

CLARIFICATION DOCUMENT

This clarification document contains answers to all the questions raised to-date

Contracting Authority:	Pobal
Competition:	0442 GIS Mapping Solution Framework Agreement
Procedure	Open
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Clarification Number:	5
Issue Date:	23rd October, 2026
This Clarification relates to:	Question Numbers 15 to 36
Information on Questions 1 to 36	

Question #1

Could you please clarify whether the delivery of the services under this contract requires on-site presence at the client's premises, or whether the services may be performed remotely from the contractor's premises

Answer #1

The delivery of services under this contract does not require a permanent on-site presence and may be undertaken remotely from the contractor's premises. However, from time to time, attendance at Pobal offices or other agreed locations in Ireland may be required for meetings, workshops, presentations, knowledge transfer, project governance, or other contract-related activities. Any such requirements will be agreed in advance with the successful contractor.

Question #2

Our company provides custom software, cloud engineering, data, API/integration and automation delivery. We recognise that the framework includes broader GIS-specific and compliance requirements, so rather than misrepresenting our position as a full prime, we are exploring whether specialist subcontracting/consortium delivery is permitted for elements such as cloud infrastructure, integrations, data workflows and application development.

Could you confirm whether subcontracting is permitted under this competition?

Answer #2

The contracting Authority welcomes participation from SMEs, specialist providers, consortia and subcontracting arrangements where these are structured in accordance with the requirements of the competition. The RFT expressly provides that tenderers may rely on the resources of other entities and may submit as a consortium/joint venture arrangement where

appropriate. Where a consortium/joint venture submits a tender, a single point of contact must be appointed with overall responsibility for delivery.

Tenderers should note that this competition is for a Single-Party Framework Agreement. Accordingly, Pobal will enter into a framework agreement with a single economic operator who will be contractually responsible for delivery of the requirements under the framework, whether using its own resources, consortium members, subcontractors or a combination thereof.

The scope of the framework includes support, development, maintenance and associated GIS services, including infrastructure, platform support, data management, integrations, analytics, governance and ongoing support. The successful contractor is expected to provide an end-to-end solution and demonstrate how all elements of the requirement will be delivered.

Therefore, if your organisation wishes to participate in areas such as cloud infrastructure, integrations, data workflows, automation or application development, this may be proposed as part of a consortium or subcontracting arrangement, provided the tender clearly identifies the proposed delivery model, the roles and responsibilities of all parties, and demonstrates how the overall framework requirements will be met by the lead tenderer.

As with all tender responses, the evaluation will be based solely on the published selection and award criteria and on the information provided in the submitted tender.

Question #3

I noticed in the 'Confirmation check' section of the TRD, it says 'I confirm that I have opted to provide a completed European Single Procurement Document in place of Selection Criteria / Art. 57'

Do we need to also submit a completed ESPD, or is it enough to complete Art. 57, p 6 onwards?

Answer #3

No, a completed ESPD is not required if you have completed the Selection Criteria / Article 57 declarations within the Tender Response Document.

The reference in the Confirmation Check section is intended for tenderers who choose to submit a completed ESPD instead of completing the Selection Criteria / Article 57 section of the TRD.

Therefore

- If you have completed the Selection Criteria / Article 57 declarations in the TRD (from page 6 onwards), you do not need to submit an ESPD.
- If you prefer to submit a completed ESPD, this may be provided as an alternative to completing the corresponding Selection Criteria / Article 57 section of the TRD.

Tenderers should ensure that all required exclusion grounds and selection criteria information is provided through one route or the other.

Question #4

Clarification on Azure Migration Requirements

The Scope of Requirements references "work to migrate the solution to the Cloud (Azure)". However, we have not identified a corresponding detailed requirement within the Technical Requirements section.

Could Pobal please clarify:

- a) whether Azure migration is expected to be delivered as a defined project during the initial contract period;
- b) whether bidders are expected to provide a migration roadmap and supporting capability for migration activities that may be progressed during the contract term; and
- c) whether Azure migration activities form part of the evaluated scope and pricing under this procurement, or are intended as future optional works?

Answer #4

- a) The defined migration requirement during the initial contract period relates to the migration of Pobal's existing hosted data to EU.
- b) Bidders must demonstrate ability to migrate data as part of the tender assessment.
- c) This is not an optional piece of work, and it is part of this scope of work

Question #5

Hosting, licensing and platform access

The RFT references both the current Pobal-hosted GIS environment and future cloud migration activities, while the pricing schedule also requests hosting costs. Could Pobal please clarify:

- a) Whether bidders should assume that the GIS platform, associated infrastructure and ArcGIS licensing will continue to be provided and managed by Pobal/Government infrastructure, with suppliers responsible only for support, maintenance and implementation services, or should bidders include costs for supplier-managed hosting and/or licensing within their pricing submission?

b) Whether supplier-hosted infrastructure is being considered as part of the future operating model, including any migration to Azure.

c) Whether framework suppliers will be provided with appropriate user/administrative access to Pobal's GIS systems and infrastructure to undertake support, maintenance and enhancement activities.

