

**DEPARTMENT OF THE TAOISEACH**

**REQUEST FOR TENDER**

**FOR**

**MAINTENANCE OF IT-RELATED HARDWARE**

**IT Manager  
Department of the Taoiseach**

**Issued On: 11 December, 2008**

**Closing Date: 19 December, 2008**

## TABLE OF CONTENTS

		<u>PAGE</u>
SECTION I	INVITATION TO TENDER	3
SECTION II	TENDER DETAILS	4
SECTION III	EVALUATION OF TENDERS & AWARD CRITERIA	7
SECTION IV	INFORMATION REQUIRED:	8
1	Tenderer Profile	
2	Management and Administration Structure	
3	Engineering Profile	
4	Response Times & Guarantees	
5	Cover	
6	Continuity of Service	
7	Vendor Co-operation	
8	Contract Period	
9	Costs	
10	Other	
APPENDIX A	Equipment out of warranty	11
APPENDIX B	Equipment under warranty	14
APPENDIX C	Extract from Article 29 of EU Council Directive 92/50/EEC	17

## SECTION I - INVITATION TO TENDER

1. The Department of the Taoiseach invites tenders for the maintenance (including parts and labour) of all its IT-related hardware listed in **Appendices A and B**. This includes all stated hardware currently not under warranty and all hardware under warranty, when that warranty expires. This also includes additional hardware that may be procured during the lifetime of the contract. It is envisaged that such items may be replacing hardware currently listed in Appendices A and B.
2. The cover required is 9 a.m. - 5.30 p.m., Monday to Friday (excluding Irish Public Holidays). We also ask that you tender for providing cover and 24 hours per day, 7 days a week for **critical** hardware, as marked in Appendices A and B. The successful tenderer would be expected to visit the Department to carry out the maintenance but may bring hardware or parts off-site, except where the Department deems it unsuitable.
3. The initial period of the contract will be for one year. However, on satisfactory provision of service during this initial contract period, the Department will consider extending the contract for a period of years up to a maximum of three years.
4. The Department of the Taoiseach operates an Ethernet Local Area Network (LAN) in Government Buildings, Upper Merrion St, Dublin 2. There are approximately two hundred (200) Dell Optiplex PCs, ten (10) Lenovo Pc's, Sixty (60) notebooks and one hundred and fifty five (155) printers in the Department. These are served by twenty five (25) servers – (Five (5) Windows 2000 Network Servers, ten (10) Lotus Notes v.7 Servers running Windows 2003 and the remaining ten (10) servers are running various applications on Windows 2003). All server and workstation segments are connected via a networking switch.
5. PCs operate mainly in a Windows XP desktop environment. The primary applications currently in use are those of Lotus Notes v.7 (for mail and data management), Microsoft Office, Internet Explorer 6.x and a number of Web-based applications.

## SECTION II - TENDER DETAILS

- 1 The Department of the Taoiseach will accept no responsibility for any costs incurred in formulating or presenting proposals.
2. 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.
3. A contract will be awarded by the Department of the Taoiseach on the basis of the criteria specified in Section III. The Department reserves the right not to select any tender.
4. Prices and rates quoted should be expressed in Euro (€) and exclusive of VAT. The VAT rate(s) applicable should be indicated separately.
5. Prices and terms quoted should hold good for at least the initial 12 months of the contract, once awarded. Any subsequent changes will be subject to review of the contract and the agreement of both parties.
6. Copies of proposed contracts must be provided with the proposal, if available.
7. 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.
8. 2 copies of the Tenders in paper and one in electronic format, or a single copy electronic format " Tender for Maintenance of IT - Related Hardware" 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 19 December 2005.**

9. Any queries relating to this Request for Tender 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 at the following address:

**<http://193.178.1.117/index.asp?locID=185&docID=4136>**

10. Tenders which are delivered late will not be considered.
11. Companies may submit more than one proposal, if they wish.

## 12. *Freedom of Information*

The Department undertakes to use its best endeavours to hold confidential any information provided by Tenderers subject to the Department's obligations under law, including the Freedom of Information Act, 1997, which came into force on 21 April, 1998.

The Department requires that all information provided pursuant to this Request for Tender will be treated in strict confidence by suppliers.

Should you wish that any of the information supplied in this tender would not be disclosed, you should identify this sensitive information clearly, and specify the reason for its sensitivity. The Department will consult you about any such sensitive information before making a decision on its disclosure on foot of any relevant Freedom of Information Request which may be received.

