

Clarifications P4941 CFT for Web applications maintenance, support & Development Services



Clarifications

Ref No.	Clarification Query	Teagasc Response
1	Could you please confirm whether the services under P4941: Web Applications Maintenance, Support and Development Services may be delivered remotely from the suppliers' premises, with on-site attendance only where required? If any regular onsite presence is expected, please confirm the anticipated locations, frequency and circumstances.	The Service can be delivered remotely, with on-site attendance only if required.
2	The TED notice says tenderers must bid for all lots; the CFT allows 1 to 3 lots. Which applies?	Suppliers may submit a tender for one lot, several lots, or all lots. Suppliers are not required to submit a tender for every lot. Each lot will be evaluated separately in accordance with the evaluation criteria set out in the tender documents.
3	Please confirm the estimated value per lot (TED shows €5.95M per lot; the CFT shows €1.25M / €2.5M / €2.2M).	The total estimated value for all 3 lots is €5.95m ex vat and the estimated breakdown across all 3 lots is as follows: Lot 1: €1.25m ex vat Lot 2: €2.5m ex vat Lot 3 €2.2m ex vat
4	Is tender validity 90 days (TED) or 12 months (CFT 2.10.3)?	Tender validity pricing is 12months, but it is expected that contracts will be awarded with 3 months at the latest.
5	Are the 20 take-on days working days, calendar days or days of effort? Can the take-on for different lots run in parallel? What is the expected start date for each lot?	20 take-on days are working days and not calendar days. Take-on for different lots should run in parallel. Take-on is anticipated to commence in early January on award of contract.
6	Are the incumbents contractually required to support the take-on, and to what extent?	Yes, the incumbent is contractually bound to complete a handover. They will give a technical handover of the applications and assistance to the new supplier in building and configuring the applications in their development environment.

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7	What is the current support arrangement and documentation status for NMP (Lot 2), given the contract expired in October 2026?	Support of NMP is as required on an ad hoc basis post October 2026. However, the current supplier is committed to giving a handover to a new supplier with all relevant documentation.
8	Can you provide the breakdown of incidents by severity, month and application, and the average resolution effort, for the last 2–3 years?	To be confirmed in a further update
9	Are PastureBase Europe and MoSt included in the fixed support price for Lot 3?	Yes
10	Which technology are the PastureBase mobile apps built with, and who owns the App Store / Google Play accounts?	The mobile apps are built on MAUI. The PBI Mobile API is .Net Core 3.1. PBI Notifications API is .Net 8.0. Teagasc ICT are owners of the App store/Google play accounts and give access to the developers.
11	Is the ArcGIS Maps SDK version 4.3 or 4.3x? Will Teagasc provide an ArcGIS development licence?	ArcGIS Maps SDK for JavaScript V4.30. ArcGIS Enterprise V11.3. Teagasc do not provide an ArcGIS development licence.
12	Are all dev environment licences (IronPDF, Mendelson AS2, SQL Server) at the supplier's cost?	IronPDF – licence is provided by Teagasc AS2 Mendelson – there is only a live environment for this component. Therefore, no development environment licence is required. SQL Server - The supplier must acquire their own licence to cover their development environment.
13	Are mandatory upgrades due to end of vendor support (.NET 8, Xamarin, app store SDK requirements) treated as support or as Change Requests?	Change Requests
14	How will application downtime be distinguished from infrastructure downtime in the 99percent availability KPI?	Downtime will only be apportioned to an application where the downtime results from a software fault within the application and all supporting hardware and network components are functioning as normal.
15	Does the Apr–Jun out-of-hours cover require paid standby or only on-request call-outs? Are	Out of hour rates are included in the cost evaluation. Teagasc will only require on request call outs. No standby rates will apply.

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	out-of-hours rates included in the cost evaluation?	
16	Will handover costs, out-of-hours rates and the notional project be included in the total evaluated cost? How will discounts and contingency be treated?	Costs will be assessed using the following sub-components: (i) Support and Maintenance Services Costs (ii) Take on costs (iii) Handover costs (iv) Support outside of normal business hours (v) Development services based on a notional project Less any discounts
17	Will test data be anonymised/pseudonymised by Teagasc?	Test data is not currently anonymised but may be a requirement in the future.
18	Please confirm the maximum retention percentage (clause 5F) and whether the liability cap refers to annual or total charges.	The maximum retention cap in clause 5F of the contract is 100% and refers to total charges.
19	May we use our own ITSM portal for Lots 1 and 3?	Yes
20	Do you have a planned project roadmap for 2027?	The roadmap plans for 2027 are not yet finalised and will to be subject to budget.
21	Could Teagasc share legible architecture diagrams and the list of existing documentation?	Please see separate attachment detailing the NMP architecture diagram. (<i>Filename: NMP Architecture diagram P4941 Lot2</i>) The take-on asset pack provided will contain the following: - Application Source Code - Database build scripts - Installation files and Instructions - Standard Operating Procedure document - Technical Design Document - Test Scripts (for some systems) - Defect and CR history (for NMP on JIRA)
22	Can development, support and maintenance be delivered remotely from Romania? Please specify any mandatory on-site attendance, location, frequency and response-time	The Service can be delivered remotely, with on-site attendance only if required. There is no mandatory on-site attendance requirement.

