CLARIFICATION DOCUMENT

Please note clarifications may be provided in response to queries submitted and/or at the Contracting Authority's own volition and discretion. Submitted queries may have to be modified for publication purposes.	
Contracting Authority:	Fiosru – Office of the Police Ombudsman
Title of competition:	Provision of a Case Management and Reporting Solution and Related Services
Procedure	Competitive Procedure with Negotiation
eTenders Ref:	CFT-ID-9419754
Closing date and time for Queries:	16th November 2026 @12 noon (Irish time)
Closing date and time for Submissions:	30th November 2026 @12 noon (Irish time)
This Clarification relates specifically to Questions 1 to 63. For completeness, it contains answers to all the questions responded to, to date.	
Clarification Number:	1
Issue Date:	Friday, 13 November 2026

Question #1: Please clarify the meaning of "Manage and track the actions associated with 'exhibit' management where the 'exhibits' are non-digital"?
Answer #1: The Contracting Authority would request the Candidates refer to pages 14, 23 and 24 of the Pre-Qualification Questionnaire for information relating to managing and tracking the actions associated with 'exhibit' management.
Question #2: Are there any specific requirements regarding the handling of exhibits, for instance: storing and processing video forensics, audio, etc.?
Answer #2: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #3: Does a Private Cloud installation qualifies as a "Cloud hosted solution"?
Answer #3: The Contracting Authority would request that where a Candidate is referring to a Private Cloud installation to outline in their response their deployment and hosting model in terms of whether the Cloud Solution is hosted within the Candidates or a 3rd Party's Data Centre or if deployed within the Candidates own on-premise infrastructure The Candidate should clearly distinguish what they are referring to as a Private Cloud Solution. Please clarify if it is one of the following: (a) Private Cloud - Supplier Hosted (b) Private Cloud - 3rd Party Hosted

(c) Private Cloud - Customer Hosted The Candidate should also outline if the Private Cloud Solution is hosted on a Cloud platform such as AWS, MS Azure or Google Cloud or dedicated infrastructure managed by the Candidate. The Contracting Authority would also like to remind Candidates that at least one (1) of these two (2) previous contracts should be a 'Cloud' hosted solution.
Question #4: Please clarify whether the initial contract is expected to include the design and implementation of a new customer-facing portal for complainants and other external stakeholders, or whether the scope is limited to providing the CMS capabilities and APIs required to integrate with an existing or separately procured Fiosrú portal/website.
Answer #4: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #5: Please confirm whether the requirement for two geographically dispersed EEA data centres may be fulfilled through two availability regions/locations operated by a hyperscale public-cloud or SaaS provider, subject to the applicable ISO 27001/equivalent certification and resilience arrangements.
Answer #5: The Contracting Authority can confirm that this is acceptable on the basis the requirement may be fulfilled through the use of two geographically separate data centre regions/locations operated by an established hyperscale public-cloud or SaaS provider, provided that both locations are within the EEA and the provider maintains ISO 27001 certification or equivalent recognised security certifications covering the relevant services and all other requirements outlined in the PQQ are adhered to.
Question #6: Please clarify whether direct storage of digital evidence within the CMS is expected, or whether integration with a dedicated Digital Evidence Management System is considered compliant where the CMS maintains relevant case relationships, metadata, access controls and auditability.
Answer #6: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #7: Please confirm whether the two B1 references will be evaluated holistically across the complete response or whether individual questions/subsections within B1 have separate scoring allocations.
Answer #7: The Contracting Authority can confirm as per the published PQQ, weighted qualitative selection criteria will be evaluated holistically on the basis of the totality of the response to the relevant criterion. There are no sub criteria. For the avoidance of doubt the totality of the response will be marked out of 8,000 marks.
Question #8: Please clarify whether any minimum onsite presence is anticipated at Fiosrú locations during discovery, design, implementation, migration, testing, training, go-live, hyper care or ongoing support.