Answer #5

a) Pobal confirms that the GIS platform and associated infrastructure will continue to be provided and managed by Pobal and/or through existing Government infrastructure arrangements.

b) Supplier-hosted infrastructure is not currently envisaged as part of the operating model under this framework. The GIS platform and associated infrastructure will continue to be provided and managed by Pobal and/or through existing Government infrastructure arrangements.

c) Pobal confirms that appropriate user and/or administrative access to its GIS systems and infrastructure will be provided to framework suppliers where required for the delivery of support, maintenance and enhancement activities.

Question #6

Size of existing GIS estate

In order to estimate future workload, could a summary of the current GIS estate be provided, including ArcGIS Enterprise deployments, ArcGIS Online usage, applications, integrations, user numbers and key datasets that are expected to be supported under the framework?

Answer #6

Pobal's current GIS estate comprises an ArcGIS Enterprise Standard environment, including a separate staging environment, together with ArcGIS Online. The current ArcGIS Online subscription includes three Creator users and one Professional user. These figures relate specifically to licensed ArcGIS Online users and should not be interpreted as the total number of users accessing Pobal's GIS applications and services

The GIS estate supports Pobal Maps (which contains 30 Hosted Feature Services, 1 Dashobard, 1 Storymap 1 Hub Site, 5 Web Maps) and associated GIS applications and services. The current architecture includes a Pobal Maps database, data services, ArcGIS Enterprise, Experience Builder applications, Esri Dashboards and Esri Web Maps. The environment also makes use of Esri World Geocoding and third-party mapping services. Key datasets currently supported include the Pobal HP Deprivation Index, Census and associated demographic data, administrative and programme-related spatial datasets, and administrative boundary/geographic datasets.

For indicative purposes, Pobal currently consumes approximately 12,000 ArcGIS Online service credits annually. Actual usage may vary depending on operational requirements.

The above provides an indicative overview of the current GIS estate for tendering purposes. The applications, datasets, services and associated usage may evolve over the lifetime of the framework.

Question #7

Termination and refund of prepaid software charges

Clause 3.5 of the Framework provides that, on termination, prepaid fees relating to Services to be provided after termination are to be refunded. Please confirm that this obligation will not apply to software licences, subscriptions, maintenance or other third-party charges which are non-cancellable or non-refundable, or which have already been purchased, committed or paid for by the Service Provider for the relevant licence or subscription period.

Answer #7

Pobal does not propose to amend Clause 3.5 of the Framework Agreement. Tenderers should submit their tenders and pricing on the basis of the terms set out in the published Framework Agreement.

The treatment of fees on termination will therefore remain as set out in Clause 3.5. Tenderers should ensure that any third-party licensing, subscription, maintenance or other arrangements proposed as part of their solution are compatible with the contractual requirements of the Framework Agreement.

Question #8

Service Provider's Systems / third-party systems

The definition of "Service Provider's Systems" in the Framework includes software and infrastructure used by or for the Service Provider in connection with the Services. As certain software and associated systems used in delivering the Services may be proprietary to, operated by or under the control of third-party licensors/providers rather than the Service Provider, please confirm that "Service Provider's Systems" is limited to systems owned, operated or controlled by the Service Provider and does not include systems, software or infrastructure owned, operated or controlled by a third-party licensor or provider.

Answer #8

Pobal confirms that the definition of "Service Provider's Systems" does not imply ownership by the Service Provider of third-party proprietary software, systems or infrastructure. The Framework Agreement separately recognises Third Party Products, Third Party Providers and Background Intellectual Property owned or licensed by third parties.

However, Pobal does not propose to amend the definition of "Service Provider's Systems". Where third-party systems, software or infrastructure are used by or for the Service Provider in connection with the Services, the Service Provider remains responsible for ensuring that

its use of those third-party products or services enables it to comply with its obligations under the Framework Agreement.

Question #9

Esri software licensing terms

Please confirm that any proprietary Esri software supplied under the Framework will be licensed under the applicable Esri software licence terms, which shall solely and exclusively govern the licensing and use of that software.

Answer #9

Pobal confirms that proprietary Esri software supplied or made available in connection with the Framework will remain subject to the applicable Esri software licence terms governing the licensing and permitted use of that proprietary software. The Framework Agreement does not transfer ownership of third-party proprietary software or intellectual property to Pobal.

