CLARIFICATION DOCUMENT This clarification document contains answers to all the questions raised to-date	
Contracting Authority:	Enterprise Ireland
Competition:	2026/028 Establishment of a Single Party Framework for a Digital Platform for Startup Ireland National Accelerator, New Frontiers and Irish Business Innovation Centre Programmes
Procedure	Open
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Clarification Number:	3
Issue Date:	9th October 2026
This Clarification relates to:	Question Number 43
Information on Questions 1 – 43	
Please note that Question 43 was received after the closing date and time for queries and enterprise Ireland is responding to it to provide clarity to the querist. **No other queries were received after the closing date/time.**	

Question #1

Question 1 (RFT 4.4.2 and TRD-PS - scope of pricing)

RFT section 4.4.2 indicates that the Initial Call-Off Contract covers Phases 1 to 3. The TRD-PS Price Schedule refers to "Phase 1 only", while the Cost Breakdown tab refers to "Phase 1 and Phase 2". Please confirm which phases tenderers are required to price in the TRD-PS. Please also confirm whether elements of Phases 2 and 3 that are not yet fully defined will be procured through the Rate Card or through a Supplementary Tender under Clause 6(5) of the Framework Agreement.

Answer #1

Tenderers are only required to price for Phase 1 only. Please disregard the reference to 'Phase 2' in Cell A23 of the Cost Breakdown tab in the TRD-PS.

As indicated, this notional pricing table is intended to establish a common pricing baseline and facilitate the assessment of unit costs across all responding suppliers.

The requirements and indicative pipeline volumes already factor in the deliverables expected under Phases 2 and 3. Suppliers will be required to provide indicative pricing for Phase 1 to establish a common basis for comparison, while the framework will facilitate the phased implementation of the overall volume envisaged.

Question #2

Question 2 (RFT 6.1.2 - Previous Experience)

In respect of the three reference contracts, please confirm whether the minimum value of approximately EUR 50,000 per annum may be demonstrated by aggregating multiple contracts or work orders with the same client organisation over the reference period, where those engagements form a single ongoing client relationship.

Answer #2

Each of the three reference contracts provided must have a minimum contract annual value of €50,000 as a minimum requirement. The contract reference value should cover licencing and implementation costs in projects similar to this tender – for programmes, admins, ventures/startups, individual users etc and covering any associated configuration, support, training, deployment, data storage, bug fixes, and any costs towards the platform and its suppliers' dependency.

Question #3

Question 3 (RFT 7.31 - Intellectual Property)

Please confirm that Enterprise Ireland's ownership of copyright extends to materials, content, configurations and data created specifically for Enterprise Ireland under a Call-Off Contract, and that it does not extend to the tenderer's pre-existing proprietary platform, source code, underlying architecture, or generic product enhancements made available to its wider customer base. As the service is delivered on a multi-tenant software-as-a-service platform, ownership of the underlying platform cannot transfer, and we would propose that Enterprise Ireland instead receives a perpetual, irrevocable licence to all outputs, content and data created for it.

Answer #3

Enterprise Ireland must have ownership of all data generated, stored, or processed on its behalf but this does not extend to ownership of the underlying SaaS platform/proprietary software or components.

Question #4

Question 4 (Appendix 3, Data Processing Agreement, clause 3.19 - processor indemnity)

The processor indemnity at clause 3.19 is presently uncapped and expressly includes losses that were not foreseeable at the time of the breach. We request that this indemnity be capped by reference to the value of the Call-Off Contract or to the levels of insurance required under the Framework Agreement, and that indirect and consequential losses be excluded. Please confirm whether Enterprise Ireland is willing to amend this clause.

Answer #4

Please see revise conditions:
Processor liability and indemnity

3.19 (a) The Processor agrees to indemnify the Controller against any and all losses, costs, expenses (including legal expenses), damages, liabilities, demands, claims, fines, actions or proceedings which the Controller may suffer or incur arising out of any breach of this Agreement whether or not such losses were foreseeable at the time of the breach which occasioned them.

3.19 (b) The total aggregate liability of the Processor, in respect of all claims arising from a breach of the Processor's obligations under Data Protection Law(s), including, for the avoidance of doubt, such obligations under the Framework Agreement and under any Call Off Contract made thereunder or under this Agreement entered into between the parties shall be limited to the greater of (i) 200% of the charges paid or payable by the Controller to the Processor over the term of the Framework Agreement, or (ii) €1,000,000 (one million euro). This liability cap shall also apply to any indemnity from the Processor under clause 3.19 (a) hereof.

