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 138 to 139. For completeness, it contains answers to all the questions responded to, to date.	
Clarification Number:	3
Issue Date:	Friday, 20 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.
Question #64: Does the Authority have any thoughts on the Budget of the initial call off contract out of the overall €12.5m Framework Budget?
Answer #64: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #65: The below are all listed as “must” requirements: • The Solution must be able to facilitate the automation of document capture, document categorisation/classification, document Optical Character Recognition ('OCR') and association with relevant Cases. • The Solution must ensure Version Control for documents is in place to track updates and maintain consistency.

• The Solution must have the ability to automate decision making by applying predefined, conditional logic to case related data, separating business logic from core application code. • Rules are written as declarative statements rather than hard coded into the Solution, so as when a case is created/updated the Rules Engine evaluates the Case data against active rules, triggers automated actions and routes the case accordingly, including approval mechanisms. Rules should have the ability to include an effective start and end date in terms of the application of the rule. Please could you confirm if it is therefore mandatory for a solution to have these features or an equivalent to them?
Answer #65: The Contracting Authority would request the Candidates refer to Section 3.2 'Future Solution' where an overview of the requirements are outlined The Contracting Authority can confirm that a further detailed response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #66: Additionally, please could you explain this sentence? "It must allow for the assignment of Cases to stakeholders throughout the system through workflows, and not entity models."
Answer #66: The Contracting Authority can confirm that this means that the CMS Solution must allow Cases to be assigned to authorised users through configurable workflows aligned to the Contracting Authority's business processes, and not entity relationships or hardcoded into the underlying data model.
Question #67: We have some follow up questions regarding the OCR element: Please can you advise what the expected document volumes are per case What metadata fields are to be extracted What is the preferred indexing/folder structure? Is there a requirement for AI-based document classification or predefined metadata capture?
Answer #67: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #68: Clarification Question 1: Document Management / OCR (Section 3.2, Document Management) Section 3.2 states that the Solution must facilitate "document capture, document categorisation/classification, document Optical Character Recognition ('OCR') and association with relevant Cases", and that scanned documents must be subsequently searchable. To help Candidates size and scope this capability accurately, please could the Contracting Authority confirm: a) Core OCR requirements. The key OCR capabilities required beyond the standard digitisation of printed text, for example handwriting recognition, multi-language support

(including Irish) or extraction of data fields to populate Case records. Please also confirm the expected output format(s), for example searchable PDF, plain text or structured metadata. b) Document volumes. The expected volume of documents per Case, with an indication of typical and upper-range figures, for example for large and complex investigations. Please also confirm the overall annual volume and the source formats to be processed, for example scanned post or e-mail attachments. c) Metadata extraction. The metadata fields the Contracting Authority expects to be extracted from documents, for example Case reference, document type, date, parties or author. Please also confirm whether any fields are mandatory. d) Indexing and folder structure. Whether the Contracting Authority has a preferred indexing or folder structure for Case documents, for example by Case, document type or Business Process, and whether this is to be replicated from the existing system(s) or redefined for the new CMS. e) Classification approach. Whether the Contracting Authority expects AI-based document classification, or predefined or rules-based metadata capture, or a combination of the two. If AI-based classification is expected, please confirm any requirements around human review or validation of the results.
Answer #68: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #69: Clarification Question 2: Data Migration (Section 3.2, Data) Section 3.2 refers to the "ability to migrate data from existing systems", including associated Document Management systems. Please could the Contracting Authority confirm: a) whether the migration is expected to be taken directly from the existing Case Management System database(s), or via extracts or exports from the existing systems; b) the number and type of source systems and repositories in scope, for example GSOC legacy data; and c) the approximate data volumes and the number of cases and documents to be migrated.
Answer #69: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #70: Clarification Question 3: Integration Points (Section 3.2, Integration Hub/Data Feeds) Section 3.2 describes API, SFTP and file-based integration with applications and third-party organisations, for example a Portal and a DEMS. Please could the Contracting Authority advise: a) the number of integration points Fiosrú currently anticipates for the CMS, split between internal applications and external parties; and b) the list of applications and systems with which the CMS is expected to integrate, including the direction of data flow (inbound, outbound or both) and the integration method for each, where known. If this cannot be provided at this stage, please confirm when it will be made available, for example at RFT stage.
Answer #70: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).

