RFT for the provision of ICT Network Support Services for Tailte Éireann

Clarification Issue 1: 13/11/2026

Message Ref No	Question	Contracting Authority Response
1	**Replacement hardware liability** Please confirm the extent to which replacement equipment, components and associated software must be included within the annual maintenance charge, including whether there is any limit on the value or quantity of replacement hardware for which the successful tenderer will be liable.	Hardware should be replaced as required. If all hardware fails then all hardware needs to be replaced.
2	**Current asset inventory and lifecycle status** Please provide the current asset inventory, including manufacturer, model, location, age, warranty/support status and end-of-sale/end-of-support status for the Cisco and Dell equipment within scope.	See appendix this is the list of hardware with SNs that is live and needs to be supported and details are available on the Dell\Cisco portals using SN
3	**Four-hour onsite SLA** Please confirm whether the requirement for an engineer to attend site within four hours applies to all listed Tailte Éireann locations and whether this applies to all incidents or only incidents of a specified priority/severity.	Yes, this is required, If the problem cannot be fixed remotely.
4	**Pricing over the potential four-year term** Please confirm whether tendered pricing is required to remain fixed for the full potential four-year contract term, or whether pricing may be reviewed for each one-year extension, particularly where OEM maintenance, licensing or hardware costs change.	Tendered pricing for the items requested in the Pricing Schedule, provided as part of this Tender Pack, will remain fixed for the full potential four-year contract term.

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5	**Cisco and Dell OEM authorisation** Please confirm that separate Manufacturer's Authorisation Forms/OEM Accreditation Letters are required from both Cisco Systems and Dell Technologies, and whether the OEMs' standard partner authorisation letters will be acceptable where they address all requirements specified in the RFT.	Separate Manufacturer's Authorisation Forms/OEM Accreditation Letters are required from both Cisco Systems and Dell Technologies. OEMs' standard partner authorisation letters will be acceptable where they address all requirements specified in the RFT.
7	**Historical support and hardware-replacement volumes** Please provide indicative historical support volumes for the previous 12 to 24 months, including incidents by priority/severity, onsite interventions and hardware replacements.	This is not feasible.