Answer #8: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).

Question #9: Please confirm whether the indicated 20–25 business processes represent the expected baseline scope of the initial implementation and whether material changes to this number are anticipated before the Initial Tender stage.

Answer #9: The Contracting Authority would request the Candidates refer to Appendix 3 of the Pre-Qualification Questionnaire for details on the business processes.

In relation to whether material changes are anticipated, the Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).

Question #10: Section 5.10 provides that where a Lead Candidate relies upon the capacity of another entity, Section A, including all subsections, must be completed and submitted for that entity.

We propose to rely upon the technical and professional capacity and previous experience of a proposed subcontractor/software provider for the purposes of criterion B1 Previous Experience, including one of the reference contracts nominated under B1.

We are not relying upon that entity to satisfy all of the other qualification requirements in Section A.

Please confirm how the requirement in Section 5.10 to complete "all subsections" of Section A should be applied where the Lead Candidate relies upon another entity only in respect of specific selection criteria/capacities. In particular, please confirm whether the supporting entity is required to complete every Section A subsection independently, or whether subsections which relate to requirements satisfied independently by the Lead Candidate may be marked as "Not Applicable" in the supporting entity's Section A.

Answer #10: The Contracting Authority can confirm it should be clear from the Lead Candidate's completed application where other entities are being relied upon to meet qualification criteria regardless of whether they are legal entities within a wider corporate group or external entities.

A completed Section A of the PQQ is required for all entities being relied upon by the Lead Candidate for vetting purposes as part of the Lead Candidates response to the PQQ. Please also note the requirements in relation to previous experience - only the nominated contracts within the Lead Candidates Application will be used for evaluation purposes.

See Section 5.10 of the PQQ for further details including the rules in relation to reliance on other entities and the selection criterion on previous experience.

Question #11: A2 Tax Compliance: The Lead Candidate's A2 declaration already requires the Lead Candidate to confirm that, where requested, it will ensure that all relevant third parties associated with the Application are in a position to comply with the Tax Compliance obligations. Please confirm whether this declaration by the Lead Candidate is sufficient in respect of a supporting entity, or whether each relied-upon entity is also required, at PQQ stage, to complete A2 independently and provide/apply for its own Irish Tax Clearance status/Certificate.

Answer #11: The Contracting Authority refer Candidates to the response to clarification #10 above.
Question #12: A3 Financial Capacity: Where the Lead Candidate meets the turnover and financial-capacity requirements in its own right and is not relying upon the supporting entity for financial capacity, please confirm that A3 is not required to be independently satisfied by the supporting entity. We note that A3 expressly provides that where group members rely on the Lead Candidate's financial capacity, self-declaration/evidence is required only from the Lead Candidate.
Answer #12: The Contracting Authority refer Candidates to the response to clarification #10 above.
Question #13: A4 Insurance: Where the Lead Candidate meets the insurance requirements and does not rely upon the supporting entity's insurance capacity, please confirm whether A4 is required to be completed independently by the supporting entity. We note that A4 provides specifically for signature by the "Authorised Signatory of Lead Candidate".
Answer #13: The Contracting Authority refer Candidates to the response to clarification #10 above.
Question #14: Other Section A criteria: More generally, please confirm whether a supporting entity must independently complete and satisfy Section A subsections for capacities upon which the Lead Candidate does not rely, or whether those subsections may be identified as "Not Applicable", provided the Lead Candidate satisfies the relevant requirement and the supporting entity's specific role and capacity being relied upon are clearly identified in A1.
Answer #14: The Contracting Authority refer Candidates to the response to clarification #10 above.
Question #15: Does the Authority have any thoughts on the term of the initial call off contract?
Answer #15: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #16: Could the Authority please clarify "successfully delivered within the last three years"? We read “successfully delivered within the last three years” to include a contract of comparable scope and scale that the Supplier has delivered functionality continuously during the three years before the PQQ submission deadline and that remains live, regardless of when the solution first went live. Please confirm this reading is correct.
Answer #16: The Contracting Authority confirms that references are not required to have an initial go-live date within the three-year reference period. However, to be considered a valid reference, the reference must relate to a client for whom the referenced system is live up to and including November 2026 or where the reference contract ceased no more than 3 years prior to November 2026.
Question #17: Within question B1, reference contract 2, question 2 asks bidders to complete parts a) to g), but the parts detail only lists a) to e). Further to this, the response table lists a)