3.19 (c) The Processor shall not be liable to the Controller for any indirect, consequential or special loss, or any loss of profits or loss of revenue arising out of, or in connection with this Agreement. The following types of losses are however agreed to be reasonably foreseeable and constitute direct and recoverable losses under this Agreement to the extent they are a direct result of a breach of this Agreement by the Processor and do not exceed the cap set out in Clause 19 (b):

(i) the reasonable costs of reconstructing or reloading data caused by a breach by the Processor; and

(ii) any official, legal, administrative and/or regulatory fines, penalties or sanctions levied against the Controller or any of its and/or their representatives arising by virtue of any act, error or omission on the part of the Processor.

3.19 (d) Nothing in this clause 3.19 shall exclude or limit the Processor's:

- liability for death or personal injury caused by its (or its agent's or subcontractor's or their respective employee's) negligence,
- liability for fraud or fraudulent misrepresentation (or that of their agents, Sub-Contractors or respective employees);

Question #5

Section 5.1.1 states that the platform must use Azure AD Entra External ID (Azure AD B2C) to manage external identities, and F11.2 refers to Azure B2C for external users. Please confirm:

a) whether Enterprise Ireland operates an existing Azure AD B2C tenant, or will deploy Microsoft Entra External ID for this platform;

b) whether Enterprise Ireland will own and administer that tenant, including licensing and monthly active user costs; and

c) whether the requirement is that external users authenticate through Enterprise Ireland's tenant with the platform provisioning its application user and business profile from the resulting token, or whether Enterprise Ireland additionally expects external user profile records to be held in the Microsoft directory rather than in the platform.

Answer #5

Enterprise Ireland currently operates an Azure Entra ID/Azure AD B2C tenant that is licensed, managed, and paid for by Enterprise Ireland. Tenderers are required to utilise this existing Azure AD B2C platform to support the provisioning of users and authentication to the proposed SaaS solution and Azure Entra ID for internal Enterprise Ireland Staff. This approach enables Enterprise Ireland to centrally manage user identities and access across its application landscape.

Question #6

The Tender Response Document asks tenderers to confirm insurances currently in place, with the level in place and expiry date. Framework Agreement clause 8.1.1 requires the Operator to procure and maintain the insurances set out in Schedule 4 "as and from the Commencement Date", and Schedule 4 is issued with the cover levels blank, noting that the tenderer's insurance details will be inserted prior to issuing for signature.

Please confirm whether Enterprise Ireland will accept, at tender submission, the tenderer's current cover together with a written confirmation from its insurance broker that the levels specified in the selection criteria will be in place on award of the Framework Agreement, or whether the specified levels must be held at the submission date.

Answer #6

Enterprise Ireland will accept confirmation that all required insurances will be in place on award of the Framework Agreement. Please refer to the third option under the ‘Insurances’ table in the TRD.

Question #7

New Frontiers is delivered through 18 regional locations, and we understand from F2.2 that a single application landing page serves all of them, with applications routed to the relevant operator by the applicant's location.

So that we size the configuration accurately, please confirm whether each of the following is the same at every New Frontiers location, or varies by location:

1. the application form and its questions;
2. the criteria and scoring used to assess and select participants;
3. the stages and milestones participants progress through; and
4. the intake dates, that is whether all locations open and close applications together.

Answer #7

1. There will one application form for phase 1 and one for phase 2, and these two forms will serve intake processes across all New Frontiers locations.
2. The criteria and scoring used to assess will remain uniform within phases 1 and 2. It is possible that some delivery partners might request additional qualifying criteria based on the volume of applications, we advise suppliers to have a system robust to incorporate such tailored but largely consistent requirements.
3. While the overall programme plan and objectives will remain standard, it would be possible that operators might seek to change the sequence of delivery based on bespoke requirements, timelines and resource allocation.
4. No, the intake dates will differ per location, and the system will be expected to support varying timelines although the duration of programmes will remain consistent for phases 1 and 2 respectively.

Question #8

We note and appreciate Enterprise Ireland's amendment to clause 3.19 of the Data Processing Agreement issued on 28 September, which introduces an aggregate cap on the Processor's liability. We would be grateful if Enterprise Ireland would consider applying the same principle to general liability under the Call-Off Contract Terms and Conditions. Clause 7 limits Enterprise Ireland's liability to the amount remaining due under the relevant Purchase Order, but the Call-Off Terms do not contain a corresponding limit on the supplier's liability.

