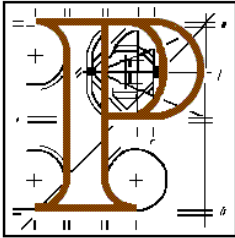


**An Bord Pleanála**



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## Email and Calendaring Tender

### Instructions to Tenderers

<b>Issued By:</b>	<b>Paddy Tallon</b>	<b>Reference No:</b>	<b>PP/86/2010</b>
<b>Approved By:</b>	<b>Chris Clarke Secretary</b>	<b>Version</b>	<b>1.0</b>
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# 1 Introduction

## 1.1. Background

An Bord Pleanála is a non-commercial semi-state body which was established in 1977 under the Local Government (Planning and Development) Act, 1976. It is responsible for the determination of planning appeals, applications for strategic infrastructure development and certain other matters under the Planning and Development Acts, 2000 to 2007, and with appeals under the Building Control Act, 1990, the Local Government (Water Pollution) Acts, 1977 and 1990 and the Air Pollution Act, 1987. It also determines applications from local authorities and other bodies for authorisation of compulsory acquisition of land.

An Bord Pleanála is currently devising an ICT Strategy that will be aligned to the business objectives of the organisation. As part of this strategy, An Bord Pleanála has identified some Core infrastructure components that need to be implemented before any strategic systems development can progress. It is intended to establish a separate contract for the provision of the products and its associated services on a tender basis, with support lasting for two years with an optional extension of one year.

The associated services element specified above refer to the installation of the new email and calendaring and the migration of 50 users from the existing email platforms.

Accordingly An Bord Pleanála invites proposals from suitably qualified interested parties that wish to bid for the provision of Email and Calendaring Software and associated products and services.

The detailed requirements, format of response and evaluation criteria are given in section 4 of these Instructions to Tenderers.

Proposals, in the format specified in Section 4 of this document, together with supporting documentation must be delivered via the E-tenders electronic post-box facility.

The delivery format for tenders is specified in Section 2.8 of these Instructions to Tenderers and must be adhered to so that tenderers can be assured that their proposals will be included in the evaluation process.

Completed proposals must be submitted to the E-tenders post-box no later than 16:00 PM Local Time on the 24th March 2010.

**Note: An Bord Pleanála is prohibited by the guidelines for public procurement from accepting proposals after the closing date and time of the tender.**

Tenders received after the exact date and time notified here or subsequently by circular as the closing date and time of this tender will be disqualified from the tendering process.

## 2 General Conditions of Tender

### 2.1 Awarding Authority & Basis of Award

The awarding authority is An Bord Pleanála.

The basis of award will be the most economically advantageous tenders according to the criteria specified in this tender. An Bord Pleanála is not obliged to accept the lowest prices of any tender, nor is it obliged to award contracts under any or all tenders.

### 2.2 Variants

Variants will not be permitted.

### 2.3 Scope of the Tender

This request for tender is intended to attract proposals from interested parties that wish to act as providers of:

- Email and Calendaring Software and associated products and services;

under a separate contract arrangement. The support element of the contract is expected to last for two years, subject to with- and without-fault termination, and have an option to extend by a further year.

An Bord Pleanála will remain free to source the products or services being the subject of these contracts in part or in whole outside the contracts at its own discretion.

No obligation will exist on An Bord Pleanála to purchase any quantity of any product or service under the contracts.

No obligation to purchase any product or service not covered by the scope of the tender will exist on An Bord Pleanála.

### 2.4 Confidentiality, Ethics and Freedom of Information

All documents issued and information given to the Tenderers shall be treated as confidential. Tenderers shall not release details of the tender documents other than on an "In Confidence" basis to those who have a legitimate need to know or whom they need to consult for the purposes of preparing their tenders.

An Bord Pleanála undertakes to use its best endeavours to hold confidential any information provided by tendering bodies in response to this invitation to tender, subject to its obligations under law, including the Irish Freedom of Information Act. 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, tendering bodies must identify the specific information that they do not wish to be disclosed, stating the reasons for its sensitivity. Decisions in relation to any Freedom of Information request are subject to appeal to the Information Commissioner and the courts by the person who made the request.

An Bord Pleanála's policy with regard to notifying unsuccessful tenderers is to limit any discussion, whether in writing or in post-award meetings, to the specific tenderer's proposal. As a rule, only the successful tenderer will be named, either publicly or in meetings or correspondence with unsuccessful tenderers, though An Bord Pleanála does reserve the right to release details of all tenders where it deems it appropriate to do so. The commercial interests of all tenderers will be preserved as far as possible, including the confidentiality of the terms and conditions of the successful proposal where the successful tenderer requests it.

Any conflicts of interest involving a tenderer, any member of a consortium bid, proposed partners or sub-contractors must be fully disclosed to An Bord Pleanála, particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the tendering body.

Any declarable interest involving the tenderer, tenderer's partners, subcontractors or others involved in the submission of the tenderer's proposal and any employee of An Bord Pleanála or any person connected to them, must be fully disclosed in response to this RFT, or must be communicated to An Bord Pleanála immediately upon such information becoming known to the tenderer, 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 'declarable interest', 'employee' and 'connected person' shall be interpreted as per Section 166 of the Local Government Act, 2001.

### 2.5 Notification of Interest

Parties that intend to pursue this tender must register their interest on <http://eTenders.gov.ie>. Registration is free and by doing so prospective Tenderers will be kept informed of any updates to the tender process and documentation.

### 2.6 Tender Process

An Bord Pleanála will conduct the competition in accordance with the Open Procedure of Council Directive 2004/18/EC.