## 13. Conflicts of Interest

Detailed contractual arrangements are not within the scope of this RFT. However, the following conditions should be noted:

- Any conflicts of interest involving a supplier (or suppliers in the event of a consortium bid) 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 Tenderer.
- Any registerable interest involving the supplier and the Taoiseach, Members of the Government, Members of the Oireachtas, or employees of the Department or their relatives must be fully disclosed in the response to this RFT, or should be communicated to the Department immediately upon such information becoming known to the supplier, in the event of this information only coming to its notice after the submission of a bid and prior to the award of a contract. The term 'registerable interest' and 'relative' shall be interpreted as per section 2 of the Ethics of Public Office Act, 1995.

## 14. Payment

Any payment made for Consultancy under this contract will be subject to the applicable rate of Withholding Tax.

Payment will be made in accordance with the Department's normal payment practices upon satisfactory completion of work. Payments may be made on a phased basis by agreement.

Before a contract is awarded, the successful Tenderer will be required to promptly produce a valid Tax Clearance Certificate from the Irish Revenue Commissioners or equivalent, i.e. Statement of Suitability from the Revenue Commissioners in the case of a non-resident Tenderer. Where a Tax Clearance Certificate expires within the course of the contract the Department of the Taoiseach reserves the right to seek a renewed certificate. All payments under the contract will be conditional on the contractors being in possession of a valid certificate at all times.

## 15. 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 such 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 Gardaí.

### **SECTION III - EVALUATION OF TENDERS AND AWARD CRITERIA**

1. Tenderers to whom any of the circumstances listed in paragraph 1 of Article 29 of EU Council Directive 92/50/EEC (co-ordinating procedures for the award of public service contracts) apply will be excluded from this competition. The said circumstances are outlined at Appendix C.

*Please confirm that none of these circumstances apply to your organization.*

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

- (a) Completeness of tender documentation

and

- (b) Stated ability of the tenderer to meet all the minimum requirements specified in Section IV of this document.

Note: It is intended that only those tenders which meet both of the above qualifying criteria will be eligible for inclusion in the award process.

3. The contract will be awarded from the qualifying tenders on the basis of Value for Money, applying the following award criteria, listed in order of priority:

1. technical expertise of staff;
2. cost;
3. demonstrated previous experience of similar service provision in a comparable organization;
4. stated ability to meet the quality service requirements of the Department of the Taoiseach;

## SECTION IV - INFORMATION REQUIRED

### 1. Tenderer Profile:

The following information should be supplied in relation to the provision of this maintenance contract:

- a) A brief history of your Organisation.
- b) A current Organisation Chart.
- c) The number and location of Offices and Employees.
- d) Details of present customer base.
- e) Details of service agreements with vendor companies, particularly in relation to problem diagnosis.
- f) The average number of managerial staff within your Organisation for the last 3 years.
- g) The range of services provided by your Organisation.
- h) Any other relevant information

### 2. Management and Administration Structure:

Please give details of:

- (i) 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.
- (ii) Details of call logging and problem acceleration procedures.

### 3. Engineering Profile:

Please state:

- (i) The average annual engineering manpower and the number of managerial staff within your Organisation for the last 3 years.
- (ii) The present number of engineers within your Organisation.
- (iii) The range and depth of the qualifications, skill level and experience of the **individual** staff proposed for this contract.
- (iv) Your Organisation's present training procedures for engineers.
- (v) The range of equipment serviced by your organisation's engineers.

### 4. Response Times and Guarantees

Please confirm that the following requirements will be met:

- (i) The cover required is 9 a.m. - 5.30 p.m., Monday to Friday (excluding Irish Public Holidays). We also ask that you tender for providing cover and 24 hours per day, 7 days a week for **critical** hardware, as marked in Appendices A and B.
- (ii) During the contract period, response times to major faults must not exceed **4 (four) hours** of being reported. Response times to minor faults must not exceed **one working day**. Response time in this instance means rectifying the problem or replacing the relevant part.
- (iii) Telephone support in resolving routine difficulties must be provided to the IT staff of the Department during the said business hours (Monday-Friday) throughout the period of the contract.

- (iv) 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.
- (v) Please give details of arrangements whereby your company will replace an item of problem equipment until it is repaired. If your company intends to provide such an arrangement please state the time period within which you guarantee a replacement machine.

