data inventory already in place?	No.

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65	Technical Scope: Are there any integrations requirement with their systems for this project?	See Q38.
66	Data Classification: Is there a data / email classification model defined at Tourism Ireland? If so, what classification labels users should be targeting? Is it Public, Internal, Confidential and Highly Confidential for now?	No
67	Scope: is there currently any third party data connector requirement?	No
68	Optional Services Evaluation: Please confirm whether optional services (MS Security Copilot support, third-party Purview connectors, optional training and call-off days) are included in the commercial evaluation and scoring methodology.	They are not scored in the commercial evaluation and scoring methodology.
69	Current Purview Adoption: Please confirm which Microsoft Purview capabilities are currently deployed and operational today.	None
70	Copilot License Volumes: How many Microsoft 365 Copilot licences are currently deployed, and what expansion is anticipated during the contract term?	We have currently rolled out Copilot chat to all users and have 8 live MS 365 Copilot users. This will likely increase to 16 by September 26. This will further increase likely up to 50% of the organisation by the end of the contract term.
71	Use Case Expectations: Have any use cases already been approved by the AI Steering Group and, if so, can Tourism Ireland provide examples?	See Q20
72	Budget Ceiling: Instruction 8 states that contract costs are not anticipated to exceed €195,000 excluding VAT, and the Contract Notice states the same estimated value. Please	This is a below EU threshold procurement and the maximum cost, over the full duration of the contract, will not exceed €195,000 excluding VAT, as stated in the Contract Notice.

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	confirm whether €195,000 is an absolute maximum budget, such that any tender above this value would be treated as non-compliant, or whether it is an indicative estimate only.	
73	Pricing workbook / day rates: Please confirm whether candidates may use a blended day rate or blended workstream rate in the pricing workbook, provided the overall cost breakdown remains transparent, or whether Tourism Ireland requires separate named-role day rates and quantities only.	Candidates may use a blended day rate or blended workstream rate in the workbook provided the overall cost breakdown remains transparent.
74	Discovery and change control: Where discovery identifies additional effort, complexity or dependencies not visible in the tender documents, will Tourism Ireland allow subsequent scope refinement, change control or call-off activity using the agreed rates?	Yes, subsequent scope refinement or change control will be allowed.
75	Mobilisation and milestone dates: Please confirm the expected mobilisation timeline after contract commencement, including any target dates for discovery completion, Purview implementation, AI governance deliverables, Copilot rollout support, training and ongoing advisory services.	Tourism Ireland will discuss and agree this with the successful candidate depending on candidate's and Tourism Ireland's resources availability.
76	Relevant experience evidence: For the B1 Relevant Experience requirement, please confirm whether comparable contracts from outside the Republic of Ireland, outside the public sector, or delivered for UK-based organisations will be accepted, provided they are similar in size, scope, budget and Microsoft Purview / Copilot / Safe AI content.	Yes, this is confirmed.
77	Candidate location / EEA access: Please confirm whether all delivery personnel must be based in Ireland or the EEA, or whether UK-based personnel may deliver services remotely where	Delivery personnel are not required to be based in Ireland and services can be provided remotely where appropriate GDPR safeguards and contractual controls are in place.