### 2.7 Tender Costs

Tenderers shall bear all costs associated with the preparation and submission of their tenders, including any attendances, deliveries, collections or research required as part of this tender or in response to any requests for clarification, and An Bord Pleanála shall not be responsible or liable for any costs or expenses regardless of the conduct or outcome of the tender process.

Tenderers must provide confirmation that the tender holds good for 90 days after the closing date for receipt of tenders.

### 2.8 Schedule and Tender Return Details

Tenders are to be submitted via the E-tenders Tender Post-box facility by 16:00 Local Time on the 24th March 2010.

Submission of tenders is via E-tenders post-box electronic on-line tendering facility – please note hard copies must not be submitted. Please refer all tender submission queries directly to E-tenders

## Email and Calendaring Tender

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(01-6177944). Late or incomplete proposals not conforming to the requirements of this Instruction to Tenderers will not be considered.

Please note that the E-tenders electronic post-box facility closes at the closing time precisely – please ensure that you allow adequate time for upload of your documentation. Note that all requested documentation must be scanned onto the E-tenders post-box facility. The maximum size per individual file attachment is 2MB. The Contracting Authority will not be responsible if a supplier fails to properly dispatch all of their tender documents.

To this end, hard copies submitted to An Bord Pleanála will not be considered – all tender submissions must be returned via E-tenders electronic post box.

Proposals must be submitted and all files uploaded via E-tenders before 24th March, 2010 to arrive no later than 16:00.

Requests for further information or clarification regarding the procurement must be submitted by email only to the email address given below, as early as possible but no later than the 16th March, 2010. Where appropriate, responses will be circulated to all prospective Proposers, but will preserve the anonymity of the firm raising the matter. Proposers must note that it may not be possible to respond fully to questions received after this date. Please note that the maximum size per attachment is 2MB.

Please note that all information relating to this tender, including tender documentation, clarifications and changes, will be published on the etenders website ([www.etenders.gov.ie](http://www.etenders.gov.ie)) only. Registration is free of charge and there is no charge for documents. An Bord Pleanála will not accept responsibility for information relayed (or not relayed) via third parties. If the RFP is in any way altered or edited, the subsequent tender may be deemed inadmissible.

An Bord Pleanála may, at its own discretion, revise the closing date and time given here. Any such revisions will be made in accordance with the time limits laid out in the above mentioned directive and will be advised to those parties that have notified An Bord Pleanála of their interest in pursuing this tender as per section 2.5 above.

Tenderers must note that An Bord Pleanála is prohibited from accepting any tender received after the exact date and time specified.

Furthermore, any tender that is not in the prescribed format may be rejected.

**It is the responsibility of the Tenderer to ensure that their submissions are presented in the correct format and are received on time.**

### 2.9 Tender Delivery Format.

Please refer to section 2.8 above for details of the tender schedule and delivery format expected.

Tenderers must note that the delivery format is important to ensure that their proposals are included in the evaluation process, and consequently is included as a Preliminary Eligibility Criterion.

An Bord Pleanála will not accept responsibility for tenders that are delivered in any other format than that specified above.

### 2.10 Tender Receipt and Registration

All tenders received by An Bord Pleanála in the correct delivery format will be registered and secured until the formal opening.

### 2.11 Declaration of Relevant Information

Tenderers must disclose all relevant information to ensure that all tenders are fairly and legally evaluated. Any attempt to withhold any information that the Tenderer knows to be relevant or to mislead An Bord Pleanála in the evaluation process in any way will result in the rejection of the tender.

In the event of a contract being awarded to a Tenderer that has knowingly withheld relevant information or otherwise misled An Bord Pleanála in the evaluation process in any way that contract will be rendered null and void.

### 2.12 Implied Information Requirements

Wherever information is requested on costs or prices the Tenderer must furnish the costs or prices proposed by them for this tender unless otherwise explicitly requested.

Wherever information is requested on a topic, the Tenderer must supply details of any relevant costs regardless of whether or not such details are explicitly requested. Tenderer's attention is drawn to the fact that, in the event of a contract being awarded, the attempted imposition of undeclared costs will be considered a condition for default.

### 2.13 Format of the Tender Document

Tenders, including all supporting documentation, must be in English.

All prices must be quoted in euro and exclusive of VAT.

Tenders must address all the requirements specified and must be in the format requested in Section 4.3.

Tenders not submitted in this format will be excluded from evaluation.

### 2.14 Communications and Enquiries

All communications, including enquiries, must be in e-mail format. All communications must be marked "Email and Calendaring Tender" and directed by email only to the following email address:

**E-mail:** [icttenders@pleanala.ie](mailto:icttenders@pleanala.ie)

Tenderers must note that any queries arising from the Tender Documents or the Instructions to Tenderers or information provided to the Tenderers which may have a bearing on the offer to be made shall be dealt with as soon as possible and in any case not later than 5 working days before the closing date for tenders. No further enquiries will be accepted or processed after 5.30PM on the 16th March 2010.

## Email and Calendaring Tender

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All enquiries and responses will be made available to all prospective Tenderers (identified as those that have notified An Bord Pleanála of their interest in pursuing this tender as per section 2.5 above) without disclosing the original enquirer. Prospective Tenderers must take this into account when formulating the enquiry. Responses will be made by e-mail via the eTenders website.

An attempt will be made to reply to queries within 5 working days and to make the response available to all applicants within this time frame.

An Bord Pleanála's only responsibility in regard to communications will be to send such communications to the nominated contact (see section 2.17) by e-mail. An Bord Pleanála will not be responsible for ensuring that the nominated contact actually receives any communications other than the specific cases of an e-mail being returned as undeliverable.

An Bord Pleanála will not accept responsibility for any missed communications or deadlines.