The preferred times are as follows:

- a) All critical equipment replaced within 4 hours
- b) Other equipment replaced within 8 hours

All replacements should be of an equivalent configuration to the original.

## **5. Cover:**

In relation to cover please address the following specific points:

- The contracted response times you are prepared to offer at each location or group of locations.
- The procedure to be followed by the Department's staff when calling for engineering intervention.
- The control system under which your Organisation would operate the cover.
- The times during which call-outs can be notified and will be accepted.
- The availability of out-of-hours cover (e.g. on-site at weekends).
- The fault diagnostic and correction procedures you would follow.
- Proposed procedures to deal with prolonged downtime.
- The expected mean time to repair for any equipment taken off-site.
- Statement of commitment to temporarily replace equipment taken off-site for repair with the models listed in Appendices A and B.
- Statement of commitment to permanently replace unfixable equipment with the models listed in Appendices A and B.
- Statement be provided any equipment removed off-site for repair
- Proposal to deal with equipment which comes out of warranty during the course of the contract.
- Proposals on Preventative Maintenance and Engineering charges.
- Proposals for managing the installation, upgrading and ongoing support of items of hardware acquired during the contract period.
- Proposals for the removal of items of hardware replaced during the contract period.

## **6. Continuity of Service:**

As continuity of service is of vital importance to the Department 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:

- (i) Your usual approach to undertaking a new maintenance contract.
- (ii) The initial equipment audit you would undertake.
- (iii) Details of two reference sites with similar equipment as that outlined in Appendices A and B, and contact details.

- (iv) The arrangements you have made for the sourcing and purchasing of spare parts.
- (v) The circumstances in which you would have recourse (at your own expense) to the vendors engineering service.
- (vi) Penalty clauses you would be prepared to accept for non-performance of service.

**7. Vendor Co-operation:**

In the absence of the fullest vendor co-operation please detail:

- (i) How you would resolve disagreements on whether a problem is due to hardware or software failure.
- (ii) Your proposals for handling a situation where it is necessary to resort to the vendor for help to resolve a problem.

**8. Contract Period:**

The initial period of the contract will be for one year. However, on satisfactory provision of service during this initial contract period, the Department will consider extending the contract for a period of years up to a maximum of three years.

Please indicate:

- (i) The escape clause which you would agree to build into the contract allowing the Department to terminate in the event of major dissatisfaction with your performance.
- (ii) Any circumstances where you may wish to terminate the contract.

**9. Costs:**

All costs must be quoted in **Euro (€)** and the schedule must take the following format:

- The overall cost for cover for all equipment for 1, 2 and 3 years, as set out in paragraphs 4 and 5 of this Section.
- Cost for each item of equipment.
- The VAT rate applicable should be indicated separately.
- Prices and terms quoted should hold good for 1 year from the final date for receipt of tenders.
- The preferred billing period is monthly or quarterly.

Please specify your charges for the proposed cover in the case of each option being offered, distinguishing between call-out and on-site cover charges for all equipment.

In addition please provide details as follows:

- (i) Billing period and method of payment required.
- (ii) The proposed cost review period and procedures.
- (iii) The call-out charges for hours outside the contracted period(s).
- (iv) How you would propose charging for equipment currently under warranty, but where the warranty will expire during the contract period.
- (v) The procedures (including the length of notice required) for adding or deleting items from the schedule of equipment under the maintenance contract.

**10. Other:**

**Please provide any other information which may be relevant to this proposal**

## APPENDIX A - LIST OF EQUIPMENT UNDER WARRANTY

This list includes all equipment on the Network that is still under warranty together with warranty expiry dates. Costings for these items should begin at the stated expiry date for each item. All of the equipment is currently located in Dublin. The operating systems in use on the servers are Windows 2000/2003.

