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Oifig um Sholáthar Rialtais
Office of Government Procurement



An Ghníomhaireacht um Fhorbairt Talún
The Land Development Agency

Supplementary Request for Tenders (SRFT)

Under Multi Supplier Framework Agreement for the provision of
External ICT Technical Support Services (provided by Teams of
Resources) CfT 3502944 - IPS017F

Lot Number

Lot 5 - Multi-Disciplinary Services

Framework Client /
Contracting Authority

Land Development Agency

Location of works Address

Ashford House, Tara Street, Dublin 2

SRFT Date

Monday 9 June 2025

SRFT Title:

Provision of ICT Infrastructure & Operations Support and
Cybersecurity Services.

Key Dates and Contract Duration

Clarification Closing Deadline	12:00 (noon) on Monday, 23 June 2025
Competition Closing Deadline	12:00 (noon) on Monday, 30 June 2025

Contract Duration (months)	48 Months
Extension Options (months)	12 Months
Maximum number of extensions	1

Part 1: Introduction

- 1.1 Land Development Agency (“the Client”) is the Contracting Authority and seeks Tenders for the Provision of ICT Infrastructure & Operations Support and Cybersecurity Services. The detailed specifications of requirements are set out in Appendix 1 of this SRFT Document.
- 1.2 This Supplementary Request for Tenders (SRFT) is issued in accordance with the Terms and Conditions of the Office of Government Procurement’s **Multi Supplier Framework Agreement for the provision of External ICT Technical Support Services (provided by Teams of Resources) Cft 3502944 - IPS017F**.
- 1.3 As one of the Framework Members included in Framework Agreement Lot 5 - Multi-Disciplinary Services you are now invited to consider this SRFT and respond with a formal Tender.
- 1.4 Any contract that may result from this Competition will be for a term of **48 Months** (“the Term”).
- 1.5 The Framework Client (“Contracting Authority”) reserves the right, at its discretion, to extend the Term of the contract for a further **12 Months** with a maximum of **1** such extension/s the same terms and conditions, subject to Framework Client’s obligations at law.

Part 2: Instructions to Applicants

2.1 *Important Notices:*

- 2.1.1** While every effort has been made to provide comprehensive and accurate information in all notices and documents prepared for the purposes of this Competition, the Framework Client does not accept any liability or provide any express or implied warranty in respect of any such information. Applicants must form their own conclusions about the solution(s) needed to meet the requirements set out in this SRFT and may wish to consult their legal advisers.
- 2.1.2** The Client does not bind itself to accept the lowest priced or any Tender;
- 2.1.3** This SRFT does not constitute an offer or commitment to enter into a Services Contract;
- 2.1.4** No enforceable commitment of any kind will exist unless and until a formal written Services Contract has been executed by or on behalf of the Client;
- 2.1.5** No contractual rights in relation to the Client will exist unless and until a formal written Services Contract has been executed by or on behalf of the Client;
- 2.1.6** Any notification of preferred bidder status by the Client shall not give rise to any enforceable rights by the Applicant;
- 2.1.7** The Client may cancel this Competition at any time prior to a formal written Services Contract being executed by or on behalf of the Client;
- 2.1.8** The award of a Services Contract does not confer exclusivity on the successful Applicant(s); and
- 2.1.9** Applicants should note that the Client shall not be under any obligation to purchase any minimum value of Services.

2.2 *Tender Submission Requirements:*

- 2.2.1** If an Applicant fails to comply in any respect with the requirements of this clause 2.2 the Client reserves the right to reject the Applicant's Tender as non-compliant or, without prejudice to this right and subject to its obligations at law, to take any other action it considers appropriate including but not limited to:
- seeking written clarification from the Applicant;
 - seeking further information from the Applicant; or
 - waiving a requirement, which in the Client's view, is non-material or procedural.
- 2.2.2** Applicants are required:
- a) To submit all documentation as specified in this SRFT along with their Tender;
 - b) To follow the format of this SRFT and respond to each element in the order as set out in this SRFT;
 - c) To conform to and comply with all instructions and requirements set out in this SRFT;
 - d) Not to alter or edit this SRFT in any way; and
 - e) Without prejudice to the generality of clause 2.2, failure to comply with clause 2.5.1 or clause 2.5.2, will render the Tender non-compliant and it will be rejected.