### 2.15 Tax Clearance Certificates and Other Compliance

In the case of a Tenderer resident in the Republic of Ireland it shall be a precondition of award that the Tenderer shall within the stated period produce a current Tax Clearance Certificate or a Sub-Contractor's Certificate. Non-resident Tenderers and their proposed non-resident sub-contractors will require a statement from the Revenue Commissioners in the Republic of Ireland that they are satisfied as to the suitability for tax purposes of the Tenderer to be awarded a contract. The chosen supplier and all sub-contractors (domestic or otherwise) shall continue to hold, in good standing, current issues of such certificates for the duration of the contract.

### 2.16 Sub-Letting

If the Tenderer intends to sublet any element of the project works then the names of the proposed sub-contractors and details of their relevant experience must be submitted under each tender. Any change prior to the awarding of the tender to any of the proposed sub-contractors detailed in the Tenderer's submissions may result in the rejection of that tender.

### 2.17 Contact Details

All communications regarding this tender will be directed:

- To the contact details supplied under section 2.5 above during the advertising period; and
- To the primary or secondary contact details supplied in the Tenderer's response during the evaluation period.

Tenderers must endeavour to ensure that their nominated contact is available for the entire duration of the tendering process. Where this is not possible, the Tenderer must provide An Bord Pleanála with an alternative contact immediately, whereupon that alternative will become the nominated contact. Only one contact will be dealt with at any one time regarding all aspects of the tender.

### 2.18 Validity of Tender

## Email and Calendaring Tender

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The Tenderer will agree to leave their tender open for 90 days after the closing date for receipt of tenders. All terms offered in the tender will remain valid for this time.

### 2.19 Compliance with Instructions to Tenderers

For the purposes of this call for tender, the Instructions to Tenderers comprise all of the following:

- This Instructions to Tenderers document.
- Any such amendments to the aforementioned as may be notified by An Bord Pleanála.

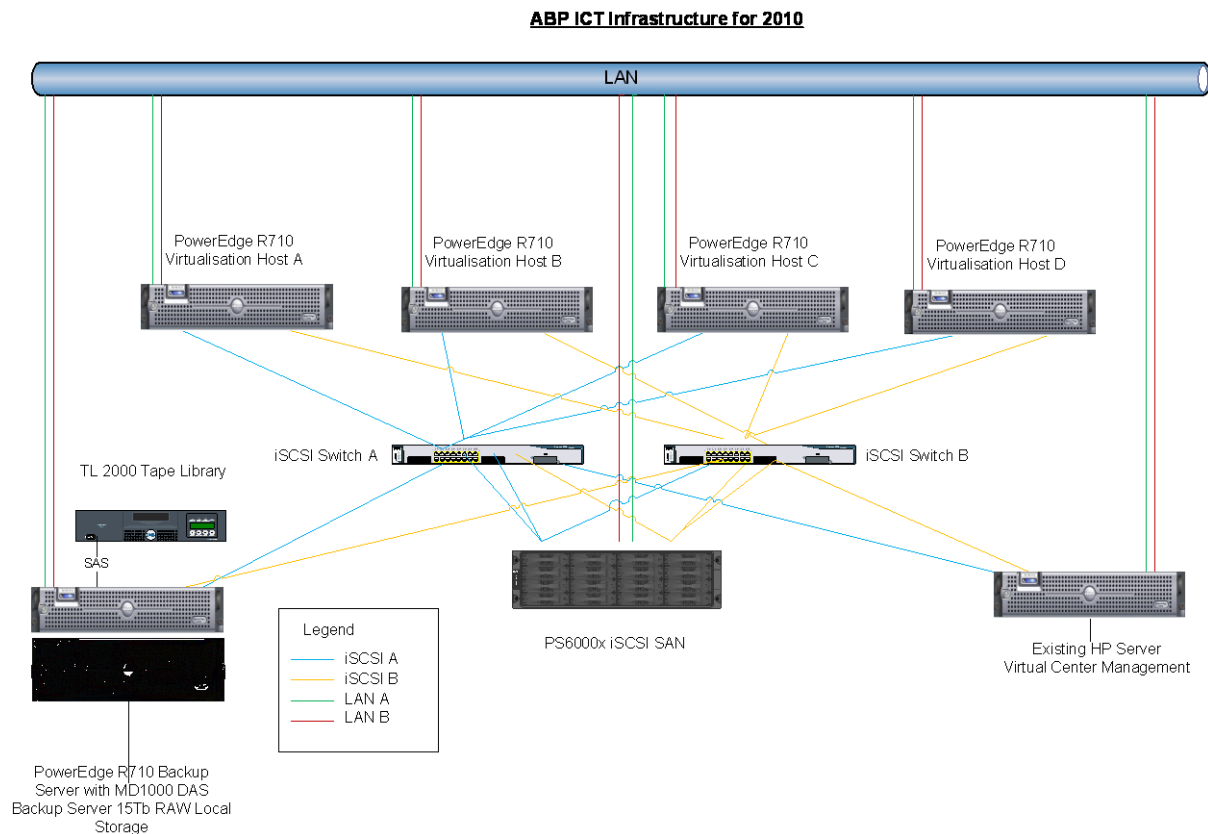
Tenderers are required to fully comply with the above instructions to Tenderers, or any such amended instructions as may be notified by An Bord Pleanála, when preparing their tenders.

Tenderer's particular attention is drawn to the fact that non-compliance with such instructions will invalidate their tender.