### Servers

<b>Make/Model</b>	<b>CPU</b>	<b>Hard Drive</b>	<b>Qty</b>	<b>Operating System</b>	<b>Warranty Expiry Date</b>
Dell PowerEdge 1950	Xeon		2	Windows Server 2003	23/08/2009
Dell PowerEdge 2850	2 X 2.8		1	Windows Server 2003	10/02/2009
Dell PowerEdge 2850	2 X 3.6		1	Windows Server 2003	01/08/2009
Dell PowerEdge 2850	2 X 3.6		1	Windows Server 2003	14/08/2009
Dell PowerEdge 2850	P 4		1	Windows Server 2003	01/08/2009
Dell PowerEdge 2850	Xeon		1	Windows Server 2003	10/02/2009
Dell PowerEdge 2850	2 x3.6		1	Windows Server 2003	14/08/2009
Dell PowerEdge 2850			1	Windows Server 2003	10/07/2009
Dell Poweredge 2950			1	Windows Server 2003	06/07/2010
Dell Poweredge 2950			1	Windows Server 2003	17/01/2010
Dell Poweredge 2950	Xeon		1	Windows Server 2003	06/07/2010
Dell Poweredge 2950	Xeon		1	Windows Server 2003	06/07/2010

Dell PowerEdge 2950	2 X1.6		1	Windows Server 2003	06/07/2010
Dell PowerEdge 2950	2 x 2.66		1	Windows Server 2003	17/01/2010
Dell PowerEdge 2950			1		06/07/2010
Dell PowerEdge 2950	2 x1.6			Windows Server 2003	06/07/2010
Dell PowerVault 745NAS Server			1	Windows Server 2003	10/02/2009

### **PC's**

<b>Make/Model</b>	<b>CPU</b>	<b>Hard Drive</b>	<b>Qty</b>	<b>Operating System</b>	<b>Warranty Expiry Date</b>
Dell Optiplex GX520	4		1	XP	17/01/2010
Dell Optiplex GX745	4		75	XP	03/12/2010
Lenovo ThinkCentre A60	4		5	XP	09/08/2009

### **Laptops**

<b>Make/Model</b>	<b>CPU</b>	<b>Hard Drive</b>	<b>Qty</b>	<b>Operating System</b>	<b>Warranty Expiry Date</b>
Lenovo ThinkPad R61 Notebook	Intel Core 2 Duo T7100 1.8 GHz 4MB	120GB	1	XP	28/11/2010
Toshiba Sat pro U200-199	Intel Centrino Duo Mobile Technology	100GB	1	XP	15/06/2009
Toshiba Sat pro U200-1	Intel Centrino Duo Mobile Technology	100GB	1	XP	<b>15/12/2009</b>

Toshiba Satellite Pro U300 - 145	Core 2 Duo T5450	120GB	5	XP	11/04/2011
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### **Printers**

<b>Make/Model</b>	<b>Qty</b>	<b>Warranty Expiry Date</b>	<b>Printer</b>
HP Deskjet 460WBT	2	22/04/2009	
HP Deskjet 470	1	09/05/2011	
HP Laserjet 3005dn	5	09/05/2011	
HP Laserjet 3005dn	5	05/06/2011	
HP Laserjet 3005dn	5	19/06/2011	
HP OfficeJet J3680 - All in one	1	09/06/2009	

### **Other**

<b>Make/Model</b>	<b>Qty</b>	<b>Warranty Expiry Date</b>	<b>Details</b>
17" Acer Flatscreen Monitor A1 1723F	5	11/06/2011	
17" GNR LCD Flat Screen Monitor TS702	5	09/09/2011	
Dell 17" Flat Panel Monitor - Ultra Sharp (1707FP TCO99)	1	24/03/2009	
HP Scanjet 8270	1	07/04/2009	Marrinan Ciara
Dell EMC Storage Array	1	31/8/2009	

## APPENDIX B - LIST OF EQUIPMENT OUT OF WARRANTY

This list includes all equipment on the Network that is out of warranty. All of the equipment is currently located in Dublin.

### Servers

Make/Model	CPU	Hard Drive	Qty	Operating System	Critical
Dell PowerEdge 2550	PIII	2 X 18GB (Raid 1)	1	Windows 2003	NO
Dell Power Edge 2650	PIII	4 X 36GB	1	Windows 2003	NO
HP Proliant DL380	Xeon	2 x 36GB	2	Windows 2003	NO
<b>Dell PowerEdge 2550</b>	PII	4 X 9GB	2	Windows 2003	NO
Dell Power Edge 2800	PII	3 x 36GB (Raid 5)	1	Windows 2003	YES
<b>Dell PowerEdge 2850</b>	<b>Xeon</b>	2 x 36GB (Raid 1), 3 x 73GB (Raid 5)	2	Windows 2003	YES
<b>Dell PowerEdge 2850</b>	<b>Xeon</b>	2 x 36GB (Raid 1), 3 x 36GB (Raid 5)	1	Windows 2003	NO
<b>Dell PowerEdge 2850</b>	<b>Xeon</b>	3 x 36GB (Raid 5)	1	Windows 2003	YES