Question #71: Clarification Question 4: User Profile and Permissions (Section 3.2, Expected End User Profile) Section 3.2 states a total of 200 users in the Expected End User Profile table. The preceding text refers to circa 140 Complaints and Investigations staff plus a further 30 users. Please could the Contracting Authority: a) confirm the total number of users to be licensed, resolving the above figures; b) provide the number of users who will require full end-to-end Case management permissions; c) provide the number of users who will only submit or create Cases; and d) provide the number of non-Case users, such as system administrators, Super Users and reporting analysts.
Answer #71: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #72: Clarification Question 5: Hosting and Support Location (Section 3.2, Future Solution) Section 3.2 anticipates that the CMS will be hosted in a public Cloud and delivered as a SaaS solution. Please could the Contracting Authority confirm whether the software support and maintenance staff may be located in the UK, provided all Fiosrú data is hosted within the European Economic Area (EEA). Please also confirm any data residency, remote-access or security restrictions that would apply to UK-based support personnel.
Answer #72: The Contracting Authority refer Candidates to the response to clarification #20 above.
Question #73: Section B1, Q15 Support Model Typical Hours of Solution support. Please confirm the anticipated service coverage required for the production solution following go-live, for example standard business hours, extended business hours or 24x7 support. Please also clarify whether any out-of-hours on-call or Major Incident response capability is anticipated
Answer #73: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #74: Section B1, Q15 Support Model Service Level Agreements (SLA) including Mean time to respond. Please confirm whether Fiosrú has established an anticipated incident priority/severity model and associated service-level expectations for the live service, including target response and restoration/resolution times for Critical/Priority 1 incidents. If not, will these be defined at RFT stage?
Answer #74: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #75: Section 3.2 Future Solution, Monitoring, Notification and Auditing Where the requirements refer to monitoring, logging, alerting and notification, please clarify whether the successful supplier will be expected to provide proactive operational monitoring of the production service as part of the ongoing managed service, including triage and response to alerts, or whether the requirement is limited to providing the relevant monitoring capabilities within the solution.

Answer #75: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #76: Section 3.2 Future Solution, on-going maintenance and support… including evolving and improving the solution. Please clarify how Fiosrú envisages distinguishing BAU maintenance/support from enhancements and change requests throughout the contract lifecycle. Is an allowance for minor configuration changes/enhancements anticipated within the ongoing managed service, with larger enhancements commissioned separately under the Framework?
Answer #76: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #77: Appendix 2, B1 Q10 Solution Design Security, item f: ongoing monitoring, logging and alerting to detect/respond to security threats. Please clarify whether the successful supplier will be expected to provide ongoing security event monitoring and security incident response/SOC services, or whether these functions will be undertaken by Fiosrú and/or another nominated security service provider.
Answer #77: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #78: The requirement says cases must be assigned to stakeholders "through workflows, and not entity models". Could you explain what this means in practice? For example, should assignment follow workflow steps and rules, rather than being set by hand as an owner on the case record?
Answer #78: The Contracting Authority refer Candidates to the response to clarification #66 above.
Question #79: Which user groups do you expect to change workflows once the solution is live? Could you give one or two examples of the type of change you have in mind? Please also confirm whether changes would follow a managed change and release process run by your IT Team or Super Users or be made directly by business users such as case managers.
Answer #79: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #80: Which external document management system or DEMS, if any, will the solution need to integrate with at go-live? Please include product names and versions where known.
Answer #80: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #81: Could you say more about the requirement to "digitally sign documents"? Would a visible signature or approval mark on the finalised PDF, backed by an auditable approval record, meet your needs? Or do you need certificate-based digital signatures?
Answer #81: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).