### 3 Current ICT Environment

#### 3.1 An Bord Pleanála Infrastructure

An Bord Pleanála is currently implementing a new ICT infrastructure. This new ICT infrastructure will be in place before the implementation of this tender . The following diagram identifies the main infrastructure that will be in place in An Bord Pleanála:



This foundation above consists of:

- 4 x Servers each with the following configuration
  - Dual Quad Core CPU's
  - 6 x NIC Ports
  - 2 x Virtual Management LAN Ports
  - 3 x Virtual Machine Production LAN Ports
  - 1 x Backup LAN
  - 2 x local hard disks in a Mirrored configuration with 60GB Usable Space
  - 72GB RAM per server
- The VMware vSphere virtualization software has the following capabilities:
  - Hypervisor based virtualization
  - Highly available host interconnectivity
  - Non disruptive virtual machine migration capability
  - Automated resource allocation
  - Distributed virtual switch
- Shared Disk – The Dell EqualLogic iSCSI SAN possesses the following capabilities:
  - 5TB raw disk space
  - Dual Controllers for redundancy
  - Dual iSCSI Switches for failover purposes and future expansion.

- Automated Controller failover
- Disaster Recovery capabilities
- Centralised backup system - VMware VCB and Symantec Backup Exec v12.5 provides:
  - Non-invasive backup capabilities
  - Virtualisation integration capabilities to give:
    - Granular file, mail and database table backup and recovery
  - Volume level backup and restore
  - Direct to disk backup (Dell MD1000 - 15TB) to meet the next 5 years requirements
  - Tape backup for archival and offsite recovery
  - Single point of management

The following services have been implemented to deliver a reliable and highly available core infrastructure.

- Windows Server 2008 Active Directory
- Windows Server 2008 File and Print Services

It is envisaged that the infrastructure above will provide all of An Bord Pleanála's needs for the next 3-5 years.

### 3.2 Application Portfolio

The core application services for An Bord Pleanála are based on a Novell Netware 5.1 server which serves the An Bord Pleanála business user community with primary logon, file & print, internal email, antivirus and case management services. This is currently being spread over two servers in a VMware virtualised model. An Bord Pleanála will be creating a foundation based on virtualisation that will remove any single points of failure in the server infrastructure. This infrastructure would also provide a basis for Disaster Recovery and high availability for the services.

An Bord Pleanála's current operations are supported by the LEX suite of applications and reports and are fundamental to daily appeals processing operations in An Bord Pleanála. LEX was developed by ACE Microsystems Ltd in 1979, initially for the DEC PDP Range, under the RT11, RSX, TSX, SHARE and RSTS operating systems. The program is written in the FILETAB language, using ACE's own FILETAB-D compiler. FILETAB was originally designed and developed by the NCC.

Using the cross compiling features of FILETAB-D versions were subsequently developed for VAX/VMS, Perkin Elmer, Gould, numerous 68000 and 8086 based Unix machines, as well as MS-DOS and all the versions of Windows. LEX is a word-processor with an integrated database and application builder. It was initially installed in An Bord Pleanála on the VAX around 1992 and was used to develop the appeals systems. In 1998 the hardware was replaced with a PC based system running Windows 98, using a Novell network. The LEX appeals system was replaced with the Windows version along with a major development to utilise the various Windows features. The LEX appeals system is still the major software that administers An Bord Pleanála's core business and has been continually developed since its initial introduction. LEX currently runs under Windows XP and would similarly run under Vista.

There are a number of LEX utility programs which run under MS-DOS, but also run under the XP/Vista command version of DOS. Similarly there are five or six DOS-based FILETAB programs used to produce appeals statistics and other specialist output. These also run under the Windows XP DOS command. These utilities are only used within the ICT appeals administration.

LEX runs on the local client PC and can access its program and library files either locally or on a server. This depends on network traffic and maintenance considerations. The database files (VMFs) will need to reside on a server with file sharing (block locking) a requirement. The various documents both Word and LEX-based (orders, reports, mail-shots etc.) also reside on a server. LEX uses various temporary and work files which could be local or server based.

As part of An Bord Pleanála's ICT Strategic plan the intent is to eventually replace the LEX system, however, any proposed new infrastructure will have to support this application for a minimum of three more years.

The accounting software package, Access Dimensions SQL Software, is currently not located in the data centre and is housed in the accounting section. It currently runs on a Windows XP PC and has a Microsoft SQL Server desktop engine database back-end. The accounts staff manages the backups and the external vendor provides maintenance for the system. This will eventually be migrated to the new virtualised infrastructure and housed in the computer room.

The HR time management system, TMS, resides on a Windows XP PC. This PC is maintained by the HR staff. This will also be migrated to the new virtualised infrastructure and housed in the computer room.

The applications listed above are business applications used across the organisation by a variety of stakeholders. An Bord Pleanála believes that by creating a foundation based on virtualisation, it will remove any single points of failure in the server infrastructure.

### 3.3 Email and Calendaring

Email is currently processed using Mdaemon for external email and Pegasus mail for internal and external email. Most Users email is stored on PST files on their PC's. There is currently no effective calendaring system deployed within An Bord Pleanála.

The current email setup in An Bord Pleanála entails two email systems; Pegasus (Novell 5.1 Email System) and Mdaemon (Windows Server 2003 system). Pegasus is mainly used for internal email but some users use it for external email as well. Mdaemon is used for both internal and external email.

The email gateway is deployed using Mail Marshal (Windows Server 2003). All internal and external email (from both Pegasus and Mdaemon) is routed through this server. The current plan is to replace both Pegasus and Mdaemon with a single email and calendaring solution as specified in this tender.

### 3.4 Collaboration and Content Management

An Bord Pleanála currently utilises Microsoft's Office 2003 application suite for most of its collaboration and content management needs. Documents, spreadsheets and other files are distributed and shared using Microsoft file shares. The An Bord Pleanála intranet is maintained using Microsoft's Front Page and Adobe's Dreamweaver Web Design tools. The official external website (<http://www.pleanala.ie>) is hosted in Digiweb's hosting facility in Citywest and is managed and maintained by an external vendor, XML Workshop.