to f). The wording also differs from Reference contract 1. Please confirm how suppliers should answer Question 2 within Reference contract 2.
Answer #17: The Contracting Authority wish to acknowledge an error in the published question. The Contracting Authority requests the below wording is used for Question 2 in both Reference Contract #1 and Reference Contract #2 and questions a) to f) should be addressed in their response. Q2. Case Management - Your Solution (Please address each area a) to f) individually in your response): a) Describe how your solution facilitated comprehensive case management for all types of information received applicable to your solution, to include: organising and tracking interactions, requests, and cases related to complaints/ other service types to ensure timely and effective resolution. b) Describe how your solution facilitated Omni-Channel Routing: Enabling intelligent routing of queries across multiple communication channels (e.g., phone, email, portal, social media). c) Describe how your solution accepted secure online upload of documentation from complainants in line with procedural questions and ensuring documents are scanned for any potential malware. d) Describe how your solution maintained detailed records of outcomes, eligibility criteria, and associated data with a clear Audit trail of user and system records. e) Describe how your solution generated detailed and customisable reports on data, impact, and trends. f) Describe how your solution handled tracking, analysing, and optimising stakeholder interactions to maximise engagement and satisfaction.
Question #18: Appendix 2 refers to pass/fail requirements A1 to A11, but the questionnaire contains A1 to A10. Please confirm that A1 to A10 is the complete set.
Answer #18: The Contracting Authority wish to acknowledge an error in the published question and can confirm that A1 to A10 is the complete set.
Question #19: Major public cloud providers do not publish the street addresses of individual data centres for security reasons. Please confirm that identifying the cloud region, country and city (e.g. North Europe, Dublin, Ireland) satisfies the request for country and address.
Answer #19: The Contracting Authority will accept the following in relation to Hosting Providers Data Centres: - the name of the Hosting Provider - the EEA region, Country and City - confirmation of the required declarations as included in A10 including security certifications e.g. IS0 27001 or equivalent.

Question #20: Candidates must declare that data will be hosted, accessed and processed within the European Economic Area (EEA) and that all data must reside in the EEA. We are a UK company. We can provide hosting within the EEA, but for support/maintenance purposes data could be accessed or processed within the UK. Could these parameters be expanded to incorporate the UK?
Answer #20: The Contracting Authority confirms that all Contracting Authority data must be hosted and stored within the EEA. Support services may be provided from within the EEA or from a third country which is, at the relevant time, subject to a valid adequacy decision of the European Commission under Article 45 of the GDPR, provided that any access to or processing of Contracting Authority data is undertaken in accordance with applicable data protection legislation and the requirements of the contract. For the avoidance of doubt, permitting support services to be provided from such locations does not alter the requirement for Contracting Authority data to be hosted and stored within the EEA.
Question #21: Please confirm whether Fiosrú carried out a preliminary market consultation, market sounding or request for information before publishing this procurement. If so, Candidates would welcome any outputs, summaries, findings or recommendations from that process that informed the requirements set out in Section 3.
Answer #21: The Contracting Authority would like to confirm that they did carry out market soundings and the degree to which the findings were utilised or not are reflected in the PQQ. Candidates are required to respond to the PQQ as devised.
Question #22: Please confirm that a reference contract is eligible where the original implementation went live more than three years before November 2026, but the Candidate has continued to deliver services under the contract during the last three years and the contract remains live. Those services include ongoing support, maintenance and further configuration.
Answer #22: Please see response from the Contracting Authority to Clarification #16.
Question #23: Please confirm that, in responding to the B1 questions, Candidates may describe functionality delivered on a reference contract that is analogous to Fiosrú's requirement, provided this is clearly stated. Examples would be applications or service requests rather than complaints, or tracking of physical assets rather than evidential exhibits.
Answer #23: The Contracting Authority has outlined the functionality required for their Case Management System - it is therefore at the discretion of the Candidate to determine if their reference contract provides similar functionality and capability to that requested.
Question #24: We have noticed some small differences in the sub-question numbering in B1, and would be grateful for confirmation so that our response addresses every item Fiosrú intends: • For Reference 1, Q2 refers to items a) to g), while six items and response rows a) to f) are listed.