However, Pobal cannot confirm that third-party licence terms will solely and exclusively govern all matters relating to the provision of the Services. The requirements and obligations of the RFT and Framework Agreement will continue to apply to the Service Provider's delivery of the Services under the Framework

Question #10

IP infringement – clause 7.8

Clause 7.8 of the Framework applies where any of the Services “infringes or is likely to infringe” a third party's Intellectual Property Rights. The concept of being “likely to infringe” is uncertain and could require the Service Provider to take remedial action in the absence of any actual infringement. Please confirm that the words “or is likely to infringe” can be deleted.

Answer #10

Pobal does not propose to delete this provision. The intention of Clause 7.8 is to enable appropriate remedial action to be taken where there is an identified or reasonably anticipated third-party intellectual property infringement issue, rather than requiring Pobal to wait until an infringement has been finally determined.

The provision does not alter the ownership of any third-party proprietary intellectual property or software. Where an issue arises, the remedies available under Clause 7.8 remain as set out in the Framework Agreement.

Question #11

Liability

Clause 11.1 of the Framework provides for a general liability cap of 250 percent of the total cumulative value of the Agreement and excludes liabilities under clauses 4.6, 6, 7.6, 13 and

19.2 from that cap. Please confirm that the Service Provider's aggregate liability may instead be limited to 150 percent of the applicable annual charges payable under the Agreement, with liability under clause 13 (Data Protection) subject to a separate aggregate cap of €500,000, save for liabilities which cannot lawfully be limited or excluded.

Answer #11

Pobal has considered the clarification request and does not propose to amend the liability provisions set out in Clause 11.1 of the Framework Agreement.

Tenderers should therefore submit their tenders on the basis of the liability provisions, caps and exclusions set out in the published Framework Agreement.

Question #12

EEA data processing / existing ArcGIS Online environment

The RFT requires all processing, storage and access to personal data to occur within the EEA. We understand that Pobal's existing ArcGIS Online environment is currently hosted in the USA and that migration to an EU-hosted environment may form part of the proposed solution. Please confirm that the EEA processing, storage and access requirement will apply to the solution following completion of any agreed migration and will not prevent the successful Tenderer from providing transitional/migration services in respect of Pobal's existing environment.

Answer #12

Pobal confirms that the requirement that all processing, storage and access to personal data by the successful tenderer must occur within the EEA remains applicable.

As confirmed in the response to Question #4, migration of Pobal's existing hosted data to the EU is a defined requirement within the scope of the initial contract, and bidders must demonstrate their ability to undertake this migration.

The requirement does not prevent the successful Tenderer from undertaking the necessary transitional and migration activities in respect of Pobal's existing environment. However, any processing of, storage of, or access to personal data by the successful Tenderer in carrying out those activities must comply with the EEA requirements set out in the RFT.

Question #13

Pricing Schedule / annual rate changes

Given that the Framework may operate for a maximum period of four years, please confirm whether the rates and prices entered in the Pricing Schedule are required to remain fixed for the full Framework term or whether different rates/prices may apply in Years 1, 2, 3 and 4. If annual variations are permitted, please confirm how these should be presented in the Pricing Schedule, given the requirement not to amend the tender templates.

Answer #13

Pobal confirms that Tenderers may provide separate rates and prices for Years 1, 2, 3 and 4 of the Framework Agreement where they anticipate changes in pricing over the duration of the Framework. The rates and prices submitted for each year will be the maximum rates and prices applicable for that respective year.

For the purposes of this clarification, the Pricing Schedule contained in the TRD is supplemented by the table below. Tenderers should complete the table below for Years 1, 2, 3 and 4 and include the completed table with their Tender Response Document. No other amendments should be made to the Pricing Schedule or TRD.

For evaluation purposes only, the Total Evaluated Cost will be calculated over the full four-year Framework period as follows:

- the total of all annual costs in Table 1 for Years 1, 2, 3 and 4; plus
- the total cost of one day for each role/position listed in Table 2 for each of Years 1, 2, 3 and 4.

The quantities used for the evaluation of the professional services day rates are for evaluation purposes only and do not represent a commitment or guarantee by Pobal to purchase any particular number of days or volume of services under the Framework.

For the avoidance of doubt, the pricing instructions set out in this clarification take precedence over the corresponding pricing instructions in the TRD to the extent of any inconsistency.

