

**Ireland-Dublin: Computer support and consultancy services**

OJ S 164/2015 26/08/2015

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Department of Foreign Affairs and Trade / An Roinn Gnóthaí Eachtracha agus Trádála

Postal address: 80 St Stephen's Green

Town: Dublin

Postal code: DO2 VY53

Country: Ireland

Contact person: Finance Unit

For the attention of: John Histon

E-mail: [consultants.tenders@dfa.ie](mailto:consultants.tenders@dfa.ie)

Telephone: +353 61774002

**Internet address(es):**

General address of the contracting authority: <http://www.dfa.ie>

Address of the buyer profile: <http://irl.eu-supply.com/ctm/Supplier/CompanyInformation/Index/246>

Electronic access to information: [http://irl.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=92157&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=92157&B=ETENDERS_SIMPLE)

Electronic submission of tenders and requests to participate: [http://irl.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=92157&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=92157&B=ETENDERS_SIMPLE)

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address

**I.2. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.3. Main activity**

General public services

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

Provision of Information and Communications Technology (ICT) Expert Resources.

### **II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 7: Computer and related services

Main site or place of performance: Ireland.

NUTS code IE Éire / Ireland

### **II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

### **II.1.4. Information about framework agreement**

#### **II.1.5. Short description of the contract or purchase(s)**

The Department of Foreign Affairs and Trade invites tenders from suitably qualified service providers for the provision of expert resources for 3 separate functions within the ICT Unit. These functions are represented by Lots. Tenderers can quote for one, two or all three Lots.

The requirements are:

Lot 1: Senior ICT Engineer Team 3 Engineers.

Lot 2: Senior ICT Infrastructure Architect 1 Architect.

Lot 3: Communications Specialists: 1 Senior Network Engineer.

1 Security Engineer.

The selected service providers must have a proven track record in the delivery of similar services and this should clearly be demonstrated in the response. While the ICT Unit remains responsible for the delivery of ICT service and support, the successful service provider will be expected to work in close partnership with the Department to ensure the quality of the support service provided to users. A key requirement is ensuring that an appropriate calibre of resource is available to the Department and that each resource performs to the standard expected on an ongoing basis.

#### **II.1.6. CPV code(s)**

72600000 Computer support and consultancy services, 71318000 Advisory and consultative engineering services, 72000000 IT services: consulting, software development, Internet and support, 72100000 Hardware consultancy services, 72220000 Systems and technical consultancy services, 72250000 System and support services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79620000 Supply services of personnel including temporary staff

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

#### **II.1.8. Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

#### **II.1.9. Information about variants**

Variants will be accepted: no

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

The Department of Foreign Affairs and Trade invites tenders from suitably qualified service providers for the provision of expert resources for three separate functions within the ICT Unit. These functions are represented by Lots. The requirements are:

Lot 1: Senior ICT Engineer Team: 3 Engineers

Lot 2: Senior ICT Infrastructure Architect: 1 Architect

Lot 3: Communications Specialists: 1 Senior Network Engineer + 1 Security Engineer.

Estimated value excluding VAT: 1 800 000 EUR

### **II.2.2. Information about options**

Options: yes

Description of options: The Department of Foreign Affairs and Trade invites tenders from suitably qualified service providers for the provision of expert resources for three separate functions within the ICT Unit. These functions are represented by Lots. The requirements are:

— Lot 1: Senior ICT Engineer Team: 3 Engineers

— Lot 2: Senior ICT Infrastructure Architect: 1 Architect

— Lot 3: Communications Specialists: 1 Senior Network Engineer + 1 Security Engineer.

Provisional timetable for recourse to these options:

in months: 48 (from the award of the contract)

### **II.2.3. Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: 3

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 48 (from the award of the contract)

### **II.3. Duration of the contract or time limit for completion**

Duration in months: 048 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Senior ICT Engineer Team — 3 Engineers

#### **1) Short description**

Senior ICT Engineers will be responsible for the provision of a service for installation, configuration and ongoing management of equipment and software associated with the Department's server infrastructure. They will also be responsible for the design and testing of the Department's end user devices. They will be the technical leads for project work which requires both team skills and strong initiative. Furthermore they will act as a point of escalation for advanced support issues encountered by service desk staff and will have the skills and expertise to act accordingly.

#### **2) CPV code(s)**

72600000 Computer support and consultancy services, 71318000 Advisory and consultative engineering services, 72000000 IT services: consulting, software development, Internet and support, 72100000 Hardware consultancy services, 72220000 Systems and technical consultancy services, 72250000 System and support services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79620000 Supply services of personnel including temporary staff

#### **3) Quantity or scope**

3 Engineers required.

#### **4) Indication about different time frame or duration**

Duration in months: 48 (from the award of the contract)

#### **5) Additional information about lots**

Lot No: 2

Lot title: Senior ICT Infrastructure Architect — 1 Architect

**1) Short description**

Proposals are sought for a Senior ICT Infrastructure Architect. He or she will report to the Server Infrastructure manager of the ICT Unit and will help coordinate the work of the three (3) Senior Engineers.

