



## **Department of the Taoiseach**

### **REQUEST FOR TENDER FOR WINDOWS SUPPORT**

***Date of issue:***

Date for submission:

09 July 2008

**Section I      Invitation to Tender**

1. The Department of the Taoiseach wishes to enter into a contract for technical on-site and telephone support for Windows 2000/2003 and Active Directory on our servers with effect from 28<sup>th</sup> August 2008..

Telephone support for Windows is also required. Please state 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.

Further details are set out in Section II.

2. The period of the contract will be for a minimum of one year. However, depending on the proposals received, the Department will consider awarding the contract for a period of years up to a maximum of three years.
3. 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.
4. 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. There are 2 Windows 2003 Domain Controller servers, 2 Windows 2000 servers operating as file and printer servers (clustered with a SAN) for the Department and 1 Windows 2003 ISA / Proxy server. The Department operates 7 Windows 2003 servers running Lotus Domino 7.x. Two of these servers are mail servers in a Lotus Domino cluster. In addition, there are a number of other Windows servers hosting various applications.

A list of the current servers is attached at Appendix C. 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.

The Department operates a Windows XP Professional desktop environment for approximately 220 users. The desktop applications used are Microsoft Office and Lotus Notes. All users have access to the Internet for browsing purposes. The mail application is Lotus Notes.

## ***Section II Tender Detail***

This RFT is issued under the following conditions:

1. The Department proposes to initially purchase a set number of days from the successful contractor and draw down the days as and when necessary. These days would be used for specific projects or for onsite assistance/problem resolution, as required.
2. For **critical** issues, the Department will require a **minimum** of 1 hour response time. Other issues will require a minimum of 4 hour response time. The decision on whether an on-site resource is needed is ultimately the Department of the Taoiseach's.
3. The successful contractor will be expected to provide advice to the Department on technical issues relating to Windows and to also provide information on new technologies as required
4. The successful contractor will be required to provide a 6 monthly health check on all the servers outlined in Appendix C with recommendations to improve security, performance, etc. The Department of the Taoiseach reserves the right to employ a third party to conduct an independent review of servers from time to time.
5. 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.
6. The Department will not be liable in respect of any costs incurred or any associated work effort by firms in the preparation of proposals.
7. Prices and rates quoted should be expressed in euros and exclusive of VAT. The VAT rate(s) applicable should be indicated separately.
8. 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 will consider awarding the contract for a period of years up to a maximum of three years.
9. 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.

10. 2 copies of the Tenders (plus one electronic version) marked " Tender for Windows Support" should be sent to:

Niall McGuirk  
Dept. of the Taoiseach  
Government Buildings  
Upper Merrion Street  
Dublin 2

to arrive not later than **12 noon on the closing date of 24 July 2008.**

11. 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 **(TO GET LINK)**

12. PLEASE NOTE: Tenders delivered after 12 noon on the closing date will not be considered and will be returned to the tenderer unopened.
13. 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.
14. 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.
15. 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 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.

### **3. Contract Period:**

Please indicate:

- a) The term of contract proposed (minimum 12 months).
- b) 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)
- accredited Microsoft qualifications of person(s)

### **5. Cover/Response Times:**

In relation to cover please address the following specific points

- (i) confirm that cover will be available from 9.00 to 18:00 hours Monday to Friday (excluding Irish Public Holidays)
- (ii) please state proposed on-site and telephone response times
- (iii) The procedure to be followed by the Department's staff when calling for engineering intervention.
- (iv) The control system under which your Organisation would operate the cover.
- (v) The times during which call-outs can be notified and will be accepted.
- (vi) The availability of out-of-hours cover (e.g. at weekends).
- (vii) The fault diagnostic and correction procedures you would follow.
- (viii) Proposed procedures to deal with prolonged down-time.

6. **Schedule of Costs:**

Please specify:

- a) Your charges for on-site support for the following periods:
  - per day during normal office hours (9am to 6pm, Monday to Friday)
  - per day outside normal office hours (Saturday and Sunday)
  - per hour during normal office hours (9am to 6pm, Monday to Friday)
  - per hour outside normal office hours
- b) Your charges for telephone support
- c) A breakdown of the cost of any options being proposed.
- d) costs for 4 hour response and 1 hour response
- e) Billing period and method of payment required.
- f) The proposed cost review period and procedures.
- 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 Microsoft 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.

#### **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 competence of the personnel proposed by the contractor.
- (2) Proven and demonstrable track record of providing similar services
- (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, co-ordinating 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 Windows 2000/2003 servers

Server	Details	OS
MailSweeper Inbound	Mailsweeper for inbound mail	Windows 2003
MailSweeper Outbound	Mailsweeper for outbound mail + management console	Windows 2003
PixAlert server	PixAlert Image Monitor	Windows 2000
ACE Server	ACE Server – key fob authentication for 3G/GPRS and remote access	Windows 2000
Extranets Server	Lotus Domino web server	Windows 2003
Extranets Backup Server	Lotus Domino web server – backup to the above	Windows 2003
Library application server	Sirsi Unicorn Library application	Windows 2000
Domain Controller 1	DC – Active Directory + SUS	Windows 2003
Domain Controller 2	DC – Active Directory + CommVault GUI	Windows 2003
File & Printer Server 1	File and print server – clustered	Windows 2003
File & Printer Server 2	File and print server – clustered	Windows 2003
Disk array	Windows file and print disk array	Windows 2003
Proxy server	ISA Proxy – for Internet access Websense	Windows 2003
Anti virus server	EPO server for anti-virus updates Netwatch to be added.	Windows 2003
Backup server	CommVault server	Windows 2003
Mail server	Lotus Mail	Windows 2003
Mail server (backup)	Lotus mail backup	Windows 2003
Lotus Application server x 5	Lotus Apps. 1,2,3,4,5	Windows 2003
Blackberry server	Blackberry server	Windows 2003
MailMeter	MailMeter server	Windows 2003
SMS server	SMS Server	Windows 2003
Firewall Console	Firewall Management Console	Windows 2003
Intranet	Intranet Server (Domino)	Windows 2003
Media	Media Server for storing files	Windows 2003