TABLE 1	Year 1 € Price Excl. VAT	Year 2 € Price Excl. VAT	Year 3 € Price Excl. VAT	Year 4 € Price Excl. VAT	Note
Desktop GIS Software & Extensions	€	€	€	€	Required GIS software subscriptions and licences (including any associated extensions e.g Spatial Analyst etc)
ArcGIS Online	€	€	€	€	User types, credits and associated subscriptions
ArcGIS Enterprise	€	€	€	€	Enterprise software, maintenance and associated components
Hosting	€	€	€	€	Hosting and infrastructure costs, where applicable

Support and Maintenance	€	€	€	€	Software assurance, upgrades, patches, routine maintenance, configuration assistance and ongoing technical/application support
TABLE 2	Professional Services Daily Rates (7.5h/day) Year 1	Professional Services Daily Rates (7.5h/day) Year 2	Professional Services Daily Rates (7.5h/day) Year 3	Professional Services Daily Rates (7.5h/day) Year 4	
Contract Manager / Account Manager	€	€	€	€	Daily rate (7.5h/day)
Project Manager	€	€	€	€	Daily rate (7.5h/day)
GIS Solution Architect	€	€	€	€	Daily rate (7.5h/day)
Business Analyst	€	€	€	€	Daily rate (7.5h/day)
GIS Developer	€	€	€	€	Daily rate (7.5h/day)
SQL Database Admin	€	€	€	€	Daily rate (7.5h/day)
Infrastructure / Cloud Services Architect	€	€	€	€	Daily rate (7.5h/day)
Test Analysts	€	€	€	€	Daily rate (7.5h/day)

Question #14

Could we kindly request an extension on the bid deadline and queries deadline due to the breadth of services requested, approvals and governance required to review the tender

Answer #14

The Contracting Authority has considered the request. In order to maintain the overall procurement timetable, the tender submission deadline and clarification deadline will not be extended. The published deadlines remain unchanged.

Question #15

Section 4.2 of the specification document references identifying in “Section A of the TRD” relevant 3rd Parties. Section A currently provides Instruction for completion information.

Should the reference be instead Section B: A2b and A2c and can you confirm that section B:B2 is not required to be completed for all entities such as sub-contractors?

Section B

Answer #15

Pobal confirms that the reference in Section 4.2 of the RFT to “Section A of the TRD” should instead refer to Section B of the TRD, specifically A2b and A2c, as applicable.

Section B:B2 is not required to be completed for every subcontractor or other third party. It is required where the Tenderer is relying on the capacity or resources of another entity to satisfy the applicable selection criteria.

Tenderers should identify consortium members, subcontractors and other third parties in the relevant sections of the TRD where applicable.

Question #16

Section 3.1.2 references "Enterprise Geodatabase". Can Pobal please confirm

- (i) The number of enterprise geodatabases in each environment (UAT/Production)
- (ii) The current version (e.g 3.3.0 - 11.3.0.52636) of each enterprise geodatabase, in each environment (UAT/Production)

Answer #16

- (i) Pobal currently has one Enterprise Geodatabase in the UAT environment and one Enterprise Geodatabase in the Production environment.
- (ii) Enterprise Geodatabase Version 10.0

Question #17

Section 4.4.a 'Personal Skills' Point 6 'SQL Database Admin' states that contractors "Must have experience in manipulation of data within geodatabase using stored procedures, T-SQL and .NET services". This is repeated in Section 5 Criterion F. The wording indicates that Pobal may be currently making use of customisation extending the off-the-shelf arcgis geodatabase functionality. Can Pobal please provide details of any custom geodatabase functionality that has been implemented through stored procedures, T-SQL and .NET services which must be supported, maintained, updated, and/or replaced within the scope of the contract.

Answer #17

The requirement referenced relates primarily to the technical capability and experience expected of the successful tenderer, rather than indicating that Pobal currently operates custom geodatabase functionality developed through stored procedures, T-SQL or .NET services.

Question #18

Section 3.1.1 'Maps Framework Specification' describes "a live transfer of specifiable data from Enterprise CRMS (Dynamics 365) stored on two different platforms." Can Pobal please confirm:

- (i) Does an integration currently exist between Dynamics 365 and ArcGIS Enterprise/Online?
- (ii) If so, does support for the current integration fall to the successful candidate?
- (iii) If so, can Pobal please provide a detailed description of the people, process, and technologies involved in the current integration?

Answer #18

- (i) Pobal confirms that there is currently no integration between Dynamics 365 and ArcGIS Enterprise or ArcGIS Online.
- (ii) N/A
- (iii) There is no direct Dynamics 365/ArcGIS integration. Relevant data is extracted using a SQL-based process and processed through FME, with the FME workflows currently supported by contracted resources.

Question #19

Are there any other integrations Pobal mapping components which have not been detailed within Section 3 whose support will fall to the successful candidate, and if so can Pobal share a description of the people, process, and technologies involved in the current integration?

Answer #19

Pobal confirms that there are no additional existing integrations involving Pobal's mapping components, beyond those described in Section 3, that the successful tenderer will be expected to support at framework commencement.

Question #20

Section 3.1.1 'Map Framework Specification' states "we incorporate AI-enabled techniques within the ArcGIS platform." Can Pobal please provide details of any existing AI-enabled processes, or workflows which are used in a production context and/or will fall within the scope of support for the framework agreement.

