



Department of the Taoiseach

REQUEST FOR TENDER

FOR MAINTENANCE AND SUPPORT OF MAIN NETWORK SWITCH AND ACCESS LAYER SWITCHES

January 2007

***Date of issue:* 30 January 2007**

Date for submission: 20 February 2007

Section I Invitation to Tender

1. The Department of the Taoiseach wishes to enter into a contract for the maintenance and support of our main network switch and access layer switches.

Telephone support is required. Please state whether you are in a position to offer such a facility and whether such a facility is offered as standard or as an option. Where offered as an option, it must be separately priced in the Schedule of Costs.

2. For critical issues, the Department will require a **minimum** of 1 hour response time (resolving the issue or replacing unit), 24 Hours x 7 days. The decision on whether an on-site resource is needed is ultimately Department of the Taoiseach's.
3. The successful contractor will be required to provide a 6 monthly health check on the main network switch and all access layer switches outlined in Appendix C, resolving any issues and when necessary providing recommendations to improve performance. The Department of the Taoiseach reserves the right to employ a third party to conduct an independent review of the main network switch and access layer switches from time to time.
4. The period of the contract will be for a minimum of one year. However, depending on the proposals received, the Department may consider awarding the contract for a period of years up to a maximum of three.
5. On the basis of proposals submitted, the Department may decide to shortlist. However it is not obliged to do so. Shortlisted tenderers may be required to give a presentation to the Department of the Taoiseach.
6. The Department of the Taoiseach operates a switched Local Area Network (LAN) conforming to the ISO 8802/3 standard using fibre and Cat5 in Government Buildings, Merrion Street, Dublin 2.

The Department of Taoiseach currently has some 360 network clients consisting of approximately 258 workstations, 33 servers and 69 printers.

The core of the network is based upon an Alcatel OmniSwitch 7800 Series.

The access layer of the network is based upon Alcatel OmniSwitch stackable switches and one 3COM switch distributed over 6 wiring closets. Each of the wiring closets, apart from one which is located in the server room, are connected back to the server room using multimode fibre.

Interconnectivity between the core and the access layers is accomplished via fibre based Gigabit Ethernet.

There are two additional fibre links from Leinster House and the Department of Finance which are also connected to the core switch via multimode fibre.

The primary network protocol used by the Department is TCP/IP. The network topology is flat with no VLAN or subnet implementations. The majority of workstations obtain their IP addressing dynamically from the Windows DHCP server. A specific range has been set aside for DHCP addresses. All network printers and servers have been allocated structured static IP addressing.

Class A IP addressing is being used in conjunction with a Class B subnet mask.

Network management and monitoring is via the Omniswitch WebView/GUI.

Please see Appendix C for a list of the equipment and locations. While the Department of the Taoiseach has endeavoured to ensure that the information is correct, it shall not be held liable for any omissions or errors.

Please see Appendix D for a diagram of the current network infrastructure.

Section II Tender Detail

This RFT is issued under the following conditions:

1. The contract will be subject to ongoing review, carried out by the management of this IT Unit, at which times quality of service to date, customer satisfaction and skill levels will be discussed. If it is felt that the successful tenderer is not adequately meeting the requirements of the contract, the Department of the Taoiseach reserves the right to terminate the support contract at any time.
2. The Department will not be liable in respect of any costs incurred or any associated work effort by firms in the preparation of proposals.
3. Prices and rates quoted should be expressed in euros and exclusive of VAT. The VAT rate(s) applicable should be indicated separately.
4. The proposal should indicate the period for which the prices and terms quoted will hold good. The period of the contract will be for a minimum of one year. However, depending on the proposals received, the Department may consider awarding the contract for a period of years up to a maximum of three.
5. A successful proposer will be required to produce, within seven days of being requested, a Tax Clearance Certificate, or, in the case of non-resident proposers, a statement from the Irish Revenue Commissioners.
6. Tenderers must provide the name, address, telephone and fax number of any third parties involved in the tender, together with a description of role or element of contract to be fulfilled by any third-party.
7. A contract will be awarded by the Department of the Taoiseach on the basis of the criteria specified in Appendix A. The Department reserves the right not to select any tender.

10. 2 copies of the Tenders (plus one electronic version on CD) marked " Tender for Maintenance and Support of Main Network Switch and Access Layer Switches" should be sent to:

Helen Daly
Dept. of the Taoiseach
Government Buildings
Upper Merrion Street
Dublin 2

to arrive not later than **3.00 p.m. on the closing date of 20 February 2007.**

11. The RFT can be downloaded from the Department's website www.taoiseach.gov.ie/eng/index.asp?docID=3184

12. Any queries relating to this RFT should be directed to:

it.tenders@taoiseach.gov.ie.

