

The Office of Public Works

Tender for the Support of NetApp Filers and Disk Arrays

1. Introduction

The Office of Public Works seeks tenders from reputable suppliers for the support of its mission-critical NetApp Storage Area Network infrastructure. The equipment is situated in 3 No. locations, namely:

- Jonathan Swift Street, Trim, Co. Meath
- 52 St. Stephen's Green, Dublin 2
- Collins Barracks, Dublin 7

Tenderers must have and show proven expertise in the management and support of NetApp technology including Snapvault, Snapmirror, Snap manager for VI etc. In addition, Tenderers must have extensive knowledge of a Vmware Vsphere4 environment.

2. Type of support required

The level of support required is “reactive”. The hours of coverage should be from 09.00 to 17.30 Monday to Friday. Response time should be 4 Hours.

Tenderers should specify:

- What format that support would take (e.g. on-site, e-mail, phone etc.)
- How their call helpdesk operates (inc. call support workflow)
- How calls are prioritised
- Escalation procedures

A schedule of the equipment and software requiring support is at Appendix 1. In their response, tenderers should itemise the support cost against each of the elements listed.

In addition to the reactive support, tenderers should also quote for an additional 10 No. support days on a draw-down basis for system configuration work, etc. If the full number of draw-down days is not utilised during the period of the support contract, the OPW will be entitled to either claim a refund of the unused days or carry them forward to a future date, should the contract be extended.

It is intended that the commencement date of the contract will be **1st May 2011**.

3. Payment terms

Support to be invoiced on a quarterly basis.

Tenderers should specify if their tender includes VAT.

4. Further information

Procurement queries should be addressed to Philip Cogavin (philip.cogavin@opw.ie , tel. no. 01-6476153).

Technical enquiries should be directed to Liam Stewart (liam.stewart@opw.ie , tel. no. 01-6476118).

5. Closing date

The deadline for receipt of tenders is **12 noon** on Friday 11th March 2011. Tenders must be submitted to the secure post-box associated with this tender on the www.etenders.gov.ie website associated with this tender, and in addition must email copies to **both** joe.greene@opw.ie **and** philip.cogavin@opw.ie. All tender documents submitted must be in PDF format.

Late Delivery of Tenders

The secure electronic postbox associated with this tender will reject submissions after the deadline for submission of tenders has elapsed. Documents submitted after expiry of the tender deadline will not be considered. Prospective contractors who intend to email submissions should ensure that they do so in good time in order to make allowance for any unforeseen network/server difficulties. Prospective contractors should also be aware of any size limitations currently in place on the uploading of documents to the secure electronic post-box facility on the www.etenders.gov.ie website. ***It is the responsibility of prospective contractors to ensure that all documents intended to accompany their submissions have in fact been uploaded and accepted by the etenders website.*** The Office will not consider any incomplete submissions, whether submitted in advance of the deadline or not.

Where tenders are emailed to nominated officers in addition to the secure electronic postbox, the tender submitted to the secure electronic postbox will be deemed to be the definitive version in all cases of dispute.

Viruses

The eTenders server virus checker will scan all documents when they are uploaded and if a virus is detected the file will be deleted and the prospective contractor notified. Provided that the deadline has not passed, the prospective contractor will have the opportunity to replace the infected file with a 'clean' version.

Corrupt Documents

Corruption in documents cannot be detected when being uploaded to the eTenders server. You are advised to ensure that all documents uploaded are capable of being accessed. **Corrupt documents submitted to the secure postbox will be deemed not to have been received.** On expiry of the tender deadline, and after the postbox has been unlocked and submissions accessed, you will be informed if your document cannot be read and that it will not be considered. In the interests of openness, honesty and fairness in the tendering process no tender documents will be opened in advance of the deadline. The Office will not entertain requests to access submissions to determine whether corrupt or not, no matter how submitted, in advance of the tender deadline.

6. General conditions of contract

(i) The Office of Public Works requires that all information provided pursuant to this invitation to tender would be treated in strict confidence by suppliers.

(ii) Information supplied by tenderers will be treated as contractually binding. However, the Office of Public Works reserves the right to seek clarification or verification of any such information.

(iii) Any conflicts of interest involving a contractor (or contractors in the event of a consortium bid) must be fully disclosed to the OPW, 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 contractor and the Minister for Finance, members of the Government, members of the Oireachtas or employees of the Office of Public Works or their relatives must be fully disclosed in the response to this RFT, or should be communicated to the Office of Public Works immediately upon such information becoming known to the contractor, 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, 1994.