- 2.2.3** Tender submissions must consist of the following:
- a) The Tender Response Document (TRD) which addresses all the response requirements in relation to the award criteria set out in this SRFT.
 - b) The signed Applicant's Statement as set out in the Tender Response Document (TRD). Each Applicant is required to accept the provisions of this SRFT and Service Contract. Applicants must not amend the Applicant's Statement.
- 2.2.4** Tenders must be submitted in English.
- 2.2.5** The font and size that should be used is Calibri 11.
- 2.2.6** Responses to each qualitative award criterion should be submitted in the space provided for that specific award criterion within the Tender Response Document.
- 2.2.7** Additional material provided to support/in addition to information provided in the Tender Response Document will not be considered at evaluation.
- 2.2.8** Where a specified page limit as stated in the Tender Response Document has been exceeded, the Client may elect, at its sole discretion, not to give any consideration to that element of the Tender exceeding the specified page limit.

2.3 Services Contract

- 2.3.1** Applicants should note the terms and conditions of the Services Contract and the Confidentiality Agreement published with this SRFT.
- 2.3.2** Applicants are required to confirm their acceptance of the terms and conditions of the Services Contract and the Confidentiality Agreement published with this SRFT by signing the Applicant's Statement as set out in the Tender Response Document (TRD). Applicants may not amend the Applicant's Statement, the Services Contract or the Confidentiality Agreement.
- 2.3.3** The successful Applicant must sign and return the Services Contract and the Confidentiality Agreement to the Contracting Authority within 7 days of receipt of same from the Contracting Authority. If the successful Applicant fails to return the contract within the 7 days, the Contracting Authority reserves the right to award the contract(s) to the next ranked most successful Applicant(s) in the mini-competition in the place of the Applicant(s) who failed to return the contract.

2.4 SRFT Clarifications

- 2.4.0** All queries relating to any aspect of this Competition or of this SRFT must be directed to the messaging facility on www.etenders.gov.ie. Queries will be accepted no later than **12:00pm (noon) on deadline date** stated for this competition on www.etenders.gov.ie and page 2 of this SRFT. All clarifications and responses to queries/requests for clarification will be transmitted to all Framework Members via the messaging facility on www.etenders.gov.ie. Applicants may not contact the Client directly regarding any aspect of this Competition.
- 2.4.1** The Client reserves the right to issue or seek written clarifications.
- 2.4.2** The Client reserves the right, at any time before the Tender Deadline, to update or amend the information contained in this document and/or to extend the Tender Deadline. Participating Applicants will be informed of any such amendment or extension through the eTenders website.
- 2.4.3** Applicants should ensure that they register their interest in this Competition, by clicking on the "Accept" button on www.etenders.gov.ie, in order to receive all responses to queries and other updates in relation to this Competition.

2.5 SRFT Submissions

- 2.5.1 Tenders must be submitted via the electronic postbox available on www.etenders.gov.ie. Only Tenders submitted to the electronic postbox will be accepted. Tenders submitted by any other means (including but not limited to by email, fax, post or hand delivery) will NOT be accepted. Applicants must ensure that they give themselves sufficient time to upload and submit all required tender documentation before the Tender Deadline. Please note that you must click "Submit Response". After submitting you can still modify and re-send your response up until the response deadline. Applicants should be aware that the "Submit Response" button will be disabled automatically upon the expiration of the response deadline.
- 2.5.2 Tenders must be received not later than **12.00 pm (noon) on deadline date** stated for this competition on www.etenders.gov.ie and page 2 of this SRFT (the "Tender Deadline"). In the event of a conflict, the date and time published on etenders is deemed correct and valid unless otherwise updated by the Contracting Authority through the messaging facility. Tenders that are received late WILL NOT be considered in this Competition.
- 2.5.3 All Tenders submitted in soft copy must be compiled such that they can be read immediately using MS Word or PDF Reader. The Contracting Authority is not responsible for corruption in electronic documents. Applicants must ensure electronic documents are not corrupt.