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	appropriate GDPR safeguards and contractual controls are in place.	
78	Data estate in scope: Please confirm the Microsoft 365 workloads and data locations in scope for Purview assessment and configuration, including SharePoint Online, OneDrive, Teams, Exchange, endpoints, Copilot interaction data and any non-Microsoft repositories.	See Q63
79	Support model and service levels: Please confirm the expected support model during the contract, including business hours, response expectations, escalation routes, advisory cadence, service review frequency and whether any out-of-hours support is required.	Out of hours support is not required. Candidates should provide their proposed support model or models.
80	Has Tourism Ireland already completed any Copilot, Purview, governance or readiness assessments?	No.
81	Which Microsoft Purview capabilities are currently deployed and actively used, if any?	None.
82	Can Tourism Ireland provide details on SharePoint, Teams, OneDrive, data volumes, labels, policies and existing governance controls?	None.
83	Will references from private sector organisations or organisations outside Ireland be accepted?	Yes.
84	Definition of 'Ultimate Cost' for Award Criterion C4 Schedule 2.1 workbook; Instructions Appendix 2 (C4): Schedule 2.1 (2026MSPURVIEWAI.xls) contains nine pricing tables but no grand total cell, no formulas and no VAT lines. Six tables carry an "Overall Total" row; the three "Call Off Day Rates" tables (Years 1-3) do not. Please confirm precisely which figure constitutes the "Ultimate Cost" to be	See Q3 and 4.

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	scored under Award Criterion C4, and specifically: (a) are the Call Off Day Rate sections included in the evaluated total, or are they rates for optional drawdown only? (b) is "Optional End User Training" included in the evaluated total? We note that summing 10 + 20 call-off days per year across three years at market rates would exceed both the EUR 195,000 indicative budget and the EUR 216,000 EU services threshold, which suggests these are rates rather than amounts. Please also confirm whether tenderers should add a summary total to the workbook.	
86	Definitive insurance requirements Instructions Appendix 1; Response Doc Appendix A2; Services Contract Schedule I: Appendix 1 of the Instructions and Appendix A2 of the Response Document list five insurance covers (Employer's Liability EUR 13,000,000; Public Liability EUR 6,500,000; Product Liability EUR 6,500,000; Professional Indemnity EUR 1,000,000; Cyber Liability EUR 1,000,000). However, Schedule I of the Schedule 3 Services Contract lists only three insurance types (Public Liability, Employer's Liability, Professional Indemnity) and leaves the "Minimum Level" column blank. Please confirm (a) the definitive contractual requirements and levels, (b) that Product Liability insurance is not applicable to a professional services engagement of this nature, and (c) that cover must be in place at the Effective Date of the contract rather than at tender submission, consistent with Appendix A4 paragraph 9.	Please note that the Services Contract template has been supplied for information purposes only, and does not state the insurance cover limits relating to this particular Tender. Candidates should refer to the relevant section of Schedule 2 – Response Document – Appendix 2 which details the insurance cover limits required by Tourism Ireland. It also states <i>"Please enter details of insurance cover that you have or you are prepared to obtain if successfully awarded the contract"</i> No Candidate will be disqualified/eliminated at Tender submission stage for not having the preferred insurance cover in place at that time. Confirmation of having the stated preferred insurance cover in place is not a requirement at tender submission stage but will be required to be in place at time of the contract Effective Date. Discussion around the requirement for Product Liability cover will take place with the successful Candidate.

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87	Liability and insurability of the Schedule V indemnity Services Contract cl. 9.1 and 9.2; Schedule V paras 16.1 and 16.2: Clause 9.1 of the Services Contract provides for unlimited contractor liability, and Schedule V paragraph 16.1 provides an indemnity that expressly extends to indirect and consequential losses, loss of profit and loss of reputation. Schedule V paragraph 16.2 then requires the Contractor to "take out insurance sufficient to cover any payment that may be required under the indemnity contained in paragraph 16.1". We wish to notify Tourism Ireland, under Instructions clause 5.8, that insurance sufficient to cover an unlimited and unquantifiable indemnity is not available in the insurance market, and that paragraph 16.2 therefore cannot be complied with as drafted. Please confirm how Tourism Ireland intends this obligation to be satisfied - for example by reference to the stated Professional Indemnity and Cyber Liability limits of EUR 1,000,000 each - so that tenderers can respond on a compliant basis.	Please refer to the response to question 86 above for guidance on insurance cover requirements. Please note that Tourism Ireland reserves the right to introduce, at its discretion, a cap on liability and this may be discussed with the successful Candidate.
88	Numbering of the pre-qualification criteria Instructions Appendix 1; Response Doc Section A: Appendix 1 of the Instructions labels the pass/fail criteria as A1, A2 (Financial Capacity), A2 (Insurance Requirements), A3 (Commitment to timeframe) and A4 (Tenderer's Statement) - with "A2" appearing twice for two distinct criteria. The Response Document uses a different scheme: A1 (Data Protection/GDPR), A2 (Financial Capacity Statement), A3 (Turnover Requirements / Insurance Cover), A4 (Confirmation of Commitment to Timeframe) and A4 (Tenderer's Statement) - with "A4" appearing twice. Please confirm the definitive list of pass/fail criteria and which appendix of	Kindly fill out your response based on Schedule 2's prescribed format.