There is currently no formal content management system in place. Documents, spreadsheets and e-mail are stored in unstructured and unorganised repositories. People communicate by using a combination of e-mail, phone calls, and in-person meetings. There is limited support for departmental application integration e.g. with LEX application; the An Bord Pleanála environment has a mix of different products and technologies.

### 3.5 Network Infrastructure

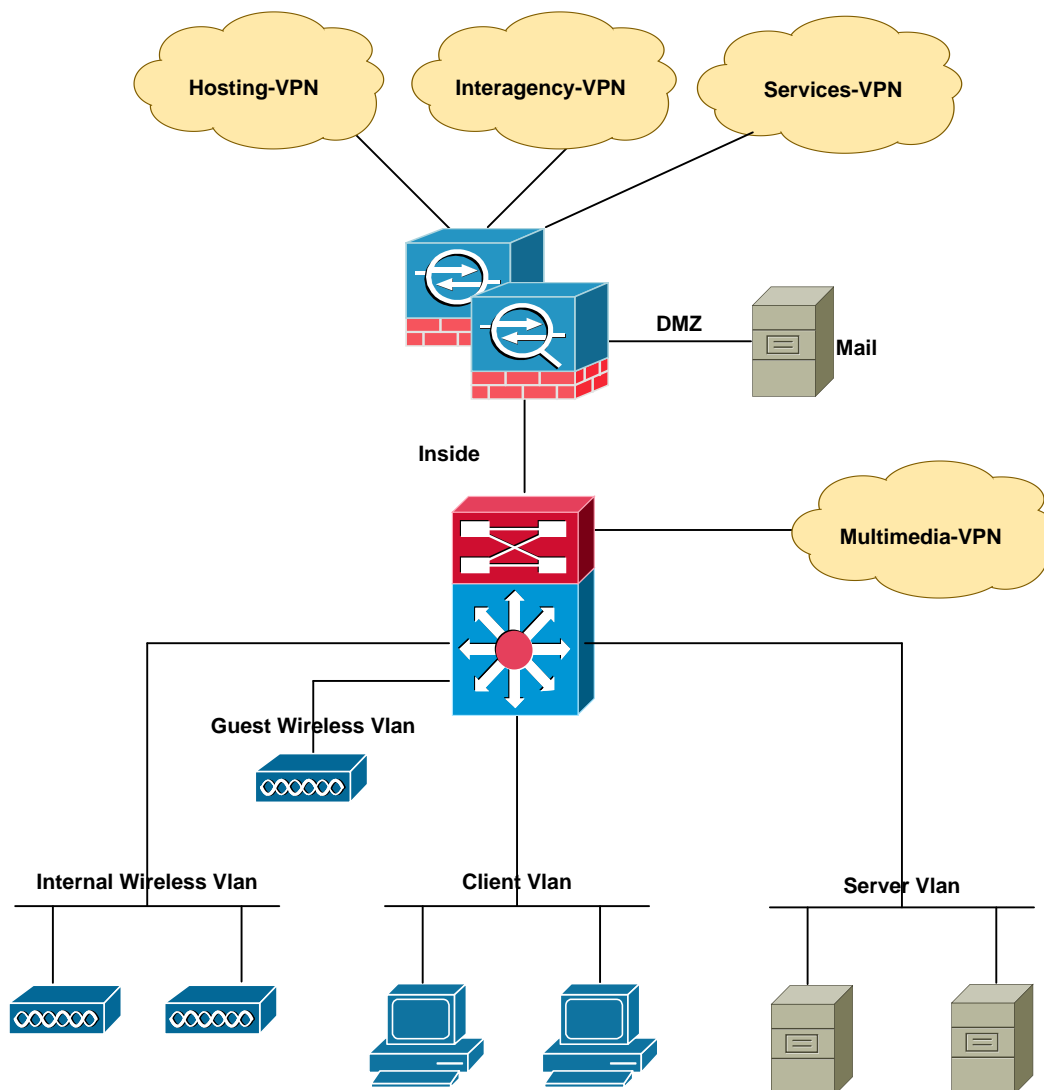
The current Network is comprised of a local 100/1000 Gbps Local Area Network (LAN) that supports application services such as Internet, Email, File, Print and the LEX application suite. Internet connectivity and external e-mail is provided through a Government Network Metro-Ethernet connection.

This current network is comprised of a Cisco 6513 which is a chassis based central Core/Distribution/Access Layer Switch with fully redundant features and components. The backplane provides a speed of 32Gb. The Cisco Catalyst 6513 is the central switch and has a thirteen slot chassis switch which is populated with two Supervisor Modules and 7 x 48-port 10/100/1000 PoE modules. The Supervisor Modules are two Supervisor 32's providing two 10Gb ports and a 32Gb backplane. Two 6000w power supplies are installed to provide additional redundancy.

The An Bord Pleanála network is secured via a redundant pair of Cisco ASA5520 security appliances for the perimeter firewall. The Cisco ASA 5520 Series integrates multiple full-featured, high-performance security services, including application-aware firewall and SSL/IPSec VPN. The Cisco ASA 5520 Adaptive Security Appliance provides An Bord Pleanála with security services that deliver Active/Standby or Active/Active high availability and Gigabit Ethernet connectivity. For redundancy, the Cisco ASA 5520 Series appliances at An Bord Pleanála are configured as a failover pair whereby they continuously synchronise their connection state and device configuration data. In the event of a system or network failure, network sessions are automatically transitioned between firewalls, with complete transparency to users.