Would Enterprise Ireland be willing to add a provision to clause 7 capping the supplier's aggregate liability on the same basis already adopted at clause 3.19(b) of the Data Processing Agreement, namely the greater of 200 percent of the charges paid or payable under the relevant Call-Off Contract or €1,000,000, while expressly preserving:

a) the indemnity at clause 6 in respect of intellectual property infringement;

b) liability for death or personal injury caused by negligence; and

c) liability for fraud or fraudulent misrepresentation.

Answer #8

7. Limitation on liability

7.1. In no event will Enterprise Ireland’s total liability for damages and actions based on contract or tort arising out of or in connection with a Call-Off Contract or the Framework Agreement exceed the amount remaining due under the relevant Call-Off Contract

7.2 In no event shall Enterprise Ireland be liable for any indirect or consequential loss suffered by Seller.

7.3 The total aggregate liability of the Seller, in respect of all claims arising from a breach of the Sellers’s obligations under any Call Off Contract or under the Framework Agreement entered into between the parties shall be limited to the greater of (i) 300% of the charges paid

and/or payable by Enterprise Ireland to the Seller over the term of the Framework Agreement, or (ii) €1,500,000 (one million euro).

7.4 The Seller shall not be liable to Enterprise Ireland for any indirect, consequential or special loss, or any loss of profits or loss of revenue arising out of, or in connection with the Framework Agreement or any Call-Off Contract. The following types of losses are however agreed to be reasonably foreseeable and constitute direct and recoverable losses under this Agreement to the extent they are a direct result of a breach of the Framework Agreement by the Seller and do not exceed the cap set out in Clause 7.3:

(i) the reasonable costs of reconstructing or reloading data caused by a breach by the Seller;

(ii) reasonable additional administrative costs incurred by Enterprise Ireland directly arising from a breach by the Seller in delivering or performing the Services as more particularly defined in the Framework Agreement;

(iii) professional fees incurred in remedying the system defects which cause loss or damage to Enterprise Ireland arising from the Operator's breach of its obligations or any failure to provide the Services as required by this Agreement, and

(ii) any official, legal, administrative and/or regulatory fines, penalties or sanctions levied against Enterprise Ireland or any of its and/or their representatives arising by virtue of any act, error or omission on the part of the Processor.

7.5 Nothing in this clause 7 shall exclude or limit the Seller's:

- liability for death or personal injury caused by its (or its agent's or subcontractor's or their respective employee's) negligence;
- liability for fraud or fraudulent misrepresentation (or that of their agents, Sub-Contractors or respective employees);
- liability that cannot, as a matter of law, be limited or excluded;
- liability arising under confidentiality provisions in any Call- Off Contract or the Framework Agreement;
- liability of the Seller for wilful default of its obligations under any Call-Off Contract or the Framework Agreement; or
- liability of the Seller arising under or referred to in the Data Processing Agreement which is scheduled to or referred to in the Framework Agreement, which provides for a ceiling on liability of the Seller under the terms of that agreement, which liability and ceiling shall be separate from and in addition to the liability and ceiling under this clause 7.

Question #9

1. Insurance — currency equivalence and timing of cover (RFT Section 6.1)

The selection criteria require Employer's Liability €13m, Public Liability €6.5m, Product Liability €6.5m, Professional Indemnity €1m and Cyber Liability €5m, with note #3 indicating

nearest currency equivalents may be accepted. Please confirm: (a) whether the required cover must be fully in force at the submission deadline or whether a signed commitment to obtain cover before contract award is acceptable for the TRD declaration; and (b) the tolerance applied when accepting a £-denominated policy as the nearest currency equivalent.

Answer #9

Tenderers are required to confirm that they will have the appropriate levels in place, should they be successful, as set out in the TRD under 'Insurances'. The nearest currency will be accepted.

Question #10

2. Cyber Liability policy (RFT Section 6.1)

Is the €5m Cyber Liability a standalone policy requirement in addition to Professional Indemnity? Would a specialist cyber policy underwritten by a UK/EU insurer (in the nearest currency equivalent) be acceptable at submission?

Answer #10

Yes – Cyber Liability insurance differs from Professional Indemnity. A confirmation that the required levels would be in place if successful is required – see above response.

Question #11

3. Eligible reference contracts (RFT Section 6.1.2)

May one of the three reference contracts be a production SaaS platform developed and operated by the Tenderer itself (a live multi-tenant system, in production since 2021, with a bespoke data pipeline) to demonstrate requirement (i) successful SaaS platform delivery/operation and (iii) capture and usage of generated and custom data — or must all three references be client delivery contracts?

