Ag Rialáil Gairmithe Sláinte agus Cúraim Shóisialaigh
Regulating Health + Social Care Professionals

# Registrant Management System

## Tender clarifications: release 2

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| **Competition** | Registrant Management System |
| **eTenders reference** | CORU/RMS/2026/01 |
| **Release number** | 2 (replaces release 1) |
| **Contents** | Notice on the ESPD (CN01), and clarifications CQ01 to CQ07. CQ07 is new in this release; all other content is unchanged from release 1. |
| **Date of release** | 12/11/2026 |

### Notice to Tenderers: European Single Procurement Document (ESPD)

The Contracting Authority wishes to advise Tenderers that a European Single Procurement Document (ESPD) can be created through the EO Management functionality on the eTenders platform (www.etenders.gov.ie).

Tenderers may therefore generate and complete their ESPD electronically through eTenders if they prefer.

Notwithstanding the above, the Contracting Authority has attached an editable version of the ESPD to this clarification. Tenderers may complete this document and submit it as part of their tender response instead of the version generated on eTenders.

Whichever format is used, Tenderers are reminded that the ESPD must be fully completed and submitted with their tender by the tender submission deadline, as set out in the Request for Tenders (RFT) documentation.

All other terms and conditions of the RFT remain unchanged.

*The editable ESPD was published with release 1 and is available with the tender documents on eTenders.*

### Clarifications

The Contracting Authority has received the clarification requests below. Requests are published without identifying the tenderer who raised them, and every response applies to all tenderers. Tenderers should read these responses together with the tender documents and all other clarification releases.

| Ref | Document and section | Clarification request | CORU response |
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| **CQ01** | Request for Tenders, Appendix 2 | Can you confirm whether tenderers have to complete and submit Appendix 2 with their tender? | No. Tenderers are not required to submit Appendix 2 (Declaration as to Personal Circumstances) with their Tender. Tenderers declare the absence of exclusion grounds in the ESPD (section 7.1.1(b) of the RFT). Under section 7.1.3(a), the Contracting Authority may ask a Tenderer at any stage of the Competition to submit a sworn Declaration in the form set out in Appendix 2. |

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| **CQ02** | Tender Response Document: Selection Criteria, quality management | The template has no response section for the quality management criterion, and states that a copy of valid certification must be provided to the Contracting Authority on request, yet the criterion is pass or fail. What is required? Do tenderers need to upload the certification? | No. Evidence for the quality management criterion is not required with the Tender (section 7.2.3(b) of the RFT), and no entry is required in the TRD-SC for it. Tenderers declare in the ESPD that they meet the criterion. Before award, the Contracting Authority will ask the successful Tenderer for a copy of its valid ISO 9001:2015 certification (or an equivalent certified standard) or, where it relies on a documented quality management system, a detailed description of that system. Under section 7.1.3(c), the Contracting Authority may ask any Tenderer for this evidence at any stage of the Competition. |
| **CQ03** | Tender Response Document: Selection Criteria, information security | The template has no response section for the information security criterion, and states that a copy of valid certification must be provided to the Contracting Authority on request, yet the criterion is pass or fail. What is required? Do tenderers need to upload the certification? | No. Evidence for the information security criterion is not required with the Tender (section 7.2.3(c) of the RFT), and no entry is required in the TRD-SC for it. Tenderers declare in the ESPD that they meet the criterion. Before award, the Contracting Authority will ask the successful Tenderer for a copy of the valid ISO/IEC 27001:2022 certification (or an equivalent standard) held by the Tenderer and, where the solution is hosted by a third party, by the hosting provider; or, where it relies on a documented information security management system independently audited within the 24 months before the Tender Deadline, a detailed description of that system. Under section 7.1.3(c), the Contracting Authority may ask any Tenderer for this evidence at any stage of the Competition. |
| **CQ04** | Request for Tenders, section 8 (Configuration) | Please confirm whether Configuration includes using an existing low code platform's standard tools to define data models, forms, portals, workflow rules, validation expressions, reports and integrations, without modifying the platform's underlying source code. | Configuration is defined in section 8 of the RFT as adjustments made using the standard configuration tools of the software, without alteration to the underlying source code. Clause 1.1 of the Agreement confirms that this includes settings, parameters, rules, workflows, forms, templates, reports and field mappings. Defining data models, forms, portals, workflow rules, validation rules, reports and integration field mappings through the platform's standard configuration tools is therefore Configuration. However, any new code |