An Bord Pleanála has deployed the Cisco Aironet 1140N 802.11n wireless series access points for discrete locations within the building such as reception area, conference room, training room and boardroom. These access points support multiple SSIDs and therefore multiple VLAN's to support both secure public and private access to the Internet.

The logical network design is specified in the diagram below:



Approximately 200 Microsoft Windows XP Professional clients are currently supported via a standard wiring scheme using Category 5 Unshielded Twisted Pair (UTP). All workstations are patched into existing patch panels in the server room.

The An Bord Pleanála main office is currently connected to the Internet via a Government Network Metro-Ethernet connection. The main connectivity is provided by Eircom and the secondary failover communication link, 12Mbs ADSL, is also provided by Eircom.

### 3.6 Backup Infrastructure

The current backup facilitates backup of the iSCSI SAN storage to cheap disk (Dell MD1000) and onwards to tape a tape library (Dell TL2000). The backup software deployed is based on the integration of VMware's VCB technology and Symantec's Backup Exec v12.5 software.

## 4 Email and Calendaring Requirements

### 4.1 Overview

This tender is for the supply of Email and Calendaring software and associated products and services together with support for two years with an optional extension of one year.

The scope of this tender is as follows:

- a) The provision, installation, configuration and deployment of Email and Calendaring software and associated products and services.
- b) The migration from An Bord Pleanála's current Email and Calendaring system(s), Pegasus for internal email and Mdaemon for external email. This will entail migrating approx 50 users and setting up a documented procedure to allow in-house ICT staff to migrate the remaining 150 users.
- c) The tenderer must make provision for the relevant staff training on the supplied infrastructure to enable An Bord Pleanála staff to manage the environment. This training requirement must take the form of a handover 'hands-on' approach together with a formal training plan for 4-5 technical staff. Full documentation of implementation and configuration will be expected.

The results An Bord Pleanála expects to get from this tender are, in no particular order:

- i. That the successful tenderer will be authorised to supply the proposed software and associated products and services.
- ii. That the successful tenderer will have a proven track record in the supply of software and associated products & services.
- iii. That the successful tenderers proposed software meets the minimum technical requirements, specifications and warranty, etc.
- iv. That the successful tenderer's product will integrate with common management applications.
- v. That the successful tenderer will provide a suitable technical support and warranty service. The support and warranty service referred to above is solely in relation to email and calendaring and will not duplicate normal warranty or any other support arrangements
- vi. That the proposed software and associated products and services will assure An Bord Pleanála continued value for money.
- vii. That the arrangement will last for 2 years, subject to annual review and no-fault termination and a possible extension by a further year.
- viii. That the arrangement will be non-exclusive and preserves An Bord Pleanála's right to purchase through other contracts as necessary.

### 4.2 Requirements

The minimum and desirable requirements for this tender are as follows:

- i. With regard to the Tenderer's Capacity:

- a. Must be authorised to sell and certified to support the proposed software and associated products and services. Ideally will possess the highest level of certification.
  - b. Must have a demonstrable track record in the provision of the proposed software and associated products and services.
- ii. With regard to the proposed Email and Calendaring Software,
- a. Tenderers must propose an Email and Calendaring solution which satisfies the following objectives:
    - b. For End User Access:
      - Easy to use, intuitive client
      - Easy to install full client, thin client or browser based client
      - Ability to interact with proposed desktop products (e.g. word-processing, spreadsheets etc.) to send attachments, however, these desktop products do not form part of the current procurement exercise
      - Standard email features – compose, send, reply, spell checkers etc.
      - Formatting features - font, colour, bold, underline etc
      - Shared/public mailboxes
    - c. Infrastructure:
      - Ability to support users remotely
      - Requirement to use existing on-premise virtualised servers
      - Requirement to use existing An Bord Pleanála storage infrastructure
      - Remove personalised storage from the desktop to centralised storage
    - d. Administration:
      - Comprehensive monitoring tools to highlight and address mail queue issues, bottlenecks, slowdowns in mail delivery
      - Ability to apply restrictions to email on a personal, group or all basis – e.g. of restrictions,- size limits, type of attachments, access to external email etc
      - Logging options of email sent/received
      - Ability to notify events to the standard system monitoring solutions.
    - e. Resilience and Performance:
      - High availability and fast recovery of options for servers. Specifically, this refers to the recovery of data rather than support for the hardware.
      - Performant backups and recoveries of data/databases
    - f. Third-Party Product Support:
      - Ability to work with multi-vendor anti-virus, anti-spam products

- Ability to work with other vendor mail encryption and security products
- g. Archiving and Retention:
- End users can simply drag and drop emails into a personal archive folder
  - Mail in primary mailbox can be moved automatically into personal archive folder to manage quota
  - Users can access, search and manage their archive folder directly from the email or web client
  - Policies applied to mail in the primary mailbox move seamlessly to mail moved to the personal archive folder
  - Administrators must be able to configure retention policies that apply to both primary mailboxes and personal archives – per individual, group, or across the organisation
  - Auditing and reporting can be applied to all mailboxes, including personal archive folders
- h. Email Mobility:
- Ability to interact with the most popular mobile email solutions
- iii. With regard to ancillary products and services,
- a. As part of this tender there is a requirement to provide An Bord Pleanála with migration of existing services and installation and deployment of new services. The services required are outlined below:
- Installation, Configuration and Deployment of a new Email and Calendaring platform that will integrate with An Bord Pleanála's Windows Server 2008 Active Directory
  - Migration from the current email and calendaring platform to the new proposed solution. The requirement is to migrate approx. 50 users to the new email and calendaring platform together with documenting a detailed procedure to enable An Bord Pleanála ICT staff to migrate the remaining 150 users
  - A plan of action to retrieve existing mailbox files from end user PC's
- iv. ***N.B. All Server and Client software licensing requirements, with regards to Email, Calendaring and any other relevant software, must be included in the tender proposal.***
- v. With regard to the Terms & Conditions of the agreement:
- a. The proposed prices and ultimate costs arising out of the proposal must represent ongoing excellent value for An Bord Pleanála. Ideally the proposed pricing mechanism will be tied to a publicly available benchmark that will allow An Bord Pleanála to demonstrate value for money going forward.