(iv) 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 sub-contractors where payments exceed €635 (incl. VAT). A successful non-resident contractor or sub-contractor will be required to produce a statement from the Irish Revenue Commissioners.

Application may be made in a standard form which will be provided to the successful tenderer in due course. Where a Tax Clearance Certificate expires within the course of the contract the Office of Public Works 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.

(v) The Office of Public Works will not be liable in respect of any costs incurred by suppliers in the preparation of tenders or any associated work effort, including the supply of systems for evaluation and the return of such systems to suppliers, following such evaluation.

(vi) The following conditions in relation to the Freedom of Information Act should be noted:

(a) The Office of Public Works undertakes to use its best endeavours to hold confidential any information provided by you in response to this invitation to tender, subject to the OPW's obligations under law, including the Freedom of Information Act, which comes into force on 21 April, 1998.

(b) Please note that in response to a request under the Freedom of Information Act, information not identified as sensitive (with supporting reasons) could be released. Therefore, in responding to this invitation to tender you should identify the specific information which you do not wish to be disclosed, stating the reasons for its sensitivity. This OPW will consult with you about this sensitive information before making a decision on any Freedom of Information request received.

(vii) The work specified in this tender document must not be sub-contracted without the prior approval of the OPW.

(viii) The successful tenderer should indemnify the OPW for any damage to property or injury to persons (including the successful tenderer's own staff) arising from work carried out by the successful tenderer on State property during the course of the contract. The successful tenderer should have appropriate insurance cover in this regard (limit of indemnity not less than €1.27M).

(ix) The lowest or any tender may not necessarily be accepted.

(x) The tender may be accepted in whole or part.

7. Qualification Criteria

Only tenders which satisfy each of the following qualification criteria will be evaluated:

- i) The tender is received on time in accordance with Paragraph 5 above.
- ii) Stated and demonstrated ability of the prospective contractor to meet all the requirements specified in this document.
- iii) Completeness of tender documentation.
- iv) Stated acceptance of the terms and conditions outlined in this tender.
- v) Contains a statement that none of the circumstances listed in paragraphs 1 and 2 of Article 45 of EU Directive 2004/18/EC apply to the prospective contractor.

8. Evaluation Criteria

The contract will be awarded on the basis of the most economically advantageous qualifying proposal applying the following criteria:

- a. Track Record of Prospective Contractor in the area
- b. Cost

Appendix 1 – Schedule of Equipment

Qty	Item	Support details	Period of Support
2	Fas3040A hardware support, 5 x 750GB 7.2K ATA disk shelf 1 x 1TB 7.2K ATA disk shelf	Replacement system parts - 4 hours. Replacement disks - 4 hours. All levels of telephone support, Access to NOW Site	12 months
2	Fas3040A software support SSP for Data ONTAP, CIFS, ISCSI, Cluster, Snap Mirror, NearStore, ASIS, Flexclone, SnapVault Primary	SSP for Data ONTAP, CIFS, ISCSI, Cluster, Snap Mirror, NearStore, ASIS, Flexclone, SnapVault Primary	12 months
2	Fas3140A hardware support 4 x 300 GB/10K 4 x 750GB 7.2K ATA 1 x 1TB 7.2K ATA	Replacement system parts - 4 hours. Replacement disks - 4 hours. All levels of telephone support, Access to NOW Site	12 months
2	Fas3140A software support	SSP for Data ONTAP, CIFS, ISCSI Snap Mirror, Snap Restore, SME, ASIS, Nearstore	12 months
1	Fas3040 hardware support, 12 months 2 x Shelf 1TB 7.2K ATA	Replacement system parts -4 hours. Replacement disks - 4 hours. All levels of telephone support, Access to NOW Site	12 months
1	Fas3040 software support	SSP for Data ONTAP, CIFS, ISCSI, Windows Bundle1	12 months

1	Hardware Support - shelf support 6 x shelf 1TB 7.2K ATA	Replacement system parts/disks - 4 hours - Standard All levels of telephone support, Access to NOW Site	12 months
1	FAS3140 1 x DS4243 with 24 x 1TB SATA Disks	CIFS, SnapVault Secondary	12 months
1	6 x DS14 with 14 x 1TB SATA Disks		12 months