Answer #20

This is a future capability requirement. Pobal does not currently require bidders to support an existing AI-enabled GIS solution. The requirement is intended to ensure that the successful tenderer can advise on and incorporate appropriate AI-enabled techniques within the ArcGIS platform should a suitable requirement arise during the framework.

Question #21

Section 3.1.2 states that Windows Server 2019 is used across UAT and Production environments. Can Pobal confirm whether their implementation of the Windows 2019 operating system support in-place upgrades?

Answer #21

Pobal servers are patched monthly to the latest available levels. Pobal does not recommend in-place upgrades; instead, servers and applications are fully rebuilt.

Operating system lifecycle management, including the approach to operating system upgrades, is managed by Pobal ICT. The successful framework supplier will not be responsible for the underlying operating system upgrade but will be expected to support and coordinate any GIS application/platform activities required in conjunction with infrastructure changes.

Question #22

Section 3.1.2 'Current Technical Setup' states that "solution primarily utilises ESRI Experience Builder applications". Section 3.1.9 'Existing Pobal Maps Solution' depicts Experience Builder on both Application Server 1 (on-premises but outside of ArcGIS Enterprise) as well as on Application Server 2 (within ArcGIS Enterprise). Can Pobal please confirm:

- (i) How does 'Experience Builder' (B1 ii) differ from 'Esri Experience Builder' (B3)?
- (ii) Does the Pobal make use ArcGIS Experience Builder Developer Edition and, if so, what version is in use

Answer #22

- (i) Pobal confirms that there is no distinction between the references to "Experience Builder" in B1 ii and "Esri Experience Builder" in B3. Both refer to Esri Experience Builder. The difference in terminology is presentational only.
- (ii) Pobal's current GIS application platform is based primarily on ArcGIS Enterprise and ArcGIS Experience Builder. The previous solution utilised Web App Builder Developer Edition; however, this is not representative of the current application architecture. Development requirements within the framework relate to the capability to support and enhance the existing ArcGIS platform and to develop or integrate additional functionality where required to meet future requirements.

Question #23

Within Section 3.1.9 the architecture diagrams for UAT and Production depict an on-premises virtual machine hosting ArcGIS Enterprise 11.3.

- (i) Is this machine "Application Server 2" depicted in the first diagram in the section?
- (ii) ArcGIS Web Adaptors for Portal for ArcGIS and ArcGIS Server are depicted as outside of this machine. Can Pobal confirm where these are installed?
- (iii) Entra ID is shown as the Identity Provider (IdP). Can Pobal please confirm whether SAML or OIDC authentication is in use?

(iv) Does ArcGIS Online use the same IdP and authentication protocol as ArcGIS Enterprise?

(v) Do Pobal make use of a Web Application Firewall (WAF) or similar to protect ArcGIS Enterprise from network traffic originating from outside the Pobal network? If so, what technologies are used?

Answer #23

(i) Yes. The components labelled “A” and “B” in the architecture diagram represent the virtual machines referenced in the diagram. “Application Server 2” corresponds to the virtual machine hosting the ArcGIS Enterprise 11.3 components, as depicted in the accompanying graphic.

(ii) The ArcGIS Web Adaptors are hosted on the application server VM within each environment.

In Production this is arcgisapp01, and in UAT this is arcgisuatapp01. The Web Adaptors provide the web-facing endpoints for Portal for ArcGIS and ArcGIS Server.

(iii) SAML

(iv) Yes

(v) Yes. Pobal currently uses a FortiWeb Web Application Firewall (WAF) to provide protection for ArcGIS Enterprise against network traffic originating from outside the Pobal network.

Question #24

Section 3.1.9 B2 states "All updates to Pobal Maps site are done manually as and when required. The exception to this is 'Childcare Facilities' which is updated via an FME workspace as it requires regular updates. Pobal run SQL scripts to get generate lists for updates to feature layers." Can Pobal confirm:

(i) whether responsibility for updates to Pobal Maps site will be the responsibility of Pobal or the successful candidate?

(ii) Will the successful candidate be responsible for supporting and maintaining the FME workspace or SQL scripts used? If so, can details of the process and refresh cadence be provided?

Answer #24

- (i) The successful tenderer will be responsible for supporting the implementation and maintenance of automated GIS data flows and updates required under the Framework, working with Pobal GIS and ICT as appropriate. Pobal will continue to manage its underlying source data and internal systems.
- (ii) The successful tenderer and Pobal will work collaboratively in supporting and maintaining the relevant FME workflows/automations. The current refresh cadence for the Childcare Facilities workflow is approximately 30 days. The intention is to improve the frequency through automation where appropriate.

Question #25

Section 3.1.3 point 2 states "Work to migrate solution to the Cloud ie Azure." Can Pobal please confirm:

- (i) Is this migration is part of an organisation wide Cloud Adoption Strategy and if so what timeframes are anticipated?
- (ii) Have Pobal decided whether the target environment will be self-hosted, or whether options for a managed service or Software-as-a-Service (SaaS) would be considered.
- (iii) Have Pobal selected Azure as their target cloud provider?