Question #82: The PQQ asks for data to be migrated from existing systems "as required". Do you expect all historical data to be migrated, including closed GSOC cases? Or only part of it, such as open cases and cases closed within a set period? Would you accept a phased approach, where open cases are migrated before go-live and historical data follows afterwards? Or must all migrated data be in place on day one?
Answer #82: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #83: Which systems and document stores hold the data to be migrated? Could you give approximate volumes for each, such as the number of cases and documents and the total storage size? If this inventory isn't yet known, do you expect the supplier to carry out discovery?
Answer #83: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #84: Will any legacy data stay in its current system after go-live, for example as a read-only archive? If so, should the new solution integrate with it, such as letting staff search and view legacy cases and their documents, and for how long?
Answer #84: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #85: For data migration, does "full audit trail" mean carrying over the audit history held in your current system? Or does it mean evidencing the migration itself, for example through reconciliation reports that show every record and document was moved accurately?
Answer #85: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #86: Will you provide a secure environment for staging and transforming data during migration? Or do you expect the supplier to host and transform the data?
Answer #86: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #87: Please confirm that the exhibit management requirement relates to physical exhibits only. Will digital evidence be managed through the document management system or DEMS?
Answer #87: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #88: Which barcode scanners and label printers do you use or plan to use? Would handheld scanners or mobile device cameras be acceptable alongside a scanner and printer connected to a designated computer?
Answer #88: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).

Question #89: Do you expect predictive and prescriptive analytics at go-live or as a later enhancement? Could you share example use cases, such as forecasting case volumes or predicting timeline breaches?
Answer #89: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #90: For security and audit analytics, do you expect the solution to detect threats and breaches itself? Or should it provide audit and activity data to an existing security monitoring service or Security Information and Event Management (SIEM) tool?
Answer #90: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #91: After go-live, do you expect your own analysts to build research, analysis and executive reports, or the supplier? Which reporting or analytics tools do your analysts use today?
Answer #91: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #92: For Secure File Transfer Protocol (SFTP) exchanges, will Fiosrú or its partners host the SFTP server? Or do you expect the supplier to host it? Please share the likely partners, file volumes and how often files are exchanged.
Answer #92: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #93: How many integrations do you expect in the initial scope? Is there a preferred format or standard for the technical documentation for each one?
Answer #93: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #94: Should the audit trail record when users view, download or print documents, as well as changes to case data?
Answer #94: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #95: Does "all layers of the proposed architecture" include changes made outside the application, such as direct database updates or data loaded by another system? Or would it meet your needs if all changes must go through the application and its integrations, where they are logged?
Answer #95: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #96: Do you expect the solution itself to manage requests for user access, with an approval step and its own log? Or will access requests stay in your existing ICT process, with the solution logging the access granted and removed?

Answer #96: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #97: How long must audit logs be kept, and in what form should they be reproducible? For example, as a report within the solution, or as an export to another system?
Answer #97: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #98: Roughly how many business rules and statutory timelines do you expect the solution to manage at go-live? How often do they change, and who would maintain them?
Answer #98: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #99: Could you share expected annual volumes, such as new cases, documents received and correspondence produced?
Answer #99: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #100: Which parts of the solution need to be available in Irish? Is it public-facing elements only, such as the portal, correspondence and generated documents? Or should staff also be able to use the system interface in Irish?
Answer #100: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #101: If staff need an Irish interface, which user groups need it and should each user be able to choose their language? Is Irish needed at go-live or could it be phased?
Answer #101: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #102: Which accessibility standard should the solution meet, for example EN 301 549 or WCAG 2.1 AA? Does it apply equally to administration and configuration screens used by Super Users as well as caseworker and public screens?
Answer #102: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #103: In practice, what does "self-sufficient" mean for Fiosrú? Do you expect your ICT team to deploy changes to production themselves? Or would release management stay with the supplier under the support arrangement?
Answer #103: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #104: How long do you expect the hyper care period to last after go-live?