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| | | | written specifically for the Contracting Authority is Software Development as defined in section 8 of the RFT, and a requirement that can be met only by Software Development is not met. Under clause 1.1 of the Agreement and Schedule One, the use of an existing integration connector, extension, module or third party component is also treated as Configuration, provided it exists at the Commencement Date and is included in the prices tendered. Tenderers should also note clause 24.6 of the Agreement, under which trained CORU personnel must be able to create, modify and manage Configuration using those tools without recourse to the Contractor. |
| **CQ05** | Request for Tenders, section 8 (Software Development) | Would expressions, SQL queries, scripts or API mappings created within those standard tools constitute new code written specifically for the Contracting Authority, and therefore Software Development? | Software Development is defined in section 8 of the RFT as any alteration to the underlying source code of the software, or any new code written specifically for the Contracting Authority. A requirement that can be met only by Software Development is not met. Scripts, SQL queries and other code written specifically for the Contracting Authority are therefore Software Development, whether or not they are written within the platform's own tools. Rules and field mappings set through the platform's standard configuration tools, including mappings to an API, are Configuration as described in clause 1.1 of the Agreement. Whether an expression is Configuration or Software Development depends on the same test: an adjustment made through the platform's standard configuration tools is Configuration, while new code written specifically for the Contracting Authority is Software Development. Beyond this, the Contracting Authority will not classify individual platform features in advance. Tenderers must assess their Solution against these definitions when completing the TRD-RCM, which does not permit a requirement to be met through bespoke software development. Under section 7.3.5 of the RFT, the Contracting Authority may verify before award, including by demonstration, that the completed TRD-RCM is accurate |

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| | | | and that the Tenderer's commitments will be satisfied by the Commencement Date. |
| **CQ06** | Agreement, clause 1.1 (Solution) | Is an existing configurable platform acceptable, where CORU specific applications and workflows are assembled through configuration before the Commencement Date, or must the proposed solution already provide the required registrant management functionality as an existing product? | Tenderers are referred to the definition of Solution in clause 1.1 of the Agreement: an established, cloud based Registrant Management System, configured rather than wholly custom built, to meet CORU's requirements. Under the TRD-RCM instructions and Schedule One of the Agreement, the capability to meet each Mandatory Requirement, and each Desirable Requirement confirmed, must exist in the Solution at the Commencement Date (the date of execution of the Agreement). It must be met through standard functionality or Configuration, without Software Development, as defined in section 8 of the RFT. CORU specific applications and workflows do not need to be configured before the Commencement Date. Configuration is carried out during implementation, and each requirement must be delivered within the Final Implementation Plan. The Contracting Authority may verify before award, including by demonstration, that the capability exists (section 7.3.5 of the RFT). |
| **CQ07** | Tender Response Document: Qualitative Proposals, page limits | For each criterion, please consider increasing the page limit to 25 pages. These are heavily weighted criteria and tenderers need to answer every requirement in each criterion. CVs and delivery methods take considerable space for a thorough response. | The page limits set out in the TRD-QP remain unchanged. Tenderers are asked to note that the permitted attachments listed for each criterion do not count towards the page limits, including the implementation plan in Gantt form and the risk, issue and dependency register (Q1), a curriculum vitae of up to two pages for each named individual (Q3), the draft monthly service report (Q4) and the governance schedule (Q5). In line with the TRD-QP instructions and section 4.8 of the RFT, the Contracting Authority will stop reading once a page limit has been reached, and any pages or parts of pages in excess of the limit will not be evaluated. |

*End of release 2.*