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	obligations, including access to Teagasc-hosted environments.	Support response time is detailed in Section "2.5.5.3 Response Times" of the P4941_Web_Applications_Requirements.pdf
23	Please confirm whether a tender must cover all three lots, or whether a submission for a subset of lots is admissible.	Please see response to Ref # 2 above
24	Please identify any mandatory organisation-level quality or information-security certifications (for example ISO 9001 or ISO 27001), the point at which they must be held, and whether equivalent evidence is accepted. How are such requirements applied to consortium members or subcontractors?	There are no mandatory organisation level quality or Information-security certifications required. Equivalent evidence is accepted. The same applies to consortium members and sub-contractors.
25	Please confirm the minimum financial and similar-contract/reference requirements, how these may be aggregated in a consortium or supported by another entity, and whether comparable private-sector projects for international clients qualify.	The minimum financial capacity and similar-contract/reference requirements are as specified in the tender documents, including the relevant eligibility and selection criteria. Reliance on the capacity of another entity, where permitted, must satisfy the applicable tender conditions, including any requirements to demonstrate the availability of the relevant financial resources, technical capability or experience. Comparable projects delivered for private-sector clients, including international clients, may be considered where they demonstrate relevant experience and satisfy the scope, complexity, scale and other requirements specified in the tender documents. Any such references will be assessed against the same applicable criteria. For each reference project submitted, tenderers must clearly identify the entity that carried out the work and specify whether the work was undertaken independently, as a member of a consortium or joint venture, or as a subcontractor to another entity. Where a reference relates to work undertaken as part of a consortium, joint venture or subcontracting arrangement, the tender submission should clearly describe

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		the role, scope of work and responsibilities of the entity whose experience is being relied upon. The information provided should enable the Contracting Authority to assess the relevance of the experience claimed against the applicable selection criteria. All reference projects will be assessed in accordance with the requirements and conditions set out in the tender documents. Tenderers are requested to ensure that their submissions clearly demonstrate compliance with all applicable minimum requirements and provide the supporting documentation specified in the tender documents.
26	CFT Appendix 5 clauses 5/6 Could you confirm whether Teagasc will agree that the Contractor's liability under the intellectual-property indemnity in clause 6(G) could be set to an agreed aggregate liability cap?	The Contracting Authority does not agree to the application of an aggregate liability cap to the Contractor's liability under the intellectual-property indemnity in Clause 6(G). The Contractor's obligations under this indemnity shall remain as set out in the tender documentation.
27	CFT 1.3; Requirements 2.1; Contract Notice 2.1.5 Please confirm if tenderers may submit for one, two or all three Lots, as stated in the CFT and Requirements. The Contract Notice wording states that tenders must be submitted for all Lots. If single lot submission are allowed, could you indicate if tenders submitted for multiple lots will received preferred scoring or if all lots are independently assessed?	Please see response to Ref # 2 above
28	Source: Requirements -2.2.2, -2.4.3 and -2.5.1; TRDs A.6.28 and B1.1.1 Please confirm the intended Effective Date and service commencement date for each lot, including whether the 20-day take-on must be completed before the incumbent contract expires and the date from which the incumbent will be available for knowledge transfer.	It is expected that contracts for each Lot will be signed in late Dec 2026 Take-on should be completed before the incumbent contract expires and in advance of the commencement of the new Support contract. The service commencement date for each lot is as follows: • Lot 1 – 1st February 2027 • Lot 2 – 1st February 2027 • Lot 3 - 1st April 2027

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29	Source: Requirements -2.5.1 and -2.5.8; TRDs B1.1.1–B1.1.3 Please confirm the take-on asset pack that Teagasc and the incumbent will provide, including source repositories and history, build and deployment pipelines, architecture and interface documentation, runbooks, environment and access inventories, test data, open defects and backlog, incident history, and current release baselines.	Please see response to Ref # 21 above
30	Source: Requirements -2.2.1, -2.4.1, -2.5.8 and -2.5.9; TRDs B2.5 Please provide or confirm the operational responsibility matrix between Teagasc, the managed hosting provider and the successful tenderer for operating-system and database patching, application patching, monitoring and alerting, backup frequency and restore testing, disaster recovery, certificates and secrets, network and firewall changes, deployment, and incident ownership.	Windows O/S patches are applied monthly by Teagasc Infrastructure as outlined in “2.5.5 Ongoing Maintenance and Support” in the tender requirements document. Application issues which relate to the implementation of Windows patching must be covered by the Support Service. Database and Application patching is conducted by Teagasc Infrastructure based on recommendations from Security scanning conducted by Teagasc ICT Security. All database and application patching is firstly agreed with the successful tenderer before they are applied. Servers are backed up nightly by Teagasc Infrastructure. SQL backup plans are managed by the successful tenderer. Restore of a SQL backup is conducted by the successful tenderer. Server backups are restored by Teagasc Infrastructure. Server monitoring and alerting is managed by Teagasc Infrastructure. Application-level monitoring is managed by the successful tenderer. Typically, application alerts are written to the Windows event manager, and notifications are sent from here. Certificates are created and copied to the relevant server by Teagasc Infrastructure.

