

1. The TRD's Insurance table lists Professional Indemnity and "Other" cover as "€xxxx" rather than a figure. Could DLR confirm the required levels for these two lines?

The applicable insurance cover requirements have been detailed in the RFT. No other insurances are required nor professional indemnity insurance.

2. The Specification refers to document management "including e-filing capabilities." Could DLR confirm whether this requires integration with Courts Service or other State e-filing infrastructure, or refers to e-filing as an internal document-workflow feature within the system itself?
 3. RFT Section 2.2 states that award of contract is subject to the successful tenderer agreeing to the Contract Terms and Conditions "as appended at the relevant Appendix." We could not locate this appendix among the published tender documents. Could DLR publish it, or confirm where it can be obtained?
- There was no appendix. The precise contract terms and conditions will be agreed with the successful tenderer.
4. For the "Data migration from current system" cost line in the Tender Response Document: could DLR confirm what system(s) case data currently resides in, and an approximate volume of records/documents to be migrated?

Keyhouse is the current system. Depending on the solution selected following completion of the procurement process, implementation may involve continuation, upgrade or reconfiguration of the current solution, or migration to a different solution.

Enquiries being made as to approximate volume of records/ documents.

5. The Specification requires "full mobile access." Could DLR confirm whether a responsive web application (accessible on any mobile browser) meets this requirement, or whether native iOS/Android applications are expected?

A responsive web application meets the requirement for full mobile access.

- 6 Is there a migration or is this a new system requirement.

The principal existing legal case-management system is Keyhouse. Depending on the solution selected following completion of the procurement process, implementation may involve continuation, upgrade or reconfiguration of the current solution, or migration to a different solution.

The Council also currently uses a Legal Instructions application as part of its case/instruction process.

7. How many staff licences are required.

16

8. Does the dept have access to O365 and Sharepoint

Yes

9. Are there any restrictions imposed by your IT provider in terms of providing support access.

Yes. Any remote or support access to Council systems will be subject to the Council's ICT security requirements and third-party access controls. The successful tenderer will be required to comply with the Council's applicable security and access procedures, and any required access will be agreed during implementation.

10. Workflows: It would be useful to understand what type of workflows are required

- Workflows will include those for various types of litigation transactions, conveyancing matters, Council lending transactions, advice matters, employment matters etc.

11. Is there demand for additional user defined data entry

- Yes. The proposed system should support configurable/user-defined data capture appropriate to different case and matter types. The precise fields and configuration requirements will be agreed with the successful tenderer during implementation

12. Is there any specific reports that need to be generated from the system

- a. Yes such as files open, files closed, files allocated to fee earners, matter dashboard.

13. AI enabled, what do you see AI being able to perform within the system.

- Predictive Analytics: Use AI to predict case outcomes based on historical data, helping to inform strategy and client advice.
- Document Automation: Automate the generation of legal documents (e.g., contracts, pleadings) using AI-driven templates.
- Contract Analysis: AI-powered review of contracts and legal documents, highlighting potential issues or non-compliance.
- Integration: The CMS must integrate with other tools and platforms used by the Council, including Microsoft Office, accounting software, and other internal systems.

14. Client-side Portal – is this a mandatory requirement.

- b. Yes. The Client Portal forms part of the specified requirements of the Case Management System and should therefore be included in the tendered solution. The portal should provide secure facilities for clients to view case progress, submit documents and communicate with their legal team.

15. Previous experience (Technical Capacity): Would the Contracting Authority accept as comparable reference projects the design, delivery and ongoing support of bespoke secure case/records management platforms for public sector and membership organisations (featuring role-based access, audit trails, document management, workflows and client/member portals), where the platform was not specifically for a legal services department?

- Previous experience in the specific area of legal case management is required.

16. Insurance: Can the Contracting Authority confirm whether tenderers may confirm that the required insurance levels (Employer's Liability €13m, Public Liability €6.5m, Product Liability €6.5m, Cyber Liability €3m) will be in place prior to contract award, rather than being in place at the time of tender submission?

- Insurances to be in place prior to contract award.

