



**An Roinn Gnóthaí
Eachtracha agus Trádála**
Department of
Foreign Affairs and Trade

Provision of ICT Technical Support Services for the Department of Foreign Affairs and Trade

RFT: 9053958

Clarifications – 18 September 2026

Message Ref.	Question	Contracting Authority Response
788403	The RFT states that regular onsite attendance in Dublin is a mandatory requirement. Could the Contracting Authority please specify the expected onsite attendance frequency for each Lot 3 role, for example days per week or days per month?	The Tender Document states that all resources will be primarily based at the Department's Dublin offices, that remote working may be facilitated, and that regular onsite attendance is a mandatory requirement. The frequency is the same for all roles in Lot 3. Resources will be expected to begin work on site. The extent, if any, of remote working would be determined under ongoing contract review.
788403	Would the Contracting Authority consider a hybrid delivery model where the more client-facing roles, such as the SharePoint Programme Manager and SharePoint	No. All resources must be available for regular attendance at the Department's offices in Dublin.

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	Technical Project Manager, are Dublin-based and highly available for onsite attendance, while selected technical delivery roles are based remotely within another EU member state and attend onsite in Dublin as required, subject to reasonable notice?	
788403	Where resources are not Dublin-based, is there a minimum notice period the Department would expect to provide for required onsite attendance in Dublin?	No such period will be defined as all resources must be available to work onsite in Department's Dublin Offices.
788403	Will all seven Lot 3 roles be required from the contract start date, or does the Contracting Authority expect a phased mobilisation?	All roles are required from the commencement of the contract as per Tender document.
788403	If phased mobilisation is expected, could the Contracting Authority please identify which roles are required immediately at contract commencement and provide the indicative timeline for mobilisation of the remaining roles?	All roles are required from the commencement of the contract as per Tender document.

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788403	Based on currently available public procurement records, it appears that three related resources may currently be in place. Could the Contracting Authority confirm which three Lot 3 roles, if any, are expected to represent the immediate requirement at contract start?	All roles are required from the commencement of the contract as per Tender document.
788403	Can one proposed resource fulfil more than one Lot 3 role, for example both SharePoint Programme Manager and SharePoint Technical Project Manager, where the Tenderer can demonstrate the resource has the required experience and capacity? Or must each Lot 3 role be filled by a separate named individual?	The tender document clearly indicates that each role should be filled by a separate named resource.
788403	Can the Civil Service security clearance process be completed for EU nationals who are not resident in Ireland?	Each proposed resource needs to be security cleared. All clearances are performed by the Gardai Siochana regardless of the applicant's address.
788403	What documentation is required for security clearance of non-Irish-resident EU nationals, and what is the typical lead time for completion?	This information is outside the scope of this request for tenders and will be addressed with successful bidders after contract award.

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788403	Can resources commence work remotely, or with restricted system access, while security clearance is in progress?	No. All resources must be security cleared for the agreed contract commencement date.
788403	The Pricing Schedule refers to 232 contract days for the initial 12-month period. Should Tenderers assume the same annual volume of 232 days per role for Years 2 and 3?	Yes, the same basis should be used for all years.
788403	For out-of-hours work, should Tenderers provide a single hourly rate per role, or separate rates for weekday evenings, weekends, and public holidays?	Tenderers must submit one flat, all-inclusive out-of-hours hourly rate per required role, in accordance with the layout of Appendix 2 (Pricing Schedule). Separate rates will not be accepted. Tenderers are reminded that the out-of-hours rate is unscored for evaluation purposes. The single flat rate provided must cover all operational costs and statutory employee obligations. Altering the structure of the Pricing Schedule will result in the tender being deemed non-compliant.