Answer #25

- (i) No. The proposed migration is intended primarily to support Pobal's data residency requirements.
- (ii) Pobal's preference is to retain a self-hosted ArcGIS Enterprise environment, complemented by ArcGIS Online for web applications, collaboration and external sharing. As previously confirmed, supplier-hosted infrastructure is not currently envisaged as part of the operating model under this Framework.
- (iii) The reference to Azure reflects Pobal's anticipated approach to cloud migration. The successful tenderer will be required to work with Pobal to support the agreed target cloud environment while meeting Pobal's requirements regarding EU data residency, security, performance and compatibility with the existing GIS environment.

Question #26

Section 3.1.3 point 4 states "The solution shall support the creation of automated workflows to transform, validate and publish this data for use within the ArcGIS platform including FME or equivalent data integration technologies where appropriate". Can Pobal please confirm their current FME licensing?

Answer #26

Pobal does not currently maintain its own FME licensing. Any FME functionality used in support of the current solution is provided through Pobal's existing GIS contractor. The reference to FME in Section 3.1.3 is intended to describe the required data integration capability and does not prescribe FME as the only acceptable technology.

Question #27

Section 3.1.3 point 5 states "The Contractor shall support the integration of Pobal's Eircode dataset with ArcGIS Desktop and necessary GIS environments". Can Pobal please confirm:

- (i) Do Pobal make use of ArcGIS Desktop (retired 01 March 2026) or in this context are Pobal referring to ArcGIS Pro?
- (ii) What version of ArcGIS Desktop and/or ArcGIS Pro is used within Pobal
- (iii) What is the format of the Eircode dataset to be integrated with, and how frequently does this dataset refresh?

Answer #27

- (i) In this context, the reference to ArcGIS Desktop should be understood as referring to ArcGIS Pro. Pobal currently uses ArcGIS Pro as its desktop GIS application.
- (ii) Pobal currently uses ArcGIS Pro version 3.7.0.
- (iii) The existing Eircode dataset is held in Pobal's SQL database. (Eircode Updates are Quarterly). The successful tenderer will be required to support its integration with ArcGIS Pro and the configuration/maintenance of an appropriate Eircode-based geocoding/location service.

Question #28

Section 3.1.3 point 7 states "The solution shall comply with the EU Web Accessibility Directive, WCAG 2.1 AA and EN 301 549." Web Accessibility Directive Article 1(4)(d) excludes online maps and mapping services from the mandatory digital accessibility requirements, provided that essential information is given in an accessible digital alternative for maps meant for navigation. Can Pobal please confirm:

- (i) Has the current Pobal Mapping Solutions achieved compliance with the EU Web Accessibility Directive, WCAG 2.1 AA and EN 301 549 or does this requirement represent an advancement in accessibility beyond that provided by the present solution?
- (ii) What assessable digital alternatives are currently created and maintained as part of the current solution, what is the creation and update procedure associated with these, and is this managed by Pobal staff or will responsibility lie with the successful candidate?

Answer #28

(i) Pobal has not formally assessed the current Pobal Mapping Solution as compliant with the EU Web Accessibility Directive, WCAG 2.1 AA and EN 301 549. The accessibility requirements set out in the RFT are intended to strengthen and formalise accessibility within the solution going forward. The successful tenderer will be expected to support Pobal in meeting these requirements as part of the services delivered under the Framework.

(ii) Pobal does not currently maintain a defined suite of accessible digital alternatives for all mapping applications and spatial content. The accessibility requirements set out in the RFT, including the provision of appropriate non-visual and accessible alternatives to spatial information, represent an enhancement to the current solution.

The successful candidate will be expected to provide advice and technical support in the design, development and maintenance of these accessible alternatives, working with Pobal staff who will continue to manage and maintain GIS content and data as appropriate.

Question #29

Section 3.1.5 'Technical Solution Capability Requirements' 1(c) states that the contractor must be capable of "Design and development of bespoke GIS functionality for spatial analysis and spatial querying". Can Pobal please describe any bespoke GIS functionality

present within the current solution, and confirm whether the successful candidate will be responsible for supporting these bespoke components.

Answer #29

Pobal is not currently identifying a material estate of bespoke GIS application components requiring ongoing support by the successful tenderer at framework commencement.

The current Pobal Maps solution primarily utilises standard Esri ArcGIS platform functionality, including configured ArcGIS Experience Builder applications, dashboards, web maps, hosted services and associated spatial analysis and query functionality. Pobal also develops and configures GIS applications and dashboards internally using standard ArcGIS capabilities.