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	the Response Document satisfies each, so that no criterion is treated as unanswered.	
89	Section mapping for the day-rate breakdown Specification 7.1, 3.6 and 4.1-4.3; Schedule 2.1 workbook: Specification section 7.1 requires "Number of days of differing staff resources for each of the deliverables in section 4 of this Specification", but deliverables appear in both section 3.6 (Award Criterion C1) and section 4.3 (Award Criterion C2). In addition, the Excel workbook references "4.2 in Specification" for Copilot use cases and "4.3 in Specification" for Optional End User Training, whereas the Specification numbers these as 4.1 and 4.2 respectively. Please confirm the intended mapping between the workbook rows and the Specification sections.	Please see updated workbook.
90	Missing tender document and submission structure List of Contract Documents; eTenders portal: The List of Contract Documents includes "Tender Structure XML - Cycle 1" (file 5_c4t_8760269_1.xml), which does not appear to be available for download alongside the other five documents . Please make this file available or confirm it is not required. Please also confirm the required submission structure on eTenders - in particular whether the qualification, technical and commercial responses must be uploaded as separate envelopes or as a single combined submission, and the accepted file formats for the completed Excel workbook.	The file mentioned is an eTenders' system-generated file and is not uploaded by the Contracting Authorities nor is listed as part of the tender documents in the instructions files. Kindly only refer to the instructions document for indications about the tender documents that need to be downloaded. As to the structure of tender: - Kindly use Schedule two to address the Suitability and Award criteria as the sole form of tender. The Candidates can add as many pages as required to provide the information they think necessary - As to the spreadsheet/workbook, kindly return your cost breakdown in the workbook provided in the layout provided and in xls format.
91	Definitive closing date and time Instructions cover page and 4.2; Response Doc cover page:	Noted, instruction file updated.

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	The Instructions Document and the Response Document both state "CLOSING DAY: Wednesday, CLOSING DATE: 31st August 2026". 31 August 2026 is a Monday. Please confirm the definitive closing date and time, and confirm that the eTenders portal deadline reflects it.	
92	Scale of the Microsoft 365 environment Specification 3.1: To size the Discovery and Assessment workstream (section 3.1) accurately, please provide: (a) the approximate number of SharePoint sites, Teams and OneDrive accounts in scope; (b) total data volume in SharePoint and OneDrive; (c) the existing sensitivity label taxonomy, if any; (d) an inventory or count of existing DLP policies and retention policies; (e) whether a Purview DSPM data risk assessment or a SharePoint Advanced Management Content Management Assessment has already been run, and if so whether the results can be shared with tenderers or at contract award; and (f) whether "Everyone except external users" (EEEU) is currently in use at tenant level.	See Q62 No existing sensitivity label taxonomy. Only DLP / Retention policy in place is 7 years for Email No such assessment has been run.
93	Licence coverage and cost dependencies Specification 1, 3.3, 4.1 and 4.3: Several elements of the scope depend on licensing beyond Microsoft 365 E5. Please confirm: (a) how many Microsoft 365 Copilot licences are currently assigned, and the planned trajectory over the contract term - we note that use cases involving Word, Excel, Outlook and Teams require a Microsoft 365 Copilot licence, whereas Copilot Chat is included with Microsoft 365; (b) whether Tourism Ireland has, or will fund, Copilot Studio prepaid capacity packs or pay-as-you-go billing, given that agents grounding on tenant data (SharePoint or Graph connector content) are billed on metered consumption and are off by default; (c) whether the SharePoint Advanced Management Plan 1 add-on is held, in addition to the SAM	Currently 10 MS 365 Copilot licences have been purchased of which 8 are being used. This will increase to 16 in September 2026. The planned trajectory is that we are likely to have at least 50% of the organisation provided with MS 365 Copilot licenses by the end of the three years' contract term. Tourism Ireland will be open to funding Copilot studio prepaid capacity or pay as you go billing based on the successful candidate's recommendations.