Answer #11

See response to Q2. Enterprise Ireland will accept reference contracts that demonstrate delivery of functionality comparable to the requirements set out in this tender. Such reference contracts must have been successfully delivered within the 36-month period preceding the tender submission deadline and have a contract value in the region of €50,000

Question #12

4. Co-design and change control (RFT Section 5.1.2)

Section 5.1.2 anticipates a period of consultation and co-design with programme operators. How will scope changes arising from co-design be managed against the fixed-price Form of Tender — i.e. is there an agreed change-control / contract-variation mechanism in the Call-Off Terms?

Answer #12

Where a change to the scope of functionality is required during the term of the contract, Enterprise Ireland will evaluate the proposed change with the successful tenderer and, where agreed, implement the change in accordance with the pricing arrangements specified in the pricing schedule file “2026-028 TRD-PS Startup Ireland Digital Platform Final.xlsx” under the sheet “Section C Rate Card Breakdown”.

Question #13

5. Support volumes for the unlimited-volume option (TRD-PS, Note 3; RFT Section 6.5)

Note 3 of the Pricing Submission requires an unlimited-volume option for support and maintenance. What notional support volumes and usage does Enterprise Ireland forecast (e.g. number of users, programmes, administrator seats, support tickets per annum) so that pricing remains defensible and is not at risk of being deemed abnormally low?

Answer #13

Please see notional numbers within the pricing schedule file “2026-028 TRD-PS Startup Ireland Digital Platform Final.xlsx” and the sheet called “Cost Breakdown” - Column C. Enterprise Ireland is unable to estimate the volume of support tickets per annum.

Question #14

6. Hosting and data residency (RFT Section 5.2, Requirement 12)

Does Enterprise Ireland have a preferred hosting environment, data-residency location or reference technology standard (e.g. EU/IE-based hosting, sovereign cloud) that the Tenderer's hosting proposal should align with?

Answer #14

Enterprise Ireland only requirement regarding hosting and data residency is that all data including platform data, backups, processing resides with the European Economic Area (EEA), and the geographical location is provided. Enterprise Ireland welcomes solutions hosted within close geographic proximity to Ireland or offering sovereign cloud capabilities that provide additional assurances regarding data residency, operational control, and protection.

Question #15

7. Microsoft Entra ID / Azure boundary (RFT Section 5.1.1)

The platform must use Microsoft Entra ID and Azure AD B2C. Will Enterprise Ireland provide the Microsoft 365 tenancy and external identities, or is provisioning of the tenancy and identity infrastructure to be included within the Tenderer's fixed price?

Answer #15

Enterprise Ireland currently operates an Azure Entra ID/Azure AD B2C tenant that is licensed, managed, and paid for by Enterprise Ireland. Tenderers are required to utilise this existing Azure AD B2C platform to support the provisioning of users and authentication to the proposed SaaS solution and Azure Entra ID for internal Enterprise Ireland Staff. Tenderers are not required to provide, provision, licence, or manage these identity platforms as part of their proposed solution. Instead, the proposed solution must integrate with Enterprise Ireland's existing identity management infrastructure and support the required authentication and user provisioning capabilities for their proposed platform

Question #17

Previous Experience – RFT Section 6.1.2
In relation to the requirement for three reference contracts demonstrating delivery of a "Digital System for Accelerator programmes", please confirm whether this requirement may be met by reference contracts for comparable multi-programme digital platforms which support substantially equivalent processes, including applicant or participant onboarding, configurable applications, evaluation and selection, programme workflows, profile and progress management, reporting and integrations, where the underlying programme is not formally described as an accelerator programme.

Answer #17

Yes, Enterprise Ireland will accept reference contracts that demonstrate delivery of functionality comparable to the requirements set out in this tender. Such reference contracts must have been successfully delivered within the 36-month period preceding the tender submission deadline and have a contract value in the region of €50,000.

Question #18

Learning Management – Requirements F6.1 and F6.2
Please confirm whether the required content and learning-management capabilities may be delivered through integration with a specialist third-party learning management or content service, provided that the participant journey, role-based access, programme assignment and relevant progress information are integrated with the proposed platform, or whether these capabilities must be provided as native functionality within the tenderer's SaaS platform.

Answer #18

Enterprise Ireland's preference is for the LMS to be delivered within the platform. However, third-party LMS solutions will be considered where they offer seamless integration and ensure secure authentication, access management, and protection of all learning content and materials.

