

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. 02

Clarification ID	Clarification Message Received	Clarification Response issued
CSEASPPQ-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.
CSEASPPQ-2	With reference to the PQQ Section 1.3, will the CSEAS website remain in situ once the new CCMS is implemented?	The CSEAS website will remain. It is envisaged that the website will include a link to the CCMS solution.
CSEASPPQ-3	With reference to PQQ Section 1.3, does the project scope include migration of existing information/material from CSEAS website (https://www.cseas.per.gov.ie) to the new Case Management Solution?	No, there is no migration from the CSEAS website.
CSEASPPQ-4	With reference to PQQ Section 1.3, what format is the existing data to be migrated? What type of database, how many tables, etc.?	No, other than the 250 client cards, it is not envisaged that existing data will be migrated.
CSEASPPQ-5	With reference to PQQ Section 1.3, the document mentions contact via "messaging" and "other contact"; what forms of contact/notifications are expected on the new Case Management Solution?	Automated email notifications and SMS reminders. Suppliers are free to propose other forms of contact/notification in their proposals.
CSEASPPQ-6	With reference to PQQ Section 1.3, does each referral/case on the existing system have a field/attribute which uniquely identifies the employee which the case/referral is regarding (e.g. employee number)?	Each case on the existing system contains a unique identifier for the employee to whom the referral relates. This is automatically assigned to the individual by the current solution.
CSEASPPQ-7	With reference to the PQQ Section 1.3, describe evaluation surveys that are being conducted and how they are currently being processed?	A five-question client evaluation survey is hosted on a survey platform and is issued to clients following the closure of their case. At present, the process is managed manually. Once a case has been closed, the survey link is sent directly to the client via email, inviting them to provide feedback on their experience of the service.
CSEASPPQ-8	With reference to PQQ Appendix 1 Section 1.1, what is a Client Card?	A client card refers to the confidential client record created and maintained for each individual who accesses the service. Typically, the client card includes: Client demographic and contact information, including Department/Office and unit they work in, region/address, referral source, referral date, etc.
CSEASPPQ-9	With reference to PQQ Appendix 1 Section 1.1, how do clients currently self refer? eg... is it through the current in house system, CSEAS website, email or other way	95% of CSEAS clients self-refer through email and calls to the central hub on a dedicated Employee Assistance Service line or directly to an Employee Assistance Officer.
CSEASPPQ-10	With reference to PQQ Appendix 1 Section 2.1, is the new Case Management to be locked down by IP address, or should it be publicly available across the internet?	Self-referral forms need to be publicly available across the internet. Suppliers are free to propose how best secure access to the core solution can be facilitated. Suppliers should include in their proposals whether their Solution facilitates IP whitelisting and / or Geoblocking.
CSEASPPQ-11	With reference to PQQ Appendix 1 Section 2.1, is there an API or other solution available in the Civil Service to authenticate self-referrals that are submitted on the new Case Management Solution? E.g. Employee number and other attributes validation via API; Single Sign On; Email address domain validation.	No, there is no API or other solution available for this CCMS.
CSEASPPQ-12	With reference to PQQ Appendix 1 Section 2.1, for "online sessions" and "online webinars", is there a requirement to have integrations with existing communication systems used by the Civil Service?	There is no requirement for the Client Case Management Solution to integrate with our existing communication platform for the delivery of online sessions or webinars. We currently use Microsoft Teams for both one-to-one online sessions and the delivery of online events, workshops and webinars. Suppliers are therefore not required to provide direct integration with Microsoft Teams or any other communication platform as part of their proposed solution. However, suppliers may propose any optional integration capabilities or interoperability features available within their solution that could enhance administrative efficiency, scheduling, attendance tracking, etc.
CSEASPPQ-13	With reference to RFT Appendix 1 FR02 Reporting Functionality , does the organisation have an existing corporate reporting platform, such as Power BI or Business Objects? Would CSEAS expect to use that for producing and running reports?	The proposed solution must produce and run reports natively.
CSEASPPQ-14	With reference to RFT Appendix 1 FR10 Digital Forms , will the clients be expected to use single sign on through their organisational credentials in order to access the self service tools, or will the system be expected to manage individual user logins and passwords for them?	With regard to Client self-service tools, no authentication is required. It is expected that single sign-on will be used to authenticate staff from within the CSEAS.
CSEASPPQ-15	With reference to RFT Appendix 1 FR14 Communications and Data Quality , are messages through text and/or WhatsApp?	Messages are through automated email notifications and SMS reminders. Suppliers are free to propose other forms of contact/notification in their proposals.