- b. The contract must facilitate with- and without-fault termination, termination at the end of any calendar year and not prevent An Bord Pleanála from buying the same or similar equipment outside the contract at its sole discretion.

### 4.3 Format and Structure of the Tender

The following sections specify the required format and structure of the tenders. Tenderers shall address each point of each sub-heading in order and provide a concise and complete response in each case.

Tenderers will not cross-reference any of the sections listed below except in the form of footnotes and only then where the Tenderer believes that such cross-references will assist in the overall understanding of their proposal.

Tenderers' particular attention is drawn to the Preliminary Eligibility Criteria later in this document that require all proposals to conform to the format and structure laid out below. Where a tender does not conform to the required format it will result in the disqualification of that tender response.

#### 4.3.1 Tenderer Details

This section must include the following information regarding the Tenderer and the Tenderer's partners or sub-contractors:

1. Name & registered address of the prime Tenderer.
2. Contact Details for this tender as per the table below:

	Primary Contact	Secondary Contact
Name		
Title		
Email address		
Telephone		
Mobile		
Fax		

3. Partner & Subcontractor details, as per the following table:

Name & Address	Function	Relevant Experience	Anticipated % of business <sup>1</sup>

4. A statement to the effect that neither the Tenderer nor any party involved in the Tenderer's proposal is disqualified from participation in this tendering exercise for any of the reasons given in paragraphs 1 and 2 of Article 45 of EU directive 2004/18/EC.

#### 4.3.2 OEM Manufacturer's Authorisation & Certification

Tenderers must supply the following details in regard to the authorisation they have to sell and support the proposed software and the level of certification obtained by them:

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<sup>1</sup> Only an estimate is required for EU reporting purposes.

## Email and Calendaring Tender

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1. Statement of authorisation from the manufacturer of the proposed software showing that the tenderer has the required permission to sell and support the proposed products in Ireland.
2. Details of the certification levels available from the manufacturer relating to the sale and support of the proposed products.
3. The current certification level attained by the tenderer.
4. The date from which that certification level applies.

### 4.3.3 References

Tenderers must supply three references from customers to whom they have delivered similar products and services over the last three years.

Referee	1	2	3
Name			
Title			
Organisation			
Address			
Telephone			
e-mail			

Each reference must include a brief description of the products bought and services provided, ideally supporting the tenderer's ability to supply the products and services required for this tender. Tenderers must note that An Bord Pleanála may confirm the details in the references by direct contact with the referee.

### 4.3.4 Details of the Warranty Service

Tenderers must supply details of the warranty service supplied with the proposed software. The details given must:

1. Demonstrate that the minimum warranty requirements as per the specification are met or, where applicable, exceeded.

Illustrate the value of the service in terms of notification and acquisition of other updates.

### 4.3.5 Details of the proposed Technical Support service

Tenderers must supply the following details in regard to the Technical Support Service included in the price of the proposed software:

1. The communications channels available, e.g. web, e-mail, telephone
2. Details of support available to An Bord Pleanála directly from manufacturer.
3. Where telephone support is available, details of the call rates that apply (e.g. Toll-free, local, national, international, premium, etc.)

4. Escalation levels for issue resolution from front-line to on-site
5. Number of support personnel at each level from front-line to on-site
6. Number of qualified personnel available for on-site support in Dublin
7. Minimum Qualifications of Support Personnel at each level, particularly for on-site support personnel
8. Minimum experience of personnel at each level, particularly for on-site support personnel
9. Details of the escalation procedures, particularly the criteria for escalation (e.g. on demand, after a defined period of time with no resolution, on certain conditions arising, etc.) and triggers for on-site support.
10. Details of the on-site support service, e.g. pre-visit interactions, engineer's diagnostic tools and spares policy, etc.

### 4.3.6 Details of Enhanced Warranty Services

Tenderers must supply the following details of the Enhanced Warranty Services available, noting that An Bord Pleanála may or may not avail of them:

1. Details of the enhanced warranty services that is available, such as reduced response times, etc.
2. The cost of the services and the basis for calculating the cost (e.g. per item, per year, etc).

### 4.3.7 Details of Tenderers support service

Tenderers must state that they will supply mission-critical support through the contract and the proposed price.

Tenderers must describe the mission-critical support service they will provide through the contract.

### 4.3.8 Details of bespoke training programmes

Tenderers must provide details of bespoke onsite training they will provide, including the minimum qualifications and experience of trainers, cost and cost basis (e.g. per hour, per day, etc).

### 4.3.9 Contractual Requirements

Tenderers must state that they agree to the following contractual requirements that apply to An Bord Pleanála:

- i Any contract or agreement arising from this tender must facilitate without fault termination regardless of any with-fault termination requirements.
- ii Any contract or agreement arising from this must facilitate without-fault termination at the end of any year.

- iii No contract or agreement arising out of this tender can be considered exclusive or restrict An Bord Pleanála's right to procure the same or similar products and services from other sources that have a legal entitlement to supply them.

### 4.4 Evaluation Procedure

An Bord Pleanála will ensure a confidential, fair and equitable evaluation of proposals. This evaluation will be based on the evaluation procedures set out in this section.