17. Could the Council confirm (1) where the Contract Terms and Conditions referred to in section 2.4 of the RFT are published, and (2) whether a payment schedule including an advance payment of 50 percent on contract signature, with the balance at go-live and quarterly for maintenance, is acceptable?

- There are no Contract terms and conditions appended.
- Payment per annum, first payment at go-live.

18. Please can you confirm how many users you need to be licensed for?

- We will have 16 users.

19. Please kindly advise on number of Case Management Licences required, and/or the number of users who will be using the system.

- There will be 16 users

20. Previous contracts, minimum requirement and comparability

The Tender Response Document section "Previous Contracts / Experience – Pass/Fail Criteria" provides three Reference Contract templates, while the corresponding "Previous Contracts / Experience" table in Section 4 (Selection Criteria) of the Request for Tender does not state a minimum requirement. Please confirm: (a) the minimum number of reference contracts required to pass; (b) any period within which they must have been delivered and any minimum contract value; and (c) which features the Council will treat as comparable. In particular, the Overview of the Requirement (item 4, Vendor Qualifications) refers to similar implementations "ideally in local government or legal services departments". Will implementations of secure, workflow-based case or records management systems with document automation or AI components, delivered for public-sector or other regulated clients, be accepted as comparable for the pass/fail assessment?

- Previous experience in the specific area of legal case management is required.

21. Insurance types and levels

The Insurance requirement in Section 4 (General, Legal and Financial Requirements) of the Request for Tender lists Employer's Liability €13m, Public Liability €6.5m, Product Liability €6.5m and Cyber Liability €3m. The Insurances table in the Tender Response Document additionally lists Environmental Liability Impairment at €6,500,000 and shows Professional Indemnity and Other as "€xxxx". Please confirm which insurance types and levels apply to this contract, including the required Professional Indemnity level (if any) and whether Environmental Impairment Liability is required. Please also confirm whether a policy issued outside Ireland whose territorial limits and jurisdiction include Ireland satisfies the note that policies must have jurisdiction in Ireland.

- The applicable insurance cover requirements have been detailed in the RFT. No other insurances are required nor professional indemnity insurance nor Environmental Impairment Liability
- Once the policy's territorial limits and jurisdiction provisions include Ireland and do not restrict proceedings to another jurisdiction then I don't see an issue. The key consideration is that Irish jurisdiction applies under the policy, rather than the country in which the policy is issued.

22. Implementation timetable and phasing

The Anticipated Timeline in Section 2 of the Request for Tender indicates contract commencement 60 days from the tender closing date, and tenderers are asked to propose an implementation timeline with milestones for setup, testing, training and go-live. Does the Council have a target go-live date or a maximum implementation period in mind? Would the Council accept a phased roll-out, for example core case and document management first, followed by the AI capabilities and the client portal?

- A phased roll out such as proposed. Is not acceptable. As per the RFT an implementation timeline with milestones for setup, testing, training and go-live is required.

23. User numbers, data migration and integrations

To price licensing, hosting, training and migration accurately in the Form of Tender, please indicate: (a) the expected number of internal users (legal professionals and administrative staff) and any expected growth over the contract term; (b) who the users of the Client Portal described in Section 3.3 will be (for example other Council departments or external parties) and their approximate number; (c) the current system referred to in the pricing line "Data migration from current system", with the approximate number of matters and volume of documents to be migrated; and (d) the specific accounting software and other internal systems the CMS must integrate with under the Integration requirement in Section 3.2.

- 16 users is an average number of users for the contract period.
- Staff in the Legal Services Department
- Keyhouse is the current Legal Case Management system in place. Depending on the solution selected following completion of the procurement process, implementation may involve continuation, upgrade or reconfiguration of the current solution, or migration to a different solution.
- Enquiries being made as to approximate volume of records/ documents.
- There is no accounting software required to be integrated. The Council also currently uses a Legal Instructions application as part of its case/instruction process with which the Legal Case Management System must integrate with.

24. Scope of the indicative budget

Section 3 of the Request for Tender (Indicative budget) states that the indicative budget for the contract is in the range of €50,000 to €70,000. Please confirm whether this range covers the full initial three-year term, including implementation, licensing, support, maintenance, training and data migration, and whether it is stated exclusive of VAT.