The reference to bespoke GIS functionality in Section 3.1.5 is primarily a capability requirement for the framework. It is intended to ensure that the successful tenderer has the capability to design and develop additional or customised GIS functionality for spatial analysis and spatial querying where requirements cannot be met through standard ArcGIS functionality.

Where bespoke functionality is developed or introduced under the framework, the successful tenderer may be required to support and maintain those components as part of the relevant drawdown requirements.

Question #30

Section 3.1.5 'Technical Solution Capability Requirements' 2(l) states that the contractor must be capable of "System monitoring, troubleshooting, performance tuning and operational support". Can Pobal confirm:

- (i) Is it envisioned that Pobal GIS staff will provide first line support for the solution with the successful candidate acting as a point of escalation, or whether all troubleshooting will automatically be passed to the successful candidate?
- (ii) How many support tickets, or similar, were raised for the current mapping framework supplier over the past 12 months.
- (iii) What system monitoring tooling is in place at present?

Answer #30

- (i) Pobal GIS and ICT will continue to monitor the relevant internal systems and infrastructure. The successful tenderer will be expected to monitor and support the GIS application and platform components within its remit and to work with Pobal GIS and ICT to troubleshoot and resolve issues.

Pobal will provide initial internal triage where appropriate, with issues requiring specialist GIS application or platform support referred to the successful tenderer.

- (ii) Approximately 25 support tickets or similar support requests were raised with the current mapping framework supplier during the past 12 months.
- (iii) Pobal ICT uses LogicMonitor, a managed monitoring system, to monitor system including area like performance and capacity.

Question #31

Section 3.1.5 'Technical Solution Capability Requirements' 4(e) states that the contractor must be capable of "Performance and Penetration Testing". Commonly Penetration testing is conducted by an independent third-party. Can Pobal please confirm the scope of support for Penetration testing activities envisioned for the successful candidate?

Answer #31

Pobal expects the successful contractor to arrange penetration testing of the solution by an independent third party. The contractor will be responsible for coordinating and supporting the testing and remediating any vulnerabilities identified.

Question #32

Section 3.1.6 'Technical Solution Capability Requirements' 6 'Infrastructure Support and Management' lists a series of activities which are likely to have some overlap with Pobal ICT teams. Can Pobal please clearly define the boundary between internal ICT and the successful candidate when it comes to Infrastructure Support and Maintenance including, but not limited to, Operating Systems patching, management of group policies, infrastructure tier backup and recovery.

Answer #32

Pobal currently follows a controlled patching process for its GIS environments, and this process is expected to continue under the framework.

- The supplier is provided with the necessary authorised access to the relevant GIS servers for the agreed patching window.
- Pobal ICT takes a snapshot of the relevant application server immediately prior to patching, in accordance with Pobal's ICT processes. SQL Server snapshots are not part of the current process.

The framework supplier will be expected to work with Pobal GIS and ICT in accordance with this process, including coordinating patching windows, confirming readiness to proceed, applying patches and notifying Pobal when technical activities have been completed.

Accordingly, bidders should not assume responsibility for the routine management or maintenance of Pobal's underlying ICT infrastructure. The successful supplier's responsibility will primarily relate to the GIS application/platform layer, while working collaboratively with Pobal ICT where infrastructure-level activities are required to support GIS maintenance, upgrades or changes.

Question #33

Scope of licensing and hosting lines in the Pricing Schedule (Form of Tender, Criterion A)

Answer #5 (Clarification No. 3) confirms that the GIS platform and associated infrastructure will continue to be provided and managed by Pobal and/or existing Government infrastructure arrangements. It does not address the supply of ArcGIS software licences, subscriptions and credits, which were also part of Question #5(a).

(i) The Pricing Schedule includes the annual lines "Desktop GIS Software and Extensions", "ArcGIS Online", "ArcGIS Enterprise" and "Hosting", and Schedule 3 of the Framework Agreement refers to "Software licencing and Patching" and "Provision of usage Tokens". To ensure all tenders are priced on the same basis for the Total Evaluated Cost, could Pobal please confirm, for each line below, whether tenderers must

(A) price the line, with the supplier procuring and supplying the item to Pobal for the framework duration, or

(B) enter €0 because the item will be procured directly by Pobal and is outside the scope of the framework:

1. Desktop GIS Software and Extensions – (A) or (B)?
2. ArcGIS Online (user types, credits and associated subscriptions) – (A) or (B)?
3. ArcGIS Enterprise (software, maintenance and associated components) – (A) or (B)?
4. Hosting – (A) or (B)?

(ii) Where the answer is (A), could Pobal please also confirm the quantities on which the line must be priced, so that tenders are directly comparable? In particular:

- For ArcGIS Online, should tenderers price 3 Creator user types, 1 Professional user type and 12,000 service credits per year, as stated in Answer #6? If not, what quantities should be used?