Tender evaluation will be in the following three phases:

1. Preliminary Eligibility: The first phase of evaluation of the responses will determine whether the tender meets the formal eligibility criteria set out in section 4.4.1 below. Only those tenders meeting the preliminary eligibility criteria will go forward to the second phase of the evaluation.
2. Qualification Criteria: The second stage of the evaluation will, as described in section 4.4.2 below, involve an assessment of the Tenderer's capacity to fulfil the obligations of the contract.
3. Award Criteria: Each proposal that conforms to the Preliminary Eligibility and Qualification Criteria will be evaluated according to the criteria given in section 4.4.3 below by An Bord Pleanála.

During the evaluation period clarifications may be sought in writing (including e-mail) from Tenderers. Clarifications may include testimonials from customers in support of particular aspects of a tender, whether such aspects are contained in the original submission or in subsequent responses to requests for clarification.

Deadlines will be imposed for the receipt of such clarifications and failure to meet these deadlines may result in the disqualification of the Tender or loss of marks.

Responses to requests for clarification shall not materially change any of the elements of the proposals submitted.

Unsolicited communications from Tenderers will not be entertained during the evaluation period. An Bord Pleanála may, at its discretion, request meetings with individual tenderers during the evaluation period for the purposes of clarifying any aspect of the tenderer's proposal. Such meetings will be strictly confidential and will not result in any material change to the original tender. No discussions regarding the progress of the evaluation or the Tenderer's performance will be entered into. All such meetings will be held at the convenience of An Bord Pleanála.

An Bord Pleanála reserves the right to make any such enquiries it deems necessary to corroborate any claims made in the proposal or to determine the relevance of any proposed item, service or technology to the perceived needs of An Bord Pleanála or to gauge their relative merits with regard to alternatives or competitors. Such enquiries may be made of known current or past customers of the tenderer or their partners or sub-contractors, industry information sources, or any other source that in An Bord Pleanála's opinion can offer a competent assessment of the particular matter in question. An Bord Pleanála is under no obligation to establish the veracity of any such assessments other than to give reasons why it believes the source to be competent in the particular matter.

An Bord Pleanála is under no obligation other than those detailed in the Irish Freedom of Information Act to inform tenderers that such enquiries are being made or to inform them of the results or impact of any such enquiries on their eventual performance.

Where the circumstances of the particular tender warrant it, An Bord Pleanála may test a sample of the proposed solution or product. Any such tests will be designed and conducted by An Bord Pleanála or its agents with a view to measuring the proposed solution or product's performance against specific award criteria. The findings of An Bord Pleanála or its agents in any such tests will be final regardless of the proposed solution or product's performance in apparently similar or identical tests carried out by other organisations.

### 4.4.1 Preliminary Eligibility Assessment

There are four basic requirements with which proposals must comply before being considered for evaluation, as explained below:

1. Closing Date: Proposals must have met the deadline stated in section 2.8 of these Instructions to Tenderers, or such revised deadline as may be notified to Tenderers by An Bord Pleanála. Tenderers must note that An Bord Pleanála is prohibited from accepting any proposals after that deadline.
2. Delivery Format: Proposals must be delivered in the format specified in Section 2.9 of these Instructions to Tenderers. This will ensure that the tender will be included with other tenders received for evaluation. An Bord Pleanála will not accept responsibility for tenders delivered in any other format. Tenders delivered in any other format will be rejected.
3. Format and Structure of the Proposals: Proposals must conform to the Format and Structure detailed in Section 4.3 of these Instructions to Tenderers or such revised format and structure as may be notified to Tenderers by An Bord Pleanála. Failure to comply with the prescribed format and structure will result in the tender being rejected at this stage.
4. The proposal must meet all of the minimum requirements specified in these Instructions to Tenderers.
  - (a) The specifications meet the minimum requirements in all regards
  - (b) The contractual requirements (with- and without-fault termination, termination at end-of-year and non-exclusivity) are agreed to

### 4.4.2 Qualification Criteria

Tenderers that have met the preliminary eligibility criteria will be assessed on the basis of the following Qualification Criteria:

1. Technical capacity to fulfil the requirements as evidenced by:
  - a. Possession of the required authorisation to sell and support the proposed equipment in Ireland
  - b. Possession of certification by the manufacturer of the proposed equipment for at least two years
  - c. Three references attesting to the tenderer's ability to provide the products and services required of this tender to the highest standards of quality.

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### 4.4.3 Award Criteria

Tenders will be awarded marks under each of the award criteria listed in this section to determine the most economically advantageous proposal.

<b>Criterion</b>	<b>Marks</b>
<b>Technical Merit</b> <i>Ability to meet the required technical specifications including testing;</i> <ul style="list-style-type: none"><li>• <i>Functionality - 20%</i></li><li>• <i>Reliability - 10%</i></li><li>• <i>Product Features - 5%</i></li><li>• <i>Performance, flexibility, size, etc.- 5%</i></li></ul>	<b>40%</b>
<b>Total Cost of Ownership</b> <i>Full cost of procuring and maintaining the software over a three-year period:</i> <ul style="list-style-type: none"><li>• <i>Full Software and Licensing (Server and Client) Costs</i></li><li>• <i>Design, Installation, Configuration and Deployment Costs</i></li><li>• <i>Support and Warranty for a 3-year period</i></li></ul>	<b>30%</b>
<b>Maturity of Product/Service</b> <ul style="list-style-type: none"><li>• <i>Must be a proven product and have a clear roadmap for future enhancement and development.</i></li></ul>	<b>20%</b>
<b>Merit of the Technical Support Service</b> <ul style="list-style-type: none"><li>• <i>Having regard to the quality of the proposed technical support service</i></li></ul>	<b>10%</b>