### Server-related Devices

Make/Model	Description	Qty	Critical
Dell PowerVault 660F	Storage Unit	1	YES
Dell PowerVault 51F	Fibre Channel Switch	2	YES
Dell PowerVault 128T	LTO Tape BackUp Library	1	YES
Dell Power Vault 110T	LTO Tape BackUp Library	1	YES
Dell PowerVault 100T	Tape Backup Unit	1	YES
HP Storage Works MSL5000 Series Library	Tape Backup Unit	1	Yes
HP StorageWorks Smart Array 1000	Tape BackUp Unit	1	YES

### PC's

Make/Model	CPU	Hard Drive	Quantity
<b>Dell Optiplex GX270</b>	<b>Pentium 4</b>	<b>40GB</b>	<b>100</b>
<b>Dell Optiplex GX280</b>	<b>Pentium 4</b>	<b>40GB</b>	<b>13</b>
<b>Lenovo Think Centre M52</b>	<b>Pentium 4</b>	<b>80GB</b>	<b>5</b>

### Notebooks

Make/Model	CPU	Hard Drive	Qty	Operating System
<b>Fujitsu-Siemens Amilo Pro V2000</b>	<b>Pentium M</b>	10GB	1	Windows XP
Dell Latitude X300	PentiumM	30GB	9	Windows XP
Dell Latitude C610	Pentium III	60GB	35	Windows XP
Lenovo Think Pad R60	Pentium III	40GB	1	Windows 2000
Dell Latitude CPiR400	Pentium II	10GB	10	Windows 2000
			39	

## Printers

Make/Model	Quantity
HP Business Inkjet 2200	1
HP Color LaserJet 4500	1
HP Colour Laserjet 5550dn	3
HP Deskjet 6540	45
HP Deskjet 5850	10
HP Laserjet 1320	1
HP Laserjet 2300n	1
<b>HP Laserjet 3015 All-in-One</b>	<b>1</b>
<b>HP laserjet P2015D</b>	<b>1</b>
HP Laserjet P2020D	1
<b>HP Officejet 4255 All-in-One</b>	<b>4</b>
<b>HP Officejet 4355 All-in-One</b>	<b>2</b>
HP PSC 1315	1
Lexmark M410N	2
Lexmark T630	19
Oki c5300	1
OKI Page24N	2
OKI Page 20 Plus Laser Printer	1
Seiko Impresora Smart Label Printer 240	1
<b>OKI C7350dn</b>	<b>36</b>

## Other

Make/Model	Quantity
HP 9100C Digital Sender	2
HP Scanjet 5590 digital flat	1
HP Scanjet 7550	1
AOC Monitor 17" – LM720A	2
<b>HP Scanjet 8290</b>	<b>1</b>

## APPENDIX C - ARTICLE 29 OF EC DIRECTIVE 92/50/EEC

*Extract from Article 29, Paragraph 1 of EU Council Directive 92/50/EEC of 18th June 1992, coordinating procedures for the award of public service contracts.*

Any service provider may be excluded from participation in a contract who:

- (a) 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;
- (b) 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;
- (c) has been convicted of an offence concerning his professional conduct by a judgement which has the force of *res judicata*;
- (d) has been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;
- (e) 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;
- (f) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country of the contracting authority;
- (g) is guilty of serious misrepresentation in supplying or failing to supply the information that may be required under this Chapter.

Where the contracting authority requires of the service provider proof that none of the cases quotes in (a), (b), (c), (e) or (f) applies to him, it shall accept as sufficient evidence:

- for (a), (b) or (c), the production of an extract from the 'judicial record' or, failing this, of an equivalent document issued by a competent judicial or administrative authority in the country of origin or in the country whence that person comes showing that these requirements have been met,
- for (e) or (f), a certificate issued by the competent authority in the Member State concerned.

Where the country concerned does not issue such documents or certificates, they may be replaced by a declaration on oath made by the person concerned before a judicial or administrative authority, a notary or a competent professional or trade body, in the country of origin or in the country whence that person comes.

Member states shall, within the time limit referred to in Article 44, designate the authorities and bodies competent to issue such documents and certificates and shall forthwith inform the other Member States and the Commission thereof.