• For Reference 2, Q2 lists five items. The first item in Reference 1 (“comprehensive case management for all types of information received”) does not appear. • For both references, Q14 refers to items a) to h), while nine items and response rows a) to i) are listed. Could Fiosrú please confirm the intended sub-questions for Q2 and Q14 for both references? An updated template would also be very helpful, if that is convenient.
Answer #24: In relation to the clarification regarding question 2 in both Reference #1 and Reference #2 please refer to the response provided by the Contracting Authority to Clarification # 17. The Contracting Authority wish to acknowledge an error in the published Question 14. The Contracting Authority requests the below wording is used for Question 14 in both Reference #1 and Reference #2: Q14. Disaster Recovery (DR) / Business Continuity Management (BCM) (Please address each area a) to i) individually in your response): a) How did your solution support Disaster Recovery (DR) / Business Continuity Management (BCM) of the Client’s Organisation b) What are the Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for the solution for this client reference c) Is the application deployed in an Active-Active or Active-Passive configuration across multiple data centres or cloud regions d) How often do you conduct full DR failover tests, from initial development stages through to In-life operations e) What involvement (if any) do you have with client DR/BCM Table Top exercises f) How does your own corporate Business Continuity Plan (BCP) protect the client’s operations g) What is your backup schedule for the solution (e.g., full daily, incremental hourly) and where are backups securely stored? h) How often are backup restoration capabilities tested to ensure data integrity i) How does the client get access to backup information and what are typical lead times
Question #25: We would be grateful for confirmation on two points in Section A, so that we can be sure our response covers every pass/fail requirement: • Appendix 2 refers to pass/fail requirements “A1 to A11 inclusive”, while the questionnaire contains items A1 to A10. Could Fiosrú please confirm whether there is an A11 requirement and, if so, share it? • Could Fiosrú also confirm that A8 (Accuracy, Completeness and Authority) is assessed on a pass/fail basis, in line with the other Section A items?

Answer #25: Please refer to the Contracting Authority response to Clarification #18.

The Contracting Authority can confirm that Section A8 is assessed on a Pass/Fail basis based on whether an appropriate declaration has been provided.

Question #26: A10 asks Candidates to provide the country and address of two hosting locations. Where a solution is delivered as multi-tenant SaaS on a hyperscale public cloud, providers generally do not publish the street addresses of their data centres, for security reasons. Could Fiosrú please confirm that it would be acceptable to identify the following instead?

- The hosting provider.
- The named cloud regions and their countries within the EEA.
- The provider's ISO 27001 (or equivalent) certification covering those regions.

Answer #26: Please see response from the Contracting Authority to Clarification #19.

Question #27: A10 refers to hosting locations "aligned to National Compliance separation guidelines". So that we can show alignment accurately, could Fiosrú please identify the document this refers to, including its title, publisher and version? It would also be helpful to know whether "separation" refers mainly to the geographic distance between the two hosting locations, or to logical separation, such as tenancy and network isolation.