Answer #104: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #105: Do training materials and the knowledge base need to be in Irish as well as English?
Answer #105: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #106: For training "through the lifespan of the Contract", what volume and frequency do you expect? For example, annual refresher sessions or sessions for new starters?
Answer #106: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #107: Does "Mobile Application" refer to an app for Fiosrú staff or for members of the public? Which tasks or screens would you most want to use on a mobile device? Are there any offline needs?
Answer #107: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #108: Is there a stipulation that development teams need to be in Ireland / UK (on shore)?
Answer #108: The Contracting Authority refer Candidates to the response to clarification #20 above.
Question #109: Is maintenance and support restricted to business hours or to include out of hours for P1 incidents. Do you have an SLA that suppliers will be required to comply with?
Answer #109: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #110: Is there likely to be a social value weighting as part of the response?
Answer #110: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #111: Do you know what the likely evaluation weighting will be between price and quality?
Answer #111: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #112: Does the figure of about 200 users cover Fiosrú staff only, or also external users such as Garda liaison officers or legal representatives? Will members of the public need to sign in to the portal, for example to track a complaint, or only submit one and check its status by reference?

Answer #112: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #113: Please confirm whether Section A10 permits remote administrative or support access to Fiosrú data from outside the EEA, including access by the solution provider, the platform provider or their subcontractors or sub processors. Please also confirm whether the EEA hosting, access and processing requirements extend to backups, disaster recovery copies, diagnostic logs, telemetry and data processed by optional AI services
Answer #113: The Contracting Authority refer Candidates to the response to clarification #20 above.
Question #114: Section B1 refers to comparable projects successfully delivered within the three years prior to November 2026. Q1 of the reference questionnaire states that services must have continued into November 2026. Please confirm whether an implementation completed within the three-year period is eligible if all services ended before November 2026. Please also confirm whether ongoing maintenance or support counts as continued service and how the three-year rule applies if the original implementation was completed before that period.
Answer #114: The Contracting Authority refer Candidates to the response to clarification #16 above.
Question #115: For Questions 1–15 in Section B1, please confirm whether any of the capabilities covered are mandatory for the reference contracts. If so, please identify those capabilities and confirm whether each must be demonstrated in one or both references. Where a capability was outside the scope of a reference contract, please clarify how a "Not Relevant" response will be treated when assessing and scoring B1.
Answer #115: Please refer to the Contracting Authority response to Clarification #7.
Question #116: B1 Reference questionnaire Q2 refers to parts (a)–(g) for both references. It contains six prompts for the first reference and five for the second. Q14 refers to parts (a)–(h) and contains nine prompts and response fields for each reference. Please confirm the full set of prompts candidates should answer for each reference and issue a corrected response template if required.
Answer #116: Please see response from the Contracting Authority to Clarification #24.
Question #117: Initial contract process scope Section 3.1.13 anticipates 20–25 processes in the initial contract, and Appendix 3 lists 22 processes marked "Initial Contract". Please confirm whether candidates should use these 22 processes as the baseline when demonstrating comparability under B1, and whether the detailed scope of the initial contract will be set out at RFT stage