Question #19

SMS Communications – Requirement F8.1
Please confirm whether SMS functionality may be provided through integration with a specialist SMS provider or API, with messages initiated, managed and, where applicable,

audited through the proposed platform, rather than through a native SMS service forming part of the core platform.

Answer #19

Enterprise Ireland considers integration with a third-party provider to be an acceptable approach.

Question #20

REST API – Requirement F14.1
Please confirm whether all REST API interfaces and endpoints required under F14.1 must be available as standard product functionality at the date of tender submission, or whether existing standard APIs may be supplemented by additional endpoints configured or delivered during implementation, provided that all required interfaces are fully operational before Phase 1 go-live.

Answer #20

Enterprise Ireland preferred approach would be that standard API interfaces are available as standard mature product functionality. Enterprise Ireland will accept proposals where API interfaces or endpoints are planned for delivery as part of the implementation, provided that they are fully developed, tested, and available in sufficient time to support integration testing and are fully operational before the relevant go-live phase

Question #21

The final sentence of section 5.2 refers to section 4.2.2, which does not appear in the RFT. Should this read section 5.1.13? Please also identify which F1-F16 requirements and sub-requirements must be operational for Phase 1 and which may be delivered later. References: Sections 5.2 and 5.1.13, Requirements F1.1-F16.1 and Clarification Document 1, Question 1.

Answer #21

This is an error and should be “5.1.13 Phased Implementation Roadmap – Indicative”. In regard to Phase 1, tenderers should assume all requirements will be required for Phase 1 as a key deliverable of Phase 1 is the delivery of New Frontiers programme.

Question #22

Clarification Document 1 states that tenderers should price Phase 1 only and disregard Phase 2 in Cost Breakdown A23. However, section 4.4.2 states that the initial Call-Off includes Phases 1, 2 and 3 and two years of support and maintenance. Please confirm whether the evaluated price is for Phase 1 only, what licence, hosting, support and maintenance period must be included, and how Phases 2 and 3 will be specified, priced and commissioned. References: Sections 4.4.2 and 5.1.13, Clarification Document 1, Question 1 and Cost Breakdown A23.

Answer #22

The evaluated price is for Phase 1 only. However, the user and venture volumes provided reflect the full duration of the framework. For estimation purposes, tenderers may assume that these volumes are distributed evenly across each year of the framework term.

Phases 2 and 3 are not included in the evaluation pricing and should not be priced as part of the tender submission. Subject to the successful delivery of Phase 1 any subsequent phases (2 & 3) will be agreed, scoped, and costed separately with the successful Tenderer.

Question #23

Please define the boundary between the non-billable contract-management activities and separately chargeable work. May new functionality, material reconfiguration, additional integrations and customisation outside an agreed Call-Off scope be commissioned through change control at the tendered rates? References: Section 5.4.2 and the Pricing Schedule.

Answer #23

Enterprise Ireland will discuss at solution design the agreed deliverables as part of the initial Phase 1 build. Any new functionality or material platform changes would be deemed a change request.

Question #24

Please confirm whether the evaluated price must provide unlimited user and startup profiles, administrators and programme structures, and whether fair-use thresholds or pre-agreed excess charges may apply to variable-cost services such as storage, API calls, communications and AI usage. References: Section 5.1.11 and the Pricing Schedule.

Answer #24

Please see notional numbers within the pricing schedule file “2026-028 TRD-PS Startup Ireland Digital Platform Final.xlsx” and the sheet called “Cost Breakdown” - Column C. Enterprise Ireland’s is unable to state if this threshold will be deemed unlimited and if so, should be costed as unlimited and clearly called out in the comments section of the pricing schedule. Other services which have a cost element should be inputted under “Other Costs” section on “Cost Breakdown” sheet and clearly called out in the comments section.

Question #25

Please confirm whether the three named support roles must be dedicated full-time or may be members of a shared support service; which party will provide Level 1 support; the anticipated Level 1, Level 2 and Level 3 ticket volumes; whether the four-hour short-notice requirement means remote response or on-site attendance; and whether EU or UK support facilities are acceptable. References: Sections 5.1.12 and 5.4.1 and TRD 3.2.2.

Answer #25

Enterprise Ireland deem the resource part of a share support service adequate if response times are met. As the platform is SaaS based, remote response is adequate and EU or UK support facilities are acceptable.