Answer #27: The Contracting Authority is referring to guidance from the National Cyber Security Centre (NCSC) Ireland in relation to Environment and Physical Security considerations from a NIS2 perspective.

The Contracting Authority can also confirm that 'separation' refers to geographical distance between two Data Centre locations.

Question #28: A10 asks Candidates to declare that data will be "hosted, accessed and processed" within the EEA, while Q15 asks for the location of the support model as "EEA, UK or other". We would be grateful for clarification of the following, so that our declaration is accurate:

(a) Does "accessed" apply to the Candidate's own personnel and its sub-processors when providing implementation and support services?

(b) Is access from the United Kingdom permitted, given that the UK benefits from an EU adequacy decision under the GDPR?

(c) Are a platform provider's standard global support arrangements permitted for platform-level incidents, under its standard data processing terms, provided customer data remains at rest within the EEA?

Answer #28: Please refer to the Contracting Authority response to Clarification #20.

Question #29: B1 asks for contracts 'successfully delivered within the last three (3) years', while the note under Q1 states that 'the provision of service on the project must not have ended prior to November 2026'. Could Fiosrú confirm whether a contract whose implementation was completed within the last three years, but whose service has since ended, is an eligible reference?

Answer #29: Please refer to the Contracting Authority response to Clarification #16.
Question #30: The Weighted Criteria table states that at least one of the two contracts should be a cloud-hosted solution, but this is not repeated in the B1 section. Could Fiosrú confirm whether a cloud-hosted reference is a requirement or a scoring preference?
Answer #30: The Contracting Authority can confirm that in 'Section B: Weighted Criteria, B1 Previous Experience' should also include the following text: At least one (1) of these two (2) previous contracts should be a 'Cloud' hosted solution
Question #31: Where a sub-question is answered 'Not Relevant' for a reference contract, as the B1 notes permit, could Fiosrú explain how this is treated in scoring, and whether a capability demonstrated in one reference is taken into account where the other answers 'Not Relevant'?
Answer #31: Please refer to the Contracting Authority response to Clarification #7.
Question #32: Could Fiosrú confirm that the questions for Reference contract #2 are the same as for Reference contract #1? In Reference #2, Q2 lists five areas against a response grid of six, and Q4 and Q15 are lettered h) to n). In both references, Q14 asks for areas a) to h) but lists nine items.
Answer #32: In relation to the clarification regarding Question 2 in both Reference #1 and Reference #2 please refer to the response provided by the Contracting Authority to Clarification # 17. In relation to the clarification regarding Question 14 in both Reference #1 and Reference #2 please refer to the response provided by the Contracting Authority to Clarification # 24. The Contracting Authority wish to acknowledge an error in the published Question 4. The Contracting Authority requests the below wording is used for Question 4 in both Reference #1 and Reference #2: Q4. Business Rules Engine (Please address each area a) to g) individually in your response): a) Explain how your solution incorporated a configurable business rules engine or other architectural concept into your solution b) How did you define and apply eligibility criteria for complaints or similar. c) How did you automate decision-making and ensure consistency in processing. d) How did you enable flexible rule creation and modification to adapt to changing requirements. e) How did you ensure the ability to adapt to unique organisational needs and workflows, including configuring business rules, workflows and user interfaces.

f) How did you enable configuration capabilities for specific case management (or similar) processes, reporting formats and user roles.

g) How did you ensure flexibility to integrate recent technologies and meet evolving legislative or regulatory requirements

The Contracting Authority wish to acknowledge an error in the published Question 15.

The Contracting Authority requests the below wording is used for Question 15 in both Reference #1 and Reference #2:

Q15. Support Model

(Please address each area a) to g) individually in your response):

a) What Support Model is used for this solution (Customer vs Managed Services Wrap)

b) Please provide details of this model including what level of support is provided by the Candidate (e.g. Technical/Application only)

c) What is the location of solution support model (EEA, UK or other) of Candidate

d) What are the Typical Hours of Solution support, Communication Channels, etc

e) What are the Service Level Agreements (SLA) including Mean time to respond

f) What is the Escalation Path for the Client

g) Is there Knowledge Base capability within the solution

Question #33: Where the Lead Candidate is part of a corporate group, may a reference contract delivered by an affiliated group company be nominated, provided that company is identified in Section A1 as an entity relied upon?