- For ArcGIS Enterprise, which edition, number of cores, and environments (Production and Staging/UAT) should be priced?

- For Desktop GIS Software and Extensions, how many licences should be priced, of which type, and with which extensions?

Finally, could Pobal confirm that entering €0 on any line identified as (B) will not be treated as a qualification or variation of the Pricing Schedule under paragraph (a) of the Form of Tender?

Answer #33

(i)

1. Desktop GIS Software and Extensions – (A)
2. ArcGIS Online (user types, credits and associated subscriptions) – (A)
3. ArcGIS Enterprise (software, maintenance and associated components) – (A)
4. Hosting – (B)

Tenderers should enter €0. As previously clarified, the GIS platform and associated infrastructure will continue to be provided and managed by Pobal and/or through existing Government infrastructure arrangements

(ii)

-For ArcGIS Online, should tenderers price 3 Creator user types, 1 Professional user type and 12,000 service credits per year, as stated in Answer #6? If not, what quantities should be used?

Tenderers should price on the basis of the current requirement of 3 Creator users, 1 Professional user and a block of 12,000 service credits per annum. These quantities are provided for tender pricing and evaluation purposes. Actual usage may vary over the lifetime of the Framework.

-For ArcGIS Enterprise, which edition, number of cores, and environments (Production and Staging/UAT) should be priced?

For pricing and evaluation purposes, Tenderers should price ArcGIS Enterprise 11.3 Standard on the basis of up to 4 cores in Production and up to 4 cores in the Staging/UAT environment.

-For Desktop GIS Software and Extensions, how many licences should be priced, of which type, and with which extensions?

For pricing and evaluation purposes, Tenderers should price one additional ArcGIS Pro licence per annum. No additional extensions should be included in the evaluated price unless expressly identified by Pobal.

-Finally, could Pobal confirm that entering €0 on any line identified as (B) will not be treated as a qualification or variation of the Pricing Schedule under paragraph (a) of the Form of Tender?

Entering €0 for Hosting, in accordance with this clarification, will not be treated as a qualification or variation of the Pricing Schedule.

Question #34

Third Party Products

Further to the response to published clarification Question 8, we note that the Framework defines “Third Party Product”, “Third Party Product Maintenance Services” and “Third Party Provider”, but does not appear to contain substantive provisions governing the licensing and use of Third Party Products. Please confirm that, where a Third Party Product is supplied or made available under the Framework, the customer’s rights to access and use that Third Party Product will be governed by the applicable licence terms of the relevant Third Party Provider, and that nothing in the Framework, including clause 7.1, grants any additional or inconsistent rights in respect of such Third Party Product.

Answer #34

Pobal confirms that, where a Third Party Product is supplied or made available under the Framework, the rights to access and use that Third Party Product will be subject to the applicable licence terms of the relevant Third Party Provider.

For the avoidance of doubt, nothing in Clause 7.1 is intended to transfer ownership of, or grant Pobal rights in, third-party proprietary software or intellectual property beyond those rights available under the applicable third-party licence terms.

The Framework Agreement will continue to govern the Service Provider's obligations in relation to the provision and delivery of the Services under the Framework.

Question #35

Esri software licence terms

Further to the response to clarification Question 9, we agree that the Framework Agreement will continue to govern the Services provided by the Service Provider. However, our clarification relates specifically to the licensing and use of proprietary Esri software licensed by Esri Inc., rather than the Services provided by a Service Provider (e.g. Professional Services for the migration activities and so on). Please confirm that the applicable Esri licence terms will solely and exclusively govern the licensing and use of proprietary Esri software, and that the Framework Agreement will govern the separate Services provided by the Service Provider.

Answer #35

Pobal confirms that the applicable Esri licence terms will govern the licensing and permitted use of proprietary Esri software licensed by Esri.

The Framework Agreement will govern the separate Services provided by the Service Provider, including professional, implementation, migration, support, maintenance and other services delivered under the Framework.

For the avoidance of doubt, nothing in the Framework Agreement is intended to grant Pobal ownership of, or additional rights to use, proprietary Esri software beyond those available under the applicable Esri licence terms.

Question #36

EU migration – pricing

Further to the responses to Questions 4 and 12, Pobal has confirmed that migration of the existing hosted data to the EU is a defined requirement within the initial contract and is not optional work. Please confirm where Tenderers should include the costs associated with carrying out this migration within the Pricing Schedule, or whether those activities will instead be charged using the applicable professional services rates in Table 2.

Answer #36

Pobal confirms that the professional services associated with the migration of Pobal's existing hosted data to the EU should be charged using the applicable professional services daily rates submitted in Table 2.

Tenderers are not required to include a separate fixed migration cost in Table 1. The migration remains a defined requirement within the scope of the initial contract and is not optional work.