Question #26

Please confirm whether the Priority 1 and Priority 2 resolution target means restoration of service, including through an agreed workaround; whether response and resolution times are measured during business support hours or on a 24x7 basis; whether a Priority 2 category (b) issue affecting a non-critical process may be classified or reclassified as Priority 3; and how incidents attributable solely to third-party hosting or cloud providers will be treated in SLA calculations where the supplier has implemented the agreed resilience and incident-management measures. References: Sections 5.4.1 and 5.4.2 and TRD 3.2.3.

Answer #26

~~Priority 1 incidents require the restoration of service. Priority 2 incidents may be downgraded to Priority 3 where no critical process or service is affected. All resolution times apply on a 24x7 basis. Tenderers must ensure that any third-party hosting or cloud providers supporting the solution are capable of meeting the required resolution times.~~

Updated Response:

Priority 1 incidents require the restoration of service and apply on a 24x7 basis with all other Priority levels at business support hours . Priority 2 incidents may be downgraded to Priority 3 where no critical process or service is affected. . Tenderers must ensure that any third-party hosting or cloud providers supporting the solution are capable of meeting the required resolution times.

Question #27

Please confirm whether the intended operating model is a single shared environment with role-based and location-based segregation or connected delivery-partner environments. Will each delivery partner and programme operator have direct platform-management access? Please also confirm the indicative number of partners, locations and operators in Phase 1 and which functions will be administered centrally by Enterprise Ireland or locally by partners. References: Sections 3.6, 5.1 and 5.1.13 and Requirements F1-F16.

Answer #27

Enterprise Ireland is open to different platform architectures provided the proposed solution can support a multi-tenant operating model for service providers and programme operators through role-based access controls, or an equivalent approach, together with an overarching Enterprise Ireland administrator function.
The proposed solution should enable each service provider and programme operator to build, manage and deliver their programmes within their own dedicated workspace, while allowing Enterprise Ireland to maintain central oversight, governance, reporting, and administration across the platform.

Question #28

Please clarify the relationship between the Startup Ireland front door and the separate Startup Ireland website. Should discovery, registration and application be embedded within the website, linked to a hosted platform journey, or exposed through APIs or widgets? Which

system will be the source of truth for founder, startup and application data? References: Sections 3.6 and 5.1 and Requirements F1.1, F2.1-F2.2 and F14.1.

Answer #28

The successful Tenderer's proposed solution will be the system of record and source of truth for founder, startup, application, programme participation, and related programme data. The solution will maintain founder profiles, venture profiles, application records, programme enrolment information, relevant programme milestones and governance documentation
The Startup Ireland website will serve as a promotional and information portal for the startup ecosystem. A curated pipeline of users will be directed from the website to the proposed solution to register, complete applications, and manage their participation in programmes.

Question #29

Please confirm whether integration with either Autoaddress or the Tailte Eireann Eircode service is sufficient and whether Enterprise Ireland will provide the service licence and API credentials or the tenderer must procure and include them in the price. References: Requirement F14.4.

Answer #29

Enterprise Ireland will secure and pay for the API services and provide the service licence and API credentials for the successful tenderer to implement.

Question #30

Please confirm whether each New Frontiers Phase 1 and Phase 2 application form is common across all locations, cohorts and intakes; when and how location routing occurs; whether operators may override routing; how partner-specific qualifying criteria are applied; and whether applications outside a location's open dates are blocked or queued. References: Requirement F2.2 and Clarification Document 1, Question 7.

Answer #30

The solution should support standard application forms, configurable application opening and closing dates, applicant selection of a preferred location and/or service provider, and the ability for service providers to reassign applications or participants to another service provider where required. Enterprise Ireland also requires sufficient flexibility to accommodate specific programmes for service providers with dedicated application forms, opening and closing dates where necessary, while also maintaining an appropriate level of consistency across the programme e.g. standard questions datasets, standard scoring/decision matrices.

Question #31

For the "tell us once" journey, should a founder and startup profile pre-populate subsequent programme applications while preserving each submitted application snapshot? Please also confirm how profile updates, concurrent applications, partner visibility and consent-based access to founder data should operate. References: Sections 3.6 and 5.1 and Requirements F1.1, F2.1-F2.2 and F13.

Answer #31

Founder and venture profiles will maintain a master record of baseline data and defined metrics that potentially change overtime, and key metrics defined by Enterprise Ireland as critical metrics to track progress. Where relevant, such baseline information could be used to pre-populate future applications, reducing duplication and administrative effort. Any such pre-population should be subject to the founder's consent, with applicants given the option to approve the re-use of their profile data.