Q#	QUESTIONS	ANSWERS
	capabilities available through the assigned Microsoft 365 Copilot licence; and (d) for the optional Security Copilot element, whether compute capacity has been or will be provisioned.	The SharePoint Advanced Management Plan 1 add-on is not currently held. Compute Capacity has not been provisioned. This is an optional piece within the tender and we need to understand, from the successful candidate, what is required here.
94	Tenant access model for the candidate Response Doc Appendix A1 (Security of Candidate systems): Appendix A1 notes that tenant access will be securely provided to the winning bidder. Please confirm the intended model: (a) Microsoft Entra B2B guest accounts or dedicated cloud-only accounts issued by Tourism Ireland; (b) whether privileged roles will be assigned through Microsoft Entra Privileged Identity Management with just-in-time elevation; (c) whether phishing-resistant MFA will be required; (d) whether Tourism Ireland will apply Conditional Access named-location or country restrictions to candidate accounts - we intend to deliver entirely from within the EEA and would welcome such a restriction as a verifiable control; and (e) the expected lead time for access provisioning relative to the 1 October 2026 commencement date.	This will be discussed with the successful candidate.
95	AI Steering Group and use cases already approved Specification 4.1; Schedule 2.1 workbook: Section 4.1 requires the candidate to "work on developing Use Cases already approved by the AI Steering Group", and the pricing workbook assumes four use cases in Year 1 and six in each of Years 2 and 3. Please share the use cases already approved, or a summary of their nature and complexity, so that tenderers can size Year 1 accurately. Please also confirm the composition, meeting cadence and decision rights of the AI Steering Group, and the level of Tourism Ireland stakeholder availability tenderers should assume for workshops.	See QQ20 and 57.

Q#	QUESTIONS	ANSWERS
96	On-site attendance required Specification Objectives (6); Services Contract cl. 3.3: Objective 6 of the Specification states the successful candidate may be required to attend meetings in the Coleraine or Dublin offices, and clause 3.3 of the Services Contract provides that the Price is inclusive of all costs and expenses incurred by the Contractor. Please indicate the expected number of on-site meetings or workshops per year at each location, so that tenderers can price travel accurately rather than applying a contingency.	See Q19.
97	Scope of personal data processing by the candidate Services Contract Schedule V paras 3.1, 10.3 and 14: We intend to deliver these services on the basis that all personal data remains within Tourism Ireland's own Microsoft 365 tenant, with no extraction, copying or replication of Client Data to candidate systems. Please confirm this approach is acceptable and clarify how the following Schedule V obligations are intended to apply where the candidate holds no Client Data outside the client tenant: paragraph 10.3 (weekly back-up copy of Client Data), paragraph 3.1 (establishing connectivity between Client System and Contractor System), and paragraph 14 (deletion or return of Client Data with written confirmation within 14 days).	Yes, this approach is acceptable. If no data is held outside our tenant, then the obligations in Schedule V – weekly backups of client data etc do not apply.
98	Applicable regime for cross-border operations Instructions Appendix 1 (A1); Schedule V definitions: Tourism Ireland operates from offices in both Dublin and Coleraine. Appendix 1 requires compliance with "EU GDPR, Data Protection Act 2018 and the AI EU Act". Please clarify (a) whether "Data Protection Act 2018" refers to the Irish Act, the UK Act, or both, given the all-island nature of the organisation; (b) whether processing associated with the Coleraine office is treated as falling under UK GDPR and the UK Data Protection Act 2018; and (c) whether Tourism Ireland	Data Protection Act 2018 refers to both the UK and Irish Data Protection Acts. Processing associated with the Coleraine office is treated as falling under UK GDPR.