All queries raised along with the Department's replies will be published on the Department's website www.taoiseach.gov.ie/eng/index.asp?docID=3185

13. PLEASE NOTE: Tenders delivered after 3.00 p.m. on the closing date will not be considered and will be returned to the tenderer unopened.
14. All information provided by suppliers will be treated in strict confidence. Similarly, the Department of the Taoiseach requires that all information provided pursuant to this invitation to tender will be treated in strict confidence by suppliers. However, your attention is drawn to the Provisions of the Freedom of Information Act 1997.
15. Information supplied by tenderers will be treated as contractually binding. However, the Department of the Taoiseach reserves the right to seek clarification or verification of any such information.
16. Detailed contractual arrangements are not within the scope of this RFT.

However, the following conditions should be noted:-

Any conflict of interest involving a contractor(s) must be fully disclosed to the Department, particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the contractor(s).

Any registerable interest involving the contractor(s) and the Department of the Taoiseach, members of the Government, members of the Oireachtas or employees of the Department of the Taoiseach or their relatives must be fully disclosed in the response to this invitation to tender, or should be communicated to the Department of the Taoiseach immediately upon such information

becoming known to the contractor(s) or proposed associates, in the event of this information only coming to their notice after the submission of a bid and prior to the award of the contract. The terms 'registerable interest' and 'relative' shall be interpreted as per section 2 of the Ethics in Public Office Act, 1995.

Section III Information Required

1. **Company Profile**

The following information should be supplied:

- a) The number and location of Offices
- b) The management structure which your Organisation would provide to manage a contract with the Department of the Taoiseach and the reporting and liaison arrangements at all levels.
- b) Any other relevant information.

2. **Continuity of Service**

As continuity of service is of vital importance to the Department of the Taoiseach you will be asked to provide an unconditional guarantee of such continuity in the event that your proposals are acceptable. In this respect please state the penalty clauses you would be prepared to accept for non-performance of service.

3. **Contract Period**

Please indicate:

- a) The term of contract proposed (minimum 12 months).
- b) The escape clause which you would agree to build into the contract allowing the Department of the Taoiseach to terminate in the event of major dissatisfaction with your performance.
- c) Any circumstances where you may wish to terminate the contract.

4. **Employee Profile**

Please state the range and depth of the qualifications, skill level and experience of the individual staff proposed for this contract. This should include:

- CV for the proposed person(s)
- whether person(s) are own staff or whether contract staff or other companies are used

5. **Cover/Response Times**

In relation to cover please address the following specific points:

- (i) confirm that cover will be available 24 hours x 7 days
- (ii) please state proposed on-site and telephone response times
- (ii) The time and procedure to be followed by the Department's staff when calling for engineering intervention during office hours.
- (iii) The procedure to be followed by the Department's staff when calling for engineering intervention out of office hours.
- (iv) The control system under which your Organisation would operate the cover.
- (v) State how the cover will be operated, e.g. the proposed location of your Organisation's offices and the number and gradings of personnel which would be provided to staff this/these office/offices.
- (vi) The fault diagnostic and correction procedures you would follow.
- (viii) Proposed procedures to deal with prolonged down-time.

- (ix) Statement of commitment to permanently replace unfixable equipment as listed in Appendix C.
- (x) Proposals for managing the installation, upgrading and ongoing support of items of hardware acquired during the contract period.

6. Schedule of Costs

Please specify:

- A) Your charges for 24 hours x 7 days cover.
- b) Your charges for telephone support.
- c) Your charges for 6 monthly Health Check.
- d) Your charges for 1 hour response time.
- e) A breakdown of the cost of any options being proposed.
- f) Billing period and method of payment required.
- g) Details of any other costs that may be incurred.

7. Reference Sites

Please provide details of at least two reference sites to which you have supplied similar service, and contact names.

APPENDIX A: General Requirements

Bidder Details

Please state:

- (i) The average number of managerial staff within your Organisation for the last 3 years.
- (ii) Your Organisation's present training procedures for staff.
- (iii) The range of services provided by your Organisation.
- (iv) The number of fully trained Engineers and levels of qualifications.

Qualification and Award Criteria

Evaluation of Tenders

Tenderers to whom any of the circumstances listed in paragraph 1 of Article 20 of EU Council Directive 93/36/EEC (co-ordinating procedures for the award of public supply contracts) apply will be excluded from this competition. The said circumstances are outlined in Appendix B to this document.