2.6 Pricing

- 2.6.1 Prices submitted in response to this SRFT cannot be increased during the term of the Contract, including any possible extension periods.
- 2.6.2 The Per Diem Rates submitted by the Applicant in response to this Competition cannot exceed the Maximum Per Diem Rates for each role tendered at RFT stage of the establishment of the Multi Supplier Framework Agreement for the provision of External ICT Technical Support Services (provided by Teams of Resources) Cft 3502944 IPS017F.

Applicants may quote discounted Daily Rates in this Competition but cannot quote a rate in excess of the submitted rates for admittance to the Framework(s).

Where a Applicant submits a response to this competition where their response in respect of cost exceeds any of the Maximum Per Diem Rates for any of the Roles that the Applicant submitted in their tender response for appointment to the Framework, that Applicant will be eliminated from this competition.

2.7 Insurance

- 2.7.1 The successful Applicant shall be required to hold, for the term of any Contract awarded pursuant to this SRFT, insurances of the type and to the level specified below:

Type of Insurance	Indemnity Limit
Employer's Liability	€13,000,000 limit for any one claim or series of claims arising out of a single occurrence, per insurance year
Public Liability	€6,500,000 limit for any one claim or series of claims arising out of a single occurrence, per insurance year

Professional Indemnity	€6,500,000 in the aggregate.
Cyber Liability (including loss of data)	€5,000,000 in the aggregate

2.7.2 Applicants are asked to provide, as part of their Tender, written confirmation that they hold or will hold, if successful, the above types and levels of insurance. A formal confirmation from the Applicant's insurance company or broker to this effect will be requested from the successful Applicant prior to the award of (and shall be a condition of) any contract.

In relation to 'Schedule A: Terms and Conditions – 5. (E) Remedies - Limitation of Liability' of the Services Contract in the RFT: "Save in respect of fraud, personal injury or death or in respect of the Contractor's indemnity under clause 6(G) (for which no limit applies), the limit of the Contractor's aggregate liability to the Client under this Agreement whatsoever and howsoever arising shall not under any circumstances exceed **100% of the charges paid for charges expected to be paid over the life of the contract whichever is higher** regardless of the number of claims.

2.8 Tax Status

2.8.1 Prior to the award of any contract arising out of this competition, the successful Applicant shall be required to supply its Tax Clearance Access Number and Tax Reference Number to facilitate online verification of their tax status by the Client. By supplying these numbers, the successful Applicant acknowledges and agrees that the Client has the permission of the successful Applicant to verify its tax cleared position online. Where relevant, the provisions of this paragraph apply equally to Subcontractors. Applicants must provide the supporting documentation specified above without delay when requested by the Client.

2.9 Tendering Costs

2.9.1 All costs and expenses incurred by Applicants relating to their participation in this Competition including, but not being limited to, site visits, field trials, demonstrations and/or presentations shall be borne by and are a matter for discharge by the Applicants exclusively.

2.10 Freedom of Information

2.10.1 Applicants are advised that the Client is subject to the Freedom of Information (FOI) Act, 2014. If a Applicant considers that any of the information supplied in their Tender Response is either commercially sensitive or confidential in nature, this should be highlighted and the reasons for its sensitivity specified. In such cases the relevant material will, in response to a request under the FOI Act, be examined in the light of the exceptions provided for in the Act.

2.11 Conflict of Interest

2.11.1 Any conflict of interest or potential conflict of interest on the part of a Applicant, individual employees or corporate or individual service providers (whether sub-contractors or third party retainers) of a Applicant must be fully disclosed to the Client as soon as the conflict or potential

conflict becomes apparent. In the event of any conflict or potential conflict of interest, the Client may invite Applicants to propose means by which the conflict might be removed. The Client will, in its absolute discretion, decide on the appropriate course of action.

2.12 Registerable Interest

2.12.1 Any registerable interest involving a Applicant and the Client, other members of the Government, members of the Oireachtas (Parliament), or employees of the Client and/or divisions/agencies under the aegis of the relevant Ministers, and their relatives, must be fully disclosed in any Response. In the event of this information only coming to the notice of a Applicant after the submission of a Response and prior to the award of any Contract, it must be communicated to the Client immediately upon such information becoming known. The terms 'registerable interest' and 'relative' shall be interpreted as per Section 2 of the Ethics in Public Office Act, 1995, a copy of which is available to download at www.finance.gov.ie. The Contracting Authority will, in its absolute discretion, decide on the appropriate course of action, which may in appropriate circumstances include eliminating a Applicant from the competition or terminating any contract entered into by a Applicant.