Question #32

For content hosted on services such as YouTube, Vimeo or Instagram, please confirm whether engagement metrics captured while content is viewed within the platform satisfy F6.4. How should F6.4 be met where an external service does not expose per-learner engagement data? References: Requirements F6.1, F6.3 and F6.4.

Answer #32

Enterprise Ireland's preference is that learner engagement metrics are available within the proposed solution. Tenderers must confirm whether engagement metrics can be captured, tracked, and reported through the proposed platform.
Enterprise Ireland will work with the successful Tenderer during implementation to determine how these metrics can be surfaced through dashboards and reports, taking into account the functionality and capabilities of the proposed solution.

Question #33

Please confirm whether Enterprise Ireland will provide its sector classifications, keywords, tags and company-stage thresholds; whether Parent Administrators must maintain these lists within the platform; and whether eligibility for upstream programmes will be determined through configurable rules or case by case by administrators. References: Requirements F4.3 and F9.1.

Answer #33

Enterprise Ireland will provide the data for classification and managed centrally by parent administrators. Programme eligibility rules and associated workflow requirements will be agreed during the discovery phase, taking into account the capabilities and operational approach of the proposed platform.

Question #34

Please confirm which external data sources are expected for the automated capture of funding, employee count and turnover and whether Enterprise Ireland will provide access and credentials. Where no source is available, will structure founder self-reporting with historical values retained meet the requirement? Should advisory hours be recorded within the platform or supplied through integration with an existing system? References: Requirements F4.3 and F9.1.

Answer #34

Enterprise Ireland currently has a bespoke CRM platform, which may serve as a source of relevant data where an existing relationship record is available. Where the required information is not available from an existing source system, it will be sufficient for founders to provide these data points through a UI within the platform. Information relating to advisory hours and associated KPI metrics will be derived from programme activity and captured as part of the relevant programme modules. For Phase 1, founders will provide this information through self-reporting.

Question #35

Please indicate the expected scope of historical data to be migrated at go-live, including programmes, number of startups, years covered and current formats. Is reporting on periods before go-live required beyond the attributes included in the migrated data? References: Requirements F9.1 and F13.2.

Answer #35

The scope of data migration is expected to be limited. Enterprise Ireland has identified approximately 1,000 New Frontiers Phase 2 participants from 2021 for migration to the new platform. This migration will involve the creation and configuration of the relevant programme(s) and the allocation of migrated applicants to those programmes. The quality of the data is considered medium to high, and Enterprise Ireland will provide resources, where necessary, to support data cleansing and validation activities prior to migration.
Following migration, these applicants may be invited to participate in additional programmes, activities, and surveys delivered through the platform.

Question #36

Copyright (RFT 7.31): Please confirm that Section 7.31 applies to Enterprise Ireland data, content and customer-specific configuration, and that the SaaS platform, including product enhancements delivered during the contract, remains the intellectual property of the supplier, licensed to Enterprise Ireland for the contract term. Please also confirm that no source code delivery or escrow is required.

Answer #36

Enterprise Ireland must have ownership of all data generated, stored, or processed on its behalf but this does not extend to ownership of the underlying SaaS platform/proprietary software or components

Question #37

Financial Standing Requirements

As a recently established SME, we may not be able to provide financial-standing evidence covering the full previous three financial years. Could you please confirm whether recently established companies are eligible to participate and, if so, what alternative evidence of financial standing would be acceptable?

Answer #37

Failure to provide a turnover that exceeded €200K per annum in each of the last three (3) financial years will result in a response being deemed inadmissible.

Question #38

Security and Information Assurance
Our organisation currently holds Cyber Essentials certification. Could you please confirm whether this meets the tender's security requirements, or whether additional certifications or assurance reports, such as ISO/IEC 27001 or SOC 2, are mandatory or preferred?

Answer #38

Cyber Essentials certification is acceptable as relevant supporting evidence and should be included in the tender response, together with details of its current status and scope. ISO/IEC 27001, SOC 2 or equivalent certifications or assurance reports are not mandatory requirements. However, tenderers should provide details of any relevant independent security certifications, audits or assurance reports held, including their scope, and provide supporting certificates or report summaries where available, subject to appropriate confidentiality arrangements.

Tenderers must also demonstrate compliance with all applicable security, information assurance and data protection requirements specified in the tender. Cyber Essentials certification alone does not replace the requirement to respond to those requirements.