- Confirmed and it is stated exclusive of VAT. Please note that depending on the solution selected following completion of the procurement process, implementation may involve continuation, upgrade or reconfiguration of the current solution, or migration to a different solution.
depending

25. Please also confirm whether the cost evaluated under Criterion A is the three-year total shown in the Form of Tender.

- Confirmed

26. Will the Authority accept a mature configurable cloud workflow or case platform configured for legal services, or must the solution already be deployed as a proven end-to-end legal case management product?

- The Authority requires a proven end-to-end legal case management system that is already established as a legal case management product. A general cloud workflow or case platform that would need to be newly configured or substantially developed to provide the required legal case management capability would not meet this requirement. The proposed solution may be configurable to the Council's processes, but it must demonstrate existing, proven functionality across the end-to-end legal case management lifecycle and meet all mandatory requirements in the procurement documents.

27. How many reference contracts are required at minimum (1, 2 or 3)? Must they specifically be legal CMS implementations for local authorities or law offices, or are broader public-sector case and workflow systems acceptable if the features map to the specification?

- A minimum requirement for reference contracts is three (3),

28. The RFT describes a 3-year term with extensions described as "two for a period of 3 years," while the Contract Notice and CfT workspace state 36 months. Please confirm the initial term and any extension options.

- The contract will be for a period of 3 (three) years.
The Contracting Authority reserves the right at its sole discretion to extend the contract, subject to satisfactory performance, budget availability and ongoing business needs. The number and duration of extensions will be two for a period of 3 (three) years, should an extension be offered.

29. Please confirm whether Council data (including documents and prompts) may be used to train or improve supplier or third-party models, and what AI Act risk-class and transparency documentation you expect in the tender.

- Council data, including case information, documents, prompts, inputs and outputs, must not be used to train, retrain or otherwise improve supplier or third-party models. Tenderers must describe all AI components and third-party services used by the proposed solution, the purpose and operation of each component, where data is processed and stored, applicable retention arrangements, security controls, human oversight, audit logging and how the Council's data is segregated and protected. Tenderers must also provide their assessment of the applicable EU AI Act classification for each AI capability and the basis for that assessment, together with the transparency, technical, risk-management and compliance documentation applicable to the proposed solution. The successful solution will be subject to the Council's security, data-protection and AI-governance review before implementation and use.

30. The Tender Response Document lists Professional Indemnity as "€xxxx." Please state the required PI level. Also, the RFT refers to Contract Terms and Conditions "appended," but these were not in the published document set. Please publish them.

- The applicable insurance cover requirements have been detailed in the RFT. No other insurances are required nor professional indemnity insurance.
- There was no appendix. The precise contract terms and conditions will be agreed with the successful tenderer.

31. Could you let us know if you have a local preference or are you open to a Canadian agency that has done similar work with clients globally?

- Enquires being made as to the eligibility of a Canadian based company to tender.
- You might note that for the purposes of hosting data, Tenderers must demonstrate capability to access two data centres located within the European Economic Area (EEA), or any country determined to offer an adequate level of data protection by an adequacy decision of the European Commission.
- The system must comply with GDPR, the EU AI Act and other relevant data protection laws and regulations.

32. Would you need any copywriting or content migration services?

- No copywriting migration services are required.
- Depending on the solution selected following completion of the procurement process, implementation may involve continuation, upgrade or reconfiguration of the current solution or migration to a different solution.

33. Would you need any original or stock videography or photography?

- No.

34. Would you require hosting, dns or ssl services?

- Enquiries being made.

35. Is there a CMS that you have a preference for over the other?

- Previous experience in the specific area of legal case management is required.

36. For the "Data migration from current system" cost line in the Tender Response Document: could DLR confirm what system(s) case data currently resides in, and an approximate volume of records/documents to be migrated?

- Keyhouse is the current system. Depending on the solution selected following completion of the procurement process, implementation may involve continuation, upgrade or reconfiguration of the current solution, or migration to a different solution.
- **The Database size is 23.36 GB**
Number of documents: 826,111 (approximately 1,100,000 including all versions)
Document store size: 342.95 GB (including all versions)