Q#	QUESTIONS	ANSWERS
	requires the AI governance framework to apply the EU AI Act uniformly across both jurisdictions, notwithstanding that the EU AI Act does not apply in Northern Ireland. This affects the design of the governance model and the classification of use cases.	Yes, Tourism Ireland requires the AI governance framework to apply to the EU AI Act uniformly across all jurisdictions.
99	Service levels Instructions Appendix 2 (C1); Services Contract Schedule I: Criterion C1 requires tenderers to propose service levels, and the Services Contract defines the Service Level Agreement as the document submitted as part of the Tender Proposal, forming part of Schedule I. Please confirm whether Tourism Ireland has a preferred SLA framework, target response and resolution times, or reporting cadence that tenderers should adopt, or whether the proposed service levels are entirely at the tenderer's discretion subject to the minimum provisions listed in Schedule I.	The proposed service levels are at the candidate's discretion subject to the minimum provisions listed in schedule 1.
100	Tourism Ireland ICT Security Policies and Procedures Services Contract cl. 29.1 and 29.3: Clause 29.1 requires the Contractor to comply with Tourism Ireland's ICT Security Policies and Procedures, and clause 29.3 provides that cost implications of subsequent variations may be raised only through a Variation to Contract supported by evidence. Please provide a copy or summary of the current ICT Security Policies and Procedures, or confirm they will be made available before contract signature, so that tenderers can assess compliance and cost impact before submitting a fixed price.	Copy of current ICT Security policies and procedures will be made available to the successful candidate before contract signature.
101	Sub-contracting and sub-processor consent Response Doc (Consortiums and Sub-Contracting); Schedule V para 13.1: The Response Document invites details of sub-contractors, while Schedule V paragraph 13.1 requires the Client's prior written consent before any sub-processor processes Client Data. Please confirm (a) whether a locally incorporated delivery partner providing on-site presence in	That would be acceptable, details would need to be provided by the candidate.

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	Dublin or Coleraine would be acceptable; (b) whether sub-processor consent under Schedule V paragraph 13.1 would be granted at contract signature for sub-contractors declared in the tender; and (c) whether a Prime Contractor arrangement with a declared sub-contractor is treated differently from a consortium for evaluation purposes.	Yes, sub-processor consent would be granted at contract signature for sub-contractors declared in the tender. No, a Prime Contractor arrangement with a declared sub-contractor is not treated differently from a consortium for evaluation purposes.
102	VAT presentation and cross-border invoicing Instructions 7.1; Schedule 2.1 workbook: Instructions section 7.1 requires all prices to be exclusive of VAT while also showing "(a) price before VAT, (b) VAT rate, (c) price including VAT". The Excel workbook contains no rows for VAT rate or VAT-inclusive amounts. Please confirm how VAT should be presented. We also note that for a candidate established in another EU Member State supplying services to an Irish public body, the reverse charge mechanism would ordinarily apply, such that no Irish VAT would be charged on the invoice; please confirm this is consistent with Tourism Ireland's expectation.	VAT now added to workbook Candidates are asked to note that (b) applicable VAT rate and (c) price including VAT are being requested for information purposes only and will form part of the evaluation of Ultimate Cost If the reverse charge mechanism applies, please detail this in the workbook. In line with Tourism Ireland policy, evaluation against the Ultimate Cost criterion will be based on costs exclusive of VAT.
103	Referees, tax clearance and clarification meetings Response Doc Appendix B1, A4 para 10 and Tax Clearance; Instructions 15 and 29: Three procedural confirmations: (a) Appendix B1 requires named managerial referees with contact details, while Appendix A4 paragraph 10 requires the tenderer to confirm that all data subjects whose personal data appears in the tender have consented - please confirm whether Tourism Ireland intends to contact referees during evaluation, and at which stage; (b) please confirm the tax clearance route applicable to a non-Irish-resident tenderer, given the Response Document's TRN/TCAN table is marked "Irish Resident Candidates only" and clause 11.1 refers to statements from the Revenue	Please note that referees will only be contacted, if necessary, at the final stages of the evaluation process. Section 29 of the Instructions document applies to Irish Resident Candidates only.