Question #39

Delivery Model and Data Residency

Would Enterprise Ireland be open to an offshore delivery model where all Enterprise Ireland data storage, processing, backups, and disaster recovery arrangements remain exclusively within the EEA? Under this approach, all services would remain GDPR-compliant, with no Enterprise Ireland data accessed, stored, or processed outside the EEA.

Answer #39

XXX Duplicated of Question 14
Enterprise Ireland only requirement regarding hosting and data residency is that all data including platform data, backups, processing etc resides with the European Economic Area (EEA) and the geographical location is provided.

Question #40

Implementation, Integration and Data Migration

Could Enterprise Ireland provide further detail on the anticipated implementation roadmap, including:

- Priority capabilities and expected outcomes for each implementation phase;
- CRM integration requirements, timelines, available APIs and ownership of integration activities;

- Expected data migration scope, source systems, approximate data volumes, and responsibilities for data quality remediation; and
- Testing, acceptance, and sign-off criteria for each phase of delivery.

Answer #40

Enterprise Ireland's immediate priority is the delivery of the Phase 1 requirements. The Phase 1 scope, deliverables, and implementation timeline will be agreed with the successful tenderer during project initiation.

At this stage, Enterprise Ireland does not have complete visibility of the detailed requirements for Phases 2 and 3. These requirements will be provided sufficiently in advance of the Phase 1 go-live date to enable discussion, project planning, and agreement on costs.

The initial CRM integration requirements are focused on the transfer of founder records from the proposed platform to Enterprise Ireland's CRM. The platform must provide suitable API capabilities to enable Enterprise Ireland to identify and retrieve founders who are identified to progress for further development or funding services within the CRM. Enterprise Ireland will be responsible for the design, management, and operation of the CRM integrations.

With regard to data migration, please refer to the response provided to Question 35.

The approach to testing, user acceptance, and solution sign-off will be agreed between Enterprise Ireland and the successful tenderer. Enterprise Ireland expects the successful tenderer to provide recommendations and lead on best practices for their proposed platform.

Question #41

Operational Support and Platform Administration

Could you clarify the expected operational model, including:

- Support hours and service-level expectations;
- User volumes and severity classifications;
- Response and resolution time targets; and
- The anticipated administration model for white-labelled or multi-tenant programme configurations, including the number of brands/tenants expected at launch and any associated governance requirements.

Answer #41

Please review the detail within the tender under 5.4.1 Contract Manager and Support and Maintenance. Please see notional numbers within the pricing schedule file “2026-028 TRD-PS Startup Ireland Digital Platform Final.xlsx” and the sheet called “Cost Breakdown” - Column C. Enterprise Ireland is unable to estimate the volume of support tickets per annum.

Question #42

Reference Contract Requirements

The tender requires three relevant contracts delivered within the previous 36 months. For recently established SMEs, could Enterprise Ireland confirm whether relevant experience may be evidenced through consortium partners, subcontractors, or key personnel who have delivered comparable engagements?

Answer #42

Tenderers are allowed to rely on subcontractors and third parties; however, details must be provided for both the main tenderer and any subcontractor that is being relied upon, including whom the work is being carried out by.

Question #43

Reference Contract Requirements

We refer to the requirement under Section 6.1.2 for three reference contracts delivered within the previous 36 months, each with a minimum annual contract value "in the region of €50,000".

We note OGP guidance that selection criteria should be relevant and proportionate to the circumstances of the contract and that experience requirements should not be framed so as to unduly narrow the field of eligible tenderers. In this context, could Enterprise Ireland please confirm whether the requirement in Section 6.1.2 may be satisfied by:

1. a portfolio of closely comparable SaaS deployments which collectively demonstrate equivalent or greater technical, operational and financial scale; and/or
2. individual reference deployments which demonstrate equivalent or greater complexity, transaction volumes and technical requirements, notwithstanding an annual contract value below €50,000?

We would also appreciate confirmation of what Enterprise Ireland considers to fall **"in the region of €50,000"** for the purposes of this criterion.

Answer #43

The value of the Call-off Contract will range from €100,000 to €200,000 excluding VAT for the first two years of the contract to include Phase 1, 2 and 3 and also include support and maintenance for that period. The requirement for each contract to have a minimum annual contract value in the region of €50,000 is considered relevant and proportionate to the requirements of the contract.

Enterprise Ireland considers that contracts with a minimum annual contract value in excess of €45,000 to fall 'in the region of €50,000" for the purposes of this selection criteiron.