Answer #117: The Contracting Authority refer Candidates to the response to clarification #9 and clarification #23 above regarding the processes under consideration and Clarification #7 with regards to how this will be marked. The Contracting Authority can also confirm that additional detail on the scope of the initial contract will be included in the RFT stage.
Question #118: Exhibit and evidence management Section 3.2 refers to integration with a Digital Evidence Management System (DEMS), and Appendix 3 includes Exhibit Management in the initial contract. Please confirm whether physical exhibit tracking and chain of custody may be delivered through an integrated specialist module. Please also confirm whether a DEMS is required for the initial contract and, if so, whether Fiosrú will provide it or expects the successful supplier to include it.
Answer #118: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #119: PULSE and FEO requests For the PULSE Request and FEO Request processes in Appendix 3, please confirm whether the initial contract requires workflow management and tracking within the case management system, direct integration with external systems, or both. If direct integration is required, please confirm whether interface specifications and details of the relevant third-party access arrangements will be provided at RFT stage.
Answer #119: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #120: Data migration Please confirm whether the RFT will identify the existing case management systems and document repositories in scope, provide indicative record and document volumes, and specify available extraction methods and requirements for retaining historical audit information. Please also confirm whether the migration requirements will distinguish between active cases, closed cases and historical records to be retained for read-only access
Answer #120: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #121: Support, availability and recovery Please confirm whether the RFT will specify the required support hours, incident priority levels, response and resolution targets, system availability targets, and recovery time and recovery point objectives.
Answer #121: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #122: B1 requires reference contracts “successfully delivered within the last three (3) years i.e. prior to November 2026”, and Q1 requires that service “must not have ended

prior to November 2026". The phrase "prior to November 2026" appears to define the three-year look-back period, rather than excluding contracts delivered during November 2026. Allowing the most recent deliveries would let candidates evidence the most current comparable solutions, including those using emerging technology such as AI. Please confirm that a contract which went live and entered service during November 2026, before submission, is an eligible reference and may be recorded as "successfully implemented.
Answer #122: The Contracting Authority refer Candidates to the response to clarification #16 above.
Question #123: A10 requires data to be "hosted, accessed and processed within the European Economic Area (EEA)", while B1 Q15(c) lists "EEA, UK or other" as support locations. Please confirm that secure remote support access by candidate staff based in the UK, which has an EU adequacy decision, is acceptable, provided all data, including backups, is hosted, stored, and resides at all times within the EEA.
Answer #123: The Contracting Authority can confirm that for References relating to previous projects delivered in section B1, this is acceptable. The Contracting Authority would also like to refer Candidates to the response to clarification #16 above.
Question #124: With regards to Declaration of Statutory Obligations, we are based in the UK. Can the Authority confirm that the Supplier should tick Yes to compliance, where the Supplier complies with the equivalent legislation in their Country of Residence?
Answer #124: The Contracting Authority can confirm that in this instance that the Supplier should tick "Yes" to compliance, where the Supplier complies with the equivalent legislation in their Country of Residence
Question #125: A10 requires that data be hosted, accessed and processed within the EEA. Please confirm that the definition of "Processing" is the same as defined within the GDPR (EU).
Answer #125: The Contracting Authority refer Candidates to the response to clarification #20 above.
Question #126: Clarification 1 – Section A7, Declaration re Statutory Obligations: Candidates are asked to confirm that they are "fully compliant" with the listed legislation, including the Employment Equality Act 1998, the Organisation of Working Time Act 1997, the Safety, Health and Welfare at Work Act 2005 and the General Data Protection Regulation. For large organisations with many employees, operations and processing activities, it is not possible to give an absolute confirmation of full compliance with every provision of this legislation at all times. Minor or technical issues can arise in the ordinary course of business and are dealt with as they arise. Can the Contracting Authority confirm that Candidates may give this confirmation in the following form:

"We confirm that, to the best of our knowledge and belief having made reasonable enquiries, we are compliant in all material respects with the following legislation, or equivalent legislation in our country of establishment / operation:"
Answer #126: The Contracting Authority can confirm that the Declaration in section A7 cannot be amended. Confirmation should be provided in the knowledge and belief that the Candidate is compliant with its statutory obligations based on reasonable enquiries. In addition, there is an ongoing duty on Candidates to notify the Contracting Authority immediately of any changes in circumstances from when the declaration is signed. This duty persists through the procurement and into contract as applicable to the particular economic operator.
Question #127: Clarification 2 – Section A7, item (viii): Item (viii) asks Candidates to confirm that they have procedures in place "to ensure" that subcontractors apply the same standards. A Candidate can put contractual requirements and oversight procedures in place, but it cannot guarantee a third party's compliance. Can the Contracting Authority confirm that Candidates may give this confirmation in the following form: "We have procedures in place, including contractual requirements, designed to ensure that our subcontractors, if any are used for this contract, apply the same standards."
Answer #127: The Contracting Authority can confirm that with regards to this aspect of the Declaration, it is taken that confirmation of procedures being in place to ensure compliance is on the basis of 'to ensure'. There is also an ongoing duty on Candidates to notify the Contracting Authority of any changes in circumstances from when the declaration is signed. This duty persists through the procurement and into contract as applicable to the particular economic operator. In addition, Candidates should note that all other entities being relied upon, including sub-contractors, will be required to complete Section A of the PQQ.
Question #128: Clarification 3 – Section A8, paragraph: Paragraph (c) requires the signatory to confirm that all information in the Application is "true, accurate, complete and not misleading". As drafted, this is an absolute confirmation with no knowledge standard. This seems inconsistent with paragraph (b), which requires the signatory to make the enquiries they consider necessary, and with paragraph (k), which refers to "materially" inaccurate information. It is also inconsistent with the Section A7 declaration, which is given "to the best of my knowledge and belief". Can the Contracting Authority confirm that paragraph (c) may be read, and completed, as follows: "to the best of the Candidate's knowledge and belief, having made the enquiries referred to in paragraph (b), all information, statements, representations and declarations contained in the Application are true, accurate and complete in all material respects and not misleading;" If the Contracting Authority does not agree to this wording, can it confirm that the declaration in paragraph (c) is given on the basis of the enquiries referred to in paragraph (b)?
Answer #128: The Contracting Authority can confirm that with regards to this aspect of the declaration in A8 that the confirmation under paragraph (c) is given on the basis of the confirmation of compliance under paragraph (b).
Question #129: Clarification 4 – Section A8, paragraphs (g) and (h): Candidates accept that they remain responsible for the contents of their Application. However, paragraph (h) requires the Candidate to have "satisfied itself as to the accuracy" of information provided by

third parties, advisers, affiliates, subcontractors or artificial intelligence, and to accept responsibility "as if it had been created directly by the Candidate". Some information, such as third-party certifications, subcontractor resource details and reference details, cannot be independently verified in every respect by the Candidate. Can the Contracting Authority confirm: (a) that paragraph (h) may be read, and completed, as follows: "where information contained in the Application has been provided and/or generated by a third party, adviser, consultant, affiliate, subcontractor, other person, or through the use of artificial intelligence, the Candidate has taken reasonable steps to satisfy itself as to the accuracy of that information and accepts responsibility for its inclusion in the Application;" and (b) that the references to "AI" and "artificial intelligence" in paragraphs (g) and (h) refer to tools used to prepare the Application. Please also confirm that paragraphs (g) and (h) do not create any requirement to disclose whether, or how, such tools were used.
Answer #129: The Contracting Authority can confirm that the declaration cannot be amended. Candidates must be able to stand over the content of its application. The Application should be completed in full and it is always open to the Contracting Authority to verify any aspect of the information submitted by way of the Application with any Candidate.
Question #130: Does the Authority have an estimated timeline for subsequent stages of the procedure? For example, when it is estimated the ITT submission date, estimated Contract Award, Project Commencement and Estimated go live?
Answer #130: The Contracting Authority can confirm that it is targeting progressing to the tender stage in Q1 2027
Question #131: Beyond the A10 requirement for EEA hosting and processing, do you have any further requirements on where AI processing takes place? Do you have a policy on which AI models or providers may be used?
Answer #131: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #132: Are there governance requirements for how AI is used in the solution? For example, should a person review AI output before it is saved to a case, and do you expect a DPIA or EU AI Act assessment before go-live?
Answer #132: The Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).
Question #133: Do staff with access to data need to be security cleared. If so, to what level?
Answer #133: The Contracting Authority can confirm that as part of the Tender stage, Tenderers will be required to declare willingness to adhere to Garda vetting requirements as mandated and processed by the Contracting Authority for security vetting of their staff.
Question #134: Could you share the indicative timetable for the rest of the procurement, including the RFT, negotiation and contract award? Do you have a target go-live date for the initial contract?