Answer #33: Please refer to the Contracting Authority response to Clarification #10.

Question #34: Could Fiosrú clarify whether personnel employed by an affiliated group company, including the parent company identified in Section A1, can be counted towards the minimum 20 FTE organisational capacity and the required personnel experience grades under A6, where these resources are available to the Candidate for contract delivery? If so, would this constitute reliance on another entity for the purposes of Question 3 under the Reliance on Other Entities section?

Answer #34: Please refer to the Contracting Authority response to Clarification #10. If access to resources is being provided by another legal entity, this constitutes reliance.

Question #35: A10 requires that data is hosted, accessed and processed within the EEA. Could Fiosrú confirm whether supplier staff located outside the EEA may work on non-production environments that hold no Fiosrú data (anonymised or synthetic data only), provided all access to production data takes place from within the EEA?

Answer #35: Please refer to the Contracting Authority response to Clarification #20.

Question #36: Where the hosting provider is a public cloud provider that does not publish data centre street addresses, would identification of the two hosting locations by cloud region, supported by the provider's ISO 27001 certification, be accepted?
Answer #36: Please see response from the Contracting Authority to Clarification #19.
Question #37: Will certifications held by an affiliated group company that delivers the services, or by the proposed hosting or platform provider, be considered under B2 where the certified entity and scope are clearly stated?
Answer #37: The Contracting Authority can confirm that this is acceptable on the basis that any Quality Assurance measures cited should be pertinent to the subject matter of this procurement process and pertain to the Candidate(s) responding to this Qualification Questionnaire ' and if they relate to other entities they must be declared. In addition, please see response from the Contracting Authority to Clarification #10.
Question #38: The PQQ describes a Competitive Procedure with Negotiation, while the contract notice lists the procedure type as Restricted. Could Fiosrú confirm which procedure applies?
Answer #38: The Contracting Authority can confirm that this was clarified in a new notice that was published on eTenders under procedure ID 9419754
Question #39: A6 states that the Resource Experience Grade is the number of years in the role, whether with the Candidate or another organisation. Could Fiosrú confirm (a) whether years in an equivalent role with a different job title count towards the grade, and (b) whether the grade must be met by every FTE declared against a skillset, or only by the minimum number required?
Answer #39: The Contracting Authority can confirm that a Candidate should respond to section A6 - Personnel & Skills as outlined in the document. The Contracting Authority can also confirm that if a Candidate is declaring a resource against a particular skillset, then that resource should match the grade (level) of the skillset named.
Question #40: The B1 notes state that responses should be confined to what was done for the reference contract. Where a capability asked about in B1 (for example, Exhibit and Evidence Management under Q7) was not part of the scope of either nominated reference contract, but the Candidate has delivered it on another contract, could Fiosrú confirm whether that delivery may be described, clearly identified as relating to another contract, or whether the response should be ‘Not Relevant’/ 'Not Available'?
Answer #40: The Contracting Authority can confirm that if a capability or functionality was not delivered as part of the referenced contract then these questions(s) should be categorised at 'Not Available for this reference contract'. Only the first two reference listed contracts in the Prime Candidates Application will be evaluated. Please also refer to the Contracting Authority response to Clarification #7 and #10 above.
Question #41: The table in Appendix 2: Qualification Questionnaire states 'Pass Requirements – Candidates who fail to meet any of the pass/fail requirements A1 to A11