Please confirm that none of these circumstances apply to your organisation.

Qualification Criteria

Tenders not so excluded will initially be evaluated by reference to the following qualification criteria:

- (a) Stated ability of proposer to meet the mandatory requirements set down in this request for tenders.
- (b) Completeness of documentation supplied.

Award Criteria

The contract will be awarded from qualifying tenders on the basis of the most economically advantageous tenders, using the following order of priority:

- (1) Demonstrated experience and qualifications of the personnel proposed by the contractor.
- (2) Proven and demonstrable track record.
- (3) Cost/value for money.

Freedom of Information Act (FOI)

The Department of the Taoiseach undertakes to use its best endeavours to hold confidential any information provided by tenderers in this tender subject to their obligation under law, including the Freedom of Information Act which came into force on 21 April, 1998.

Should tenderers wish that any of the information supplied not be disclosed because of its sensitivity, tenderers should, when providing the information, identify same and specify the reasons for its sensitivity. The Department of the Taoiseach will consult with tenderers about any such sensitive information before making a decision on any Freedom of Information request received. If no information

is identified as sensitive, with supporting reasons, then it is likely to be released in response to a Freedom of Information request.

Tax Clearance Certificate

In the case of contracts of a value of €6,350 (incl. VAT) or more within a 12 month period, before a contract is awarded the successful contractor (and agent, where appropriate) will be required to promptly produce a Tax Clearance Certificate. In addition, contractors must retain records of tax reference numbers for any subcontractors where payments exceed €635 (incl. VAT).

A successful non-resident contractor or subcontractor will be required to produce a statement from the Irish Revenue Commissioners.

All payments under the contract will be conditional on the contractors being in possession of a valid certificate at all times.

Security

As a pre-requisite to admission to certain sites, the Department will require advance notice of the identities of your organisation's personnel wishing to gain success access, as security clearance will be required for any staff working in the Department. This is a standard procedure throughout this Office and will be established and verified by the Gardai.

APPENDIX B: Extract from Article 20

Extract from Article 20, Paragraph 1 of EU Council Directive 93/36/EEC of 14th June 1993, coordinating procedures for the award of public supply contracts.

Any supplier may be excluded from participation in the contract who:

- 1 is bankrupt or is being wound up, whose affairs are being administered by the court, who has entered into an arrangement with creditors, who has suspended business activities or who is in any analogous situation arising from a similar procedure under national laws and regulations;
- 2 is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations;
- 3 has been convicted of an offence concerning his professional conduct by a judgement which has the force of *res judicata*;
- 4 has been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;
- 5 has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;
- 6 has not fulfilled obligations relating to the payment of taxes in accordance with legal provisions of the country in which he is established or those of the country of the contracting authority;
- 7 is guilty of serious misrepresentation in supplying the information required under this Chapter.

APPENDIX C – List of Equipment and Locations

Location	Make & Model	Description	Quantity
Server Room	Alcatel OmniSwitch 7800 Series	OS 7800 Redundant bundle, w/SSL (DES,3DES, RC2, RC4) Redundant AC chassis Bundle. Includes OS 7800 18 Slot Chassis, Fan Tray, 2 x OS 7800-CMM and x AC Power Supplies.	1
		24 Port 10/100 Base T with RJ 45 Connectors	9
		12 Port 100 Base FX with Duplex MT-RJ Connectors	2
		12 Port 1000Base-SX Blade	1
		1Gig SFP SX Modules	6
		2 Port 1000Base-SX Blade	3
2 nd Floor	Stacked Alcatel OmniSwitch 6600	48 Port	2
		+ 1x2Port 1Gig Module	1
1 st Floor	Alcatel OmniSwitch 6600	48 Port	1
		+ 1x2Port 1Gig Module	1
Ground Floor N	Stacked Alcatel OmniSwitch 6600	48 Port	2
		+ 1x2Port 1Gig Module	1
Ground Floor S	Stacked Alcatel OmniSwitch 6600	48 Port	2
		+ 1x2Port 1Gig Module	1
Basement	Stacked Alcatel OmniSwitch 6602	48 Port	2
		+2x2Port 1 Gig Module	2
	3COM	48 Port	
Merrion Row	Alcatel OmniSwitch 6600	48 Port	1
		+1x2Port 1 Gig module	1
Leinster House	Alcatel OmniSwitch 6602	12 Port	1

APPENDIX D – Diagram of Current Network Infrastructure