Answer #134: The Contracting Authority can confirm that we are targeting progressing to the tender stage in Q1 2027

Question #135: Section A6 requires organisational capacity exceeding 20 individual full-time equivalent (FTE) staff. The minimum numbers in the role table total 20, and the same person may meet more than one skill requirement.

Please confirm whether candidates must demonstrate access to more than 20 distinct individuals on an FTE basis, including any declared third-party resources. Please clarify how staff covering multiple roles should be counted against the overall threshold and the minimum for each role. Please also confirm whether any of these resources must be dedicated full-time to the contract.

Answer #135: 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

Regarding the question in terms of "whether resources must be dedicated full time to the contract", the Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).

Question #136: Pre-existing platform

Section 3.2 refers to a "pre-existing platform/solution". Please confirm whether a commercially available CRM platform with built-in case management, such as Microsoft Dynamics 365 Customer Service or Salesforce Service Cloud, meets this requirement if Fiosrú's workflows are configured on the platform and specialist functionality is delivered through extensions or integrations.

Please also specify which investigation and evidence management capabilities, if any, must be available as standard in the base product and whether any limits apply to bespoke development.

Answer #136: The Contracting Authority has defined the scope of requirements within the procurement documents. It is for each Candidate to identify and submit the previous contracts it considers most comparable to those requirements. The Contracting Authority cannot advise on the suitability or comparability of any particular reference contract in advance of evaluation.

Regarding the question relating to "investigation and evidence management capabilities", the Contracting Authority can confirm that a response to this question is not necessary/appropriate at this stage of the competition (prequalification).

Question #137: A10 requires that data be hosted, accessed and processed within the EEA, while B1 Q15c asks for the location of the support model (EEA, UK or other). Please confirm whether service management and support access to the solution from a location outside the EEA that has an EU adequacy decision (e.g. Northern Ireland) is acceptable under A10, provided all data is hosted and processed within the EEA.

Answer #137: The Contracting Authority refer Candidates to the response to clarification #20 above.

Regarding B1Q15c, this question should be addressed in relation to the Reference contracts put forward by the Candidate as part of their response to Criterion B1.
Question #138: Does "evidential standard" refer to a specific standard, accreditation or procedure the solution must meet? Or is it about keeping a complete chain of custody record that can't be altered?
Answer #138: The Contracting Authority can confirm that "Evidential Standard" has a specific meaning in the legal processes relating to the administration of justice. As per its inclusion in the PQQ, the Contracting Authority can confirm that this reference relates to the requirement that the CMS has the ability to maintain details associated with the complete chain of custody record relating to the continuity of exhibits, contained in an immutable audit log, i.e. which cannot be changed or altered and which may be used in legal processes.
Question #139: The PQQ cover page refers to a separate Word version of the questionnaire, and Section 5.8 refers to the questionnaire in Appendix 2. Please confirm which version candidates should complete and where the separate Word template can be downloaded if it is required. Please also confirm whether the supporting documents expressly requested in the PQQ, including the organisation chart and copies of relevant certificates, should be included in the same ZIP file as the completed questionnaire.
Answer #139: The Contracting Authority wish to acknowledge an error in the PQQ Cover page. The Contracting Authority can confirm that the questionnaire in Appendix 2 should be used for all responses. In addition, the Contracting Authority would like to remind Candidates of the amendments contained in this clarification document, to the Questionnaire in Appendix 2, Section B1, for both reference contracts regarding questions #2, #4, #14 and #15. The Contracting Authority can also confirm that all supporting documents requested in the PQQ should be included in the response submission ZIP file.