His/her responsibilities will include design of AD, Exchange, Commvault, Citrix, Windows Server, Group Policy, AV, Disaster Recovery and Microsoft Clustering. Install and support of the Department's PKI and Certificate Authority hardware and software infrastructure, Hardware (SAN, DAS, Servers and Libraries), and Microsoft Hyper-V. The Infrastructure Architect will be an escalation point for third party solution providers such as Microsoft, Dell, Citrix and Commvault.

**2) CPV code(s)**

72600000 Computer support and consultancy services, 71318000 Advisory and consultative engineering services, 72000000 IT services: consulting, software development, Internet and support, 72100000 Hardware consultancy services, 72220000 Systems and technical consultancy services, 72250000 System and support services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79620000 Supply services of personnel including temporary staff

**3) Quantity or scope**

One Infrastructure Architect required.

**4) Indication about different time frame or duration**

Duration in months: 48 (from the award of the contract)

**5) Additional information about lots**

Lot No: 3

Lot title : Communications Specialists — 1 Senior Network Engineer+ 1 Security Engineer

**1) Short description**

The Communications Specialists will be responsible for the design, support and security of the Departments communications infrastructure and network applications.

The Security Engineer will be responsible for securing the entire communications network in accordance with the Department's security policies.

He/she will have an active role in the development of scalable network designs, solutions and policies with a focus on network security. This engineer will be responsible for the configuration and support of all firewall devices.

The Senior Communications Engineer will be responsible for the running of the IT communications and Voice over IP network. He/she will have an active role in the development of scalable network designs, solutions and policies.

**2) CPV code(s)**

72600000 Computer support and consultancy services, 71318000 Advisory and consultative engineering services, 72000000 IT services: consulting, software development, Internet and support, 72100000 Hardware consultancy services, 72220000 Systems and technical consultancy services, 72250000 System and support services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79620000 Supply services of personnel including temporary staff

**3) Quantity or scope**

- 4) **Indication about different time frame or duration**  
Duration in months: 48 (from the award of the contract)

5) **Additional information about lots**

**Section III: Legal, economic, financial and technical information**

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**III.1. Conditions related to the contract**

**III.1.1. Deposits and guarantees required**

**III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

**III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

**III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: no

**III.2. Conditions for participation**

**III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: Please see RFT and attached documents.

**III.2.2. Economic and financial ability**

List and brief description of conditions: Please see RFT and attached documents.

Minimum level(s) of standards possibly required: Please see RFT and attached documents.

**III.2.3. Technical and professional ability**

List and brief description of conditions:

Please see RFT and attached documents.

Minimum level(s) of standards possibly required:

Please see RFT and attached documents.

**III.2.4. Information about reserved contracts**

**III.3. Conditions specific to services contracts**

**III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

**III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

**Section IV: Procedure**

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**IV.1. Type of procedure**

**IV.1.1. Type of procedure**

Open

**IV.1.2. Information about the limits on the number of candidates to be invited**

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

#### **IV.2. Award criteria**

##### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

##### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

2015

##### **IV.3.2. Previous publication concerning this procedure**

no

##### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Payable documents: no

##### **IV.3.4. Time limit for receipt of tenders or requests to participate**

30.9.2015 - 17:30

##### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

##### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

##### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 012 (from the date stated for receipt of tender)

##### **IV.3.8. Conditions for opening of tenders**

Date: 1.10.2015 - 12:00

Place: Country: Ireland

Department of Foreign Affairs and Trade, Dublin.

Persons authorised to be present at the opening of tenders: no

#### **Section VI: Complementary information**

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##### **VI.1. Information about recurrence**

This is a recurrent procurement: no

##### **VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

##### **VI.3. Additional information**

Please see RFT and attached documents.

##### **VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: The Registrar

Postal address: The High Courts, Four Courts

Town: Dublin

Postal code: 7

Country: Ireland

Telephone: +353 18886000

**VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: Please consult your Legal Advisor.

**VI.4.3. Service from which information about the review procedure may be obtained**

Official name: the Registrar

Postal address: Central Office of the High Court, Ground Floor (East Wing). Inns Quay, Four Courts

Town: Dublin

Postal code: 7

Country: Ireland

Telephone: +353 18886000

**VI.5. Date of dispatch of this notice**

21.8.2015