inclusive will be eliminated.' However, only questions A1 to A10 are listed. Please confirm if there should be an A11 pass/fail question.
Answer #41: Please refer to the Contracting Authority response to Clarification #18
Question #42: Please confirm the reference-contract eligibility period and whether an otherwise qualifying contract may be used where implementation completed within the last three years but support services ended before November 2026
Answer #42: Please refer to the Contracting Authority response to Clarification #16.
Question #43: For A10, does “accessed and processed within the EEA” prohibit all remote access by UK-based support and operational personnel, including controlled privileged access for incident resolution?
Answer #43: Please refer to the Contracting Authority response to Clarification #20.
Question #44: For Q2. Case Management - Your Solution the tender states: (Please address each area a) to g) individually in your response) - however only A- F are listed. Should there be another item?
Answer #44: Please refer to the Contracting Authority response to Clarification #17.
Question #45: Please confirm that Q14 Disaster Recovery (DR) / Business Continuity Management (BCM) requires responses a to i, as nine requirements are listed despite the instruction referring to a to h.
Answer #45: Please refer to the Contracting Authority response to Clarification #24.
Question #46: For A6, may one individual satisfy more than one stated skill category while counting only once towards the requirement for more than 20 individual FTE staff?
Answer #46: The Contracting Authority can confirm this is acceptable.
Question #47: Please confirm whether full client addresses and personal reference-contact telephone numbers are mandatory at PQQ stage where the customer requires prior consent before disclosure.
Answer #47: The Contracting Authority can confirm that the PQQ should be completed in full. Legal obligations in relation to GDPR and consent etc. are a matter for the Candidate and should be adhered to and upheld.
Question #48: Please name the incumbent case management system and document management system (product and version, and whether hosted on-premises or in the cloud). For planning, please give approximate migration volumes: number of case records (open and closed), number of documents and attachments, total storage (GB/TB), and how many years of history are to be migrated.
Answer #48: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).

Question #49: Please confirm the scope of the dual-language requirement. Does it apply to (a) the internal staff user interface; (b) public-facing channels only (portal, web forms, correspondence templates and notifications); or (c) both? Will translated content (templates, portal pages) be supplied by Fiosrú or by the supplier?
Answer #49: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #50: B1 references – group companies relied upon Where a Candidate relies on the capacity of another company in its corporate group, and that company is declared in Section A1, may a contract delivered by that group company be used as a B1 reference contract?
Answer #50: Please refer to the Contracting Authority response to Clarification #10.
Question #51: B1 references – subcontracted delivery. Where the Candidate (or a group company it relies on) delivered the whole of a solution as a subcontractor to a prime integrator, will the reference be evaluated on the scope the Candidate delivered itself, provided its role is clearly described? Should the end client, the prime contractor, or both be named as the referee?
Answer #51: The Contracting Authority can confirm the client should be named as the party who was contracted with to deliver the services which are being cited as previous experience. The response to the criterion will be evaluated in accordance with the evaluation methodology/requirement published for the relevant weighted criterion subject to the response to the PQQ meeting minimum requirements and pass/fail criteria of the competition at this stage. Please also refer to the Contracting Authority response to Clarification #7 and Clarification #10.
Question #52: B1 references – "successfully delivered" Can a reference contract count as "successfully delivered" if implementation is complete and the solution is live, but the contract continues with application support or further phases?
Answer #52: Please refer to the Contracting Authority response to Clarification #16.
Question #53: A3 turnover – newly incorporated Lead Candidate Where the Lead Candidate was incorporated less than three years ago and relies on a group company declared in A1 to meet the €2.5m turnover threshold, please confirm that the Lead Candidate should enter the financial years it has and mark earlier years as not applicable.
Answer #53: The Contracting Authority can confirm that regardless of whether a Lead Applicant is relying on another entity or not to meet the turnover requirement the section should be completed in full. Where a Lead Candidate is relying on another entity to meet turnover and financial capacity requirements the section should be completed in full for the other entity being relied upon. Please also refer to the Contracting Authority response to Clarification #10.
Question #54: A4 insurance – currency and evidence