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		Binding the Cert in IIS is done by the successful tenderer. All infrastructure and network changes are managed by Teagasc Infrastructure with prior agreement of the application business owners and the successful tenderer. Infrastructure and network issues are the responsibility of Teagasc Infrastructure. Application issues from OS level up are the responsibility of the successful tenderer.
31	Lot 1 Source: Requirements -2.5.2 and Appendices C–F; TRD B1.2.2 Please confirm the existing production, test and user-acceptance environments for each Lot 1 application. Where the appendices identify only a production or live instance, please confirm whether creating the missing non-production environment is included in take-on or annual support, or will be commissioned through a Change Request.	For each application in Lot 1 there are two environments only. i.e. Production and test. The support service must cover issues in both environments. Creating a new environment for an application is not included in annual support. The new supplier must create their own development environment, on their own infrastructure as part of the take-on.
32	Lot 1 Source: Requirements Appendices C and F; Requirements -2.5.3, -2.5.6 and -2.5.7 Please confirm whether remediation or replacement of the listed legacy components—including .NET Framework 4.5/4.7.2, .NET Core 3.1 and Xamarin 5/.NET Standard 2.0—is required within take-on or the fixed annual support charge, or will be separately prioritised and authorised through Change Requests.	Any remediation of legacy components will be managed through an agreed Change Request.
33	Lot 3 Source: Requirements Appendix G and -2.5.8; TRD B1.1 and B1.2	Refer to the diagram in Appendix H of the requirements document AS2 – provide a secure means to handle file transfers for 13 suppliers of milk data. Files

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Please provide the current Lot 3 integration register and available specifications, including API, AS2 and file-based interfaces; data owners and third-party contacts; direction, frequency and peak volumes; authentication and certificate ownership; test endpoints; monitoring; support boundaries; and known planned changes.	are transferred and processed daily by a scheduled batch process which stores the data in the PBI database. Each partner and Teagasc have a Security Cert. File transfer is 1 way for 12 suppliers, one supplier is 2-way. <u>REST API</u> – third-party providers provide Grass measurement data using a dedicated API. Teagasc infrastructure provide the security cert. <u>PBIMobileAPI</u> is a webservice.push notification service – interfaces with google api to send notifications to end users mobiles via the app. <u>Met Eireann Data</u> 1. weather forecast data imports the contents to the PBI database, via SFTP directly from Met Eireann. 2. historic rainfall data – A daily batch process reads data from three separate csv files hosted on a server in the main Teagasc domain and imports the contents to the PBI database. There are no Security certs on this transfer. <u>Copernicus Weather Data</u> - (weather forecast data). A batch process exists on PBI which connects daily to Copernicus API to retrieve weather data. Retrieved data is processed by a batch job which stores the data in the PBI database. There are currently no planned changes to any of the PBI Interfaces. Support for all interfaces should cover all import and data processing processes on PBI servers. Where an interface is unavailable, suppliers are expected to work with Teagasc Infrastructure and the third-party supplier to identify the root cause of the issue and implement a fix where required. If
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		resolution requires a fix on the third-party side or Teagasc infrastructure, the supplier must assist with resolution testing.
34	Lot 3 Source: Requirements -2.4.2; TRD B4.4 Please confirm the April–June out-of-hours support model: whether a scheduled on-call rota or continuously staffed cover is required; the activation and notice process; incident response and resolution targets outside Standard Support Hours; expected call-out frequency; and whether pricing may include a standby charge in addition to the published call-out rates.	Please see response to Ref # 15 above
35	Lot 3 Source: TRD B1.3.1, B1.3.4 and B4.3; Requirements -2.5.1 Please resolve the handover-duration discrepancy: B1.3.1 states that handover will not exceed 30 days of effort, while B1.3.4, B4.3 and the common requirements use a maximum of 15 days. Which duration should tenderers use for the handover plan and price?	B1.3.1 is incorrect it should read “The handover will not exceed 15 days of effort”. Tenderers should use 15 days effort as the maximum for the handover plan and price.
36	Source: Requirements - 2.5.5.5 Please confirm whether the maximum penalty of 10 per cent of annual support cost is an aggregate cap per lot and contract year, or a cap that applies separately to each qualifying incident.	A cap that applies separately to each incident up to a maximum of 10% of the annual support cost within the specific lot. Lots are not aggregated as a separate contract will be issued per lot.
37	Source: CFT Services Contract, clause 5F Please confirm the percentage that will complete the blank maximum aggregate Retention Amount in clause 5F, which currently states that the retention shall not at any time exceed “[number] per cent of the Charges”.	The maximum retention cap in clause 5F of the contract is 100% and refers to total charges.

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