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	Commissioners as to suitability for tax purposes; and (c) please indicate the indicative dates for the September clarification meetings so that named Key Personnel can be held available.	Possible dates for the meetings will be communicated in due course.
104	Definition of 'Ultimate Cost' for Award Criterion C4 Schedule 2.1 workbook; Instructions Appendix 2 (C4): Schedule 2.1 (2026MSPURVIEWAI.xls) contains nine pricing tables but no grand total cell, no formulas and no VAT lines. Six tables carry an "Overall Total" row; the three "Call Off Day Rates" tables (Years 1-3) do not. Please confirm precisely which figure constitutes the "Ultimate Cost" to be scored under Award Criterion C4, and specifically: (a) are the Call Off Day Rate sections included in the evaluated total, or are they rates for optional drawdown only? (b) is "Optional End User Training" included in the evaluated total? We note that summing 10 + 20 call-off days per year across three years at market rates would exceed both the EUR 195,000 indicative budget and the EUR 216,000 EU services threshold, which suggests these are rates rather than amounts. Please also confirm whether tenderers should add a summary total to the workbook.	VAT now included in workbook. Rates are for optional drawdown only and not included in ultimate cost. These are Rates rather than amounts, the Workbook has been amended, and this is not included in the evaluation and ultimate cost.
105	Microsoft Terms and Conditions: As the proposed solution includes Microsoft technologies and services, Microsoft's applicable licensing and service terms will need to apply and flow down to the Customer. Would the Authority be agreeable to the inclusion of these Microsoft terms within a separate contractual schedule? These are Microsoft's standard terms and conditions that generally apply to all customers consuming Microsoft products and services.	Agreed. Agreed, we have our own contractual relationship with Microsoft through an enterprise agreement.

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106	Which Purview capabilities are in scope for the initial project V optional or future roadmap	We would expect to sit down with the successful candidate and agree the Purview Capabilities for the initial implementation, agree options we don't need and possible future plans. We would expect Data Security & Privacy to be key, especially the AI Security Controls but would like to consider other elements of MS Purview with recommendations from the successful candidate.
107	How many sensitivity labels, DLP policies, retention policies, records controls, eDiscovery cases and compliance processes already exist, and are they deployed or largely baseline/reporting configurations	See Q95.
108	Is the expectation to assess/remediate SharePoint, Teams and OneDrive exposure and provide recommendations, or should it cover permissions, ownership, external sharing and obsolete content?	It should cover all areas mentioned in the question.
109	How many users are currently in the Microsoft 365 Copilot pilot, how many licences are expected during the contract, and is the requirement to roll out to all 250 users or selected groups?	See Q96.
110	Should we include governance and delivery for agent building now, or restrict the base scope to Microsoft 365 Copilot and Copilot Chat	Candidates should restrict the base scope to Microsoft 365 Copilot and Copilot Chat.
111	Do you require scheduled advisory capacity, incident-based support, defined response targets, monitoring of alerts, policy administration, a service desk interface, or a combination of these?	See QQs 43, 54, 82 and 102

Please note that the terms Candidate/candidates and tenderer/tenderers are considered to be interchangeable in this context.