Employers' Liability may be given in the nearest currency equivalent. Does this also apply to the other insurance classes (for example, Public Liability held in EUR under a group policy and Employers' Liability held in GBP)? Is a broker's letter confirming that the required levels will be in place at contract award sufficient at PQQ stage?
Answer #54: The Contracting Authority can confirm that this is acceptable.
Question #55: With reference to Criterion B1 – Previous Experience, the general requirement states that Candidates should provide two contracts successfully delivered within the last three years, and the Reference Contract template specifies that the end date, if applicable, must not be more than three years prior to November 2026. However, Q1 states that "The provision of service on the project must not have ended prior to November 2026". Please confirm that contracts successfully completed within the three-year period preceding November 2026 are eligible as reference contracts and that the referenced solution is not required to be currently in production or still maintained by the Candidate
Answer #55: Please refer to the Contracting Authority response to Clarification #16.
Question #56: Section A10. Relevant Text - Candidates must declare that data will be hosted, accessed and processed within the European Economic Area (EEA) and that all data must reside in the EEA. Question - Could you please confirm whether data may be accessed and processed from countries recognised as providing an adequate level of data protection, such as the UK, provided that all data is hosted and remains within the EEA?
Answer #56: Please refer to the Contracting Authority response to Clarification #20.
Question #57: PQQ Section 3.3 reserves the Contracting Authorities right to contract separately for licences and services, and states that the associated costs are included in the framework valuation. Please confirm whether third-party licence and hosting costs are counted within the €12,500,000 and how responsibility for solution performance and support will be allocated between the framework supplier and Contracting Authority where licences are procured separately?
Answer #57: The Contracting Authority can confirm that estimated licencing costs are included in the estimated value of the Framework. A further response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #58: PQQ Section 4.2 states that contracts under the Framework Agreement may extend beyond the 10-year framework term, and that consecutively continuous contracts will not exceed 12 years end to end. Please confirm the date from which the 12-year maximum is measured (for example, framework establishment or commencement of the initial call-off contract), and whether any extension options count towards that limit?
Answer #58: The Contracting Authority can confirm that these details will be specified in the Framework Agreement when executed and equally in any call off contract.
Question #59: PQQ Section 4.3 states that the €12,500,000 (ex. VAT) estimate "does not reflect any potential increases linked to indexation" and that the value may increase in line with CPI under Article 72(3) of Directive 2014/24/EU. Can the Contracting Authority confirm which CPI index applies and the base date from which indexation will be measured, how

often indexation will be applied, and whether indexation uplifts count towards the €12,500,000 estimate or are in addition to it?
Answer #59: The Contracting Authority can confirm that these details will be specified in Framework Agreement/call off contract.
Question #60: PQQ Section 4.3 states that pricing under awarded contracts will be held 'subject only to any review clauses provided therein'. Can the Contracting Authority confirm the expected pricing structure?
Answer #60: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #61: PQQ Section 4 confirms that there is no guaranteed spend under the framework. Beyond the initial contract covering approximately 20–25 business processes, please indicate whether the Contracting Authority anticipates awarding follow-on contracts for the remaining business processes?
Answer #61: The Contracting Authority can confirm that the decision as to whether award further contracts after the initial contract will be made at the appropriate time post the establishment of the single party Framework.
Question #62: PQQ Section 4.6 states that a draft of the Framework Agreement terms and conditions will be appended at the Invitation to Submit Final Tender stage. Can the Contracting Authority allow the draft terms, or at least the key commercial provisions, available earlier?
Answer #62: The Contracting Authority can confirm that these details will be made available at Tender stage.
Question #63: How long is the tender validity period? Will runner-up pricing be held for that period?
Answer #63: The Contracting Authority can confirm that the Tender validity period will be prescribed at Tender Stage.