

PROJ000011262 PQQ for the provision of an Employee Assistance Service Client Case Management Solution (CCMS) for the Civil Service Employee Assistance Service (CSEAS), Department of Public Expenditure, Infrastructure, Public Service Reform and Digitalisation (DPER)

Clarification Response No. 01

Clarification ID	Clarification Message Received	Clarification Response issued
CSEASPQQ-1	Please confirm whether the requirement for client self-scheduling and secure client communications requires authenticated portal access for all Civil Service employees, or whether portal/self-service capabilities may be provided through public-facing forms and controlled workflows without named user access?	The Contracting Authority does not require authenticated portal access for all Civil Service employees. Self-service capabilities and secure client communications may be delivered through public-facing forms, provided that appropriate security, confidentiality, access control, and data protection measures are in place.