

Clarification No. 1

Tender Reference	ECCC-2028-IT-0120
Title	Provision of IT Managed Services and Service Desk Support
Date issued	30 October 2028

The following clarifications are issued to all tenderers and form part of the tender documents.

Question 1

Q: Please confirm whether the professional indemnity insurance level stated in Section 3.1 is final.

A: The minimum level of Professional Indemnity insurance in Section 3.1 is increased from €2,000,000 to €5,000,000 any one claim and in the aggregate. All other insurance requirements are unchanged.

Question 2

Q: The Pricing Schedule does not include a line for out-of-hours support. Please advise.

A: A revised Pricing Schedule (Version 2) including an out-of-hours support line is issued with this clarification and replaces Version 1. Tenderers must use Version 2 of the Pricing Schedule; tenders submitted on Version 1 will not be accepted.