2.13 Data Protection

- 2.13.1** In this clause, "Data Protection Laws" means all applicable national and EU data protection laws, regulations and guidelines including but not limited to Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (the "General Data Protection Regulation"), the Data Protection Act 2018 and any guidelines and codes of practice issued by the Office of the Data Protection Commission or other supervisory authority for data protection in Ireland from time to time.
- 2.13.2** The Framework Client will be a Data Controller (where Data Controller has the meaning given under the Data Protection Laws) in respect of any Personal Data (where Personal Data has the meaning given under the Data Protection Laws) required to be provided by the Applicant in response to this SRFT.
- 2.13.3** The Applicant, as Data Controller in respect of any Personal Data provided by it in its Tender Response Document is required to confirm, in the Applicant's Statement as set out in the TRD to this SRFT, that all Data Subjects (where Data Subject has the meaning given under the Data Protection Laws) whose Personal Data is provided by the Applicant have consented to the processing of such Personal Data by the Applicant, the Applicant, the Evaluation Team and the supplier of the etenders.gov.ie website, for the purposes of the participation of the Applicant in this Competition or that the Applicant otherwise has a legal basis for providing such Personal Data to the Framework Client for the purposes of its participation in this Competition.

Part 3: Award Criteria Summary & Scoring Methodology

3.1 The contract for the requested services will be awarded on the basis of Most Economically Advantageous Tender ("MEAT"). Applicants must address each of the award criteria and sub-criteria set out in section 3.2 below in the relevant sections of the Tender Response Document.

3.2 The Award Criteria for this SRFT are:

Criteria	Marks Available	Minimum Qualifying Threshold (60% of Marks Available)	Tender Response Document Reference
Cost	350		TRD Section 2 Part 1
Quality of the proposed Team	150	90	TRD Section 2 Part 2
Quality of the proposed approach to the Implementation / Delivery of the Services	350	210	TRD Section 2 Part 3
Quality of the Knowledge/Skills Transfer proposal	150	90	TRD Section 2 Part 4
Total	1,000		

Qualitative Assessment

- Qualitative Award Criteria will be assessed first.
- Applicants are required to complete the relevant Qualitative Award Criteria Response in Section 2 of the Tender Response Document ("TRD").
- Applicants must achieve the minimum marks allocated to each of the qualitative criteria. Failure to achieve the minimum mark in any one of the qualitative criteria will result in the elimination of the Tender Response from the Competition.
- Those Applicants that have not achieved the required Minimum Qualifying Marks for each of the qualitative award criteria will be eliminated from the Competition without having their costs assessed and their proposed prices will not be considered for the purposes of calculating the Cost Score.
- Those Applicants that score a mark equal to or in excess of the Minimum Qualifying Threshold for each of the qualitative award criteria, will proceed to be evaluated under the Award Criteria 1 Cost.
- Scoring of the Qualitative Award Criteria will be based on an assessment of the information provided by the Applicants in their completed Tender Response Document ("TRD"). The Evaluation Panel will assess the information provided for each criteria and marks will be awarded using the following scoring methodology:

Quality Scoring Methodology

Weighting	Meaning
91% - 100%	An excellent response, with very few or no weaknesses, that demonstrates a complete understanding of requirements and provides comprehensive and convincing assurance that the Applicant will deliver to an excellent standard.
80% - 90%	A very good response that demonstrates real understanding and fully meets the requirements and assurance that the Applicant will deliver to high standard.
60% - 79%	A satisfactory response which demonstrates a reasonable understanding of requirements and gives reasonable assurance of delivery to an adequate standard but does not provide sufficiently convincing assurance to award a higher mark.
30% - 59%	A response where reservations exist. Lacks full credibility/convincing detail, and there is a significant risk that the response will not be successful.
1% - 29%	A response where serious reservations exist. This may be because, for example, insufficient detail is provided, and the response has fundamental flaws, or is seriously inadequate or seriously lacks credibility with a high risk of non-delivery.
0%	Response completely fails to address the criterion under consideration

Cost Assessment - Award Criterion 1 Cost:

- The cost element of the award criterion will be assessed on the basis of a **Combination of Fixed Fee and Per Diem Rate**. The Fixed Fee element should be based on a Per User amount, with a targeted per user rate reduction.
- Framework Members are required to complete the Pricing Schedule Response **Section 2 Part 1** of the Tender Response Document ("TRD").
- All prices quoted must be **inclusive of all costs** (including travel expenses and subsistence).
- Professional Services Withholding Tax (**PSWT**) may apply to payments made for the Services provided to the Contracting Authority and if applicable, will be deducted (as an accountable person under the Taxes Consolidation Act 1997) from all payments made for 'professional services', as defined under Section 520 of the Taxes Consolidation Act 1997.
- Prices quoted must be expressed in **Euro only** and exclusive of Vat.
- Marks for the Cost Criteria 1 will be allocated using the following formula:

$$\text{Cost Score} = \frac{\text{Maximum Number of Marks Available}}{\text{Lowest Tendered Overall Cost}} \times \text{Tendered Overall Cost (Under Evaluation)}$$

3.3 Totalling of Marks

The total marks achieved for all the Qualitative Award Criteria will be added to the Total marks achieved for the Cost Award Criterion to arrive at a Total Overall Score. The Tender Response with the highest Total Overall Score will be deemed to be the **Most Economically Advantageous Tender ("MEAT")** and will be deemed successful, subject to meeting all other requirements of this SRFT.

3.4 Tie Break Rules

In the event that there are two or more Tender Responses that are deemed to have the same highest Total Overall Score, the following tie-break rules will be adopted:

- A. The Tender which has been awarded the highest number of marks for the overall Qualitative Award Criteria combined (where applicable) will be deemed to be the Most Economically Advantageous Tender ("MEAT").
- B. In the event of the application of this tie-break rule not resulting in the determination of a preferred MEAT, the following approach will continue to be applied to each of the award criteria in the descending order listed in below until such time as a MEAT can be determined:

Order of Tie Break Evaluation Criteria:

Total Marks for Qualitative Award Criterion 2 ("Quality of the proposed Team")

Total Marks for Qualitative Award Criterion 1 ("Ultimate Cost")

3.5 The Framework Client reserves the right to request the Applicant(s) to attend a presentation meeting to verify the contents of their proposal. The Framework Client will not be responsible for the cost of such presentations. Performance at presentations will **NOT** be evaluated.

3.6 The Framework Client reserves the right to request at any point from the Framework Member either a written reference or contact details for a referee to confirm that the employer information provided by the Applicant in their Tender Response is accurate.

3.7 Applicants should note that the Client may, when notifying Applicants of the results of this Mini-Competition, include the scores obtained by the Applicant concerned and the scores obtained by the preferred bidder in respect of each award criterion assessed by the Contracting Authority. Notification will be made through the eTenders website.

● Professional Grade Levels and descriptions for this SRFT

Grade Level	Grade	Description
3	Senior Resources	<ul style="list-style-type: none"> • 7+ years of extensive professional experience in their specialised field. • Strong theoretical base in subject area, with ability to apply best practice principles to the subject matter context. • Acts as the senior responsible person on major client engagements. • Experience in leading complex projects/programmes. • Responsible for leading a high performing team of professionals, including the ability to coordinate contributions of other specialists to complete a joint project.
2	Intermediate Resources	<ul style="list-style-type: none"> • 4-6 years of substantial professional experience in their specialised field. • A trusted performer on a wide range of client-facing consultancy projects in either the private and public sectors. • Ability to participate in multi-disciplinary teams and to work independently (with limited supervision). • Performs professional level analysis requiring technical skills and independent initiative within a well-defined programme of work. • Senior team leader with the ability to deputise for the senior responsible person and coach and mentor more junior staff. • Contacts with clients predominantly at a working level. • Can engage with clients at strategic/management level if required.

Grade Level	Grade	Description
1	Junior Resources	<ul style="list-style-type: none"> • 0-3 years of notable professional experience in their specialised field. • Previous experience on a range of client-facing consultancy projects, preferably in both the private and public sectors. • Has a theoretical base in subject area, possibly supplemented through recent study, with the ability to translate theory into practice. • Performs a variety of analytical tasks requiring independent initiative and knowledge. • Interacts with clients predominantly at the working level.

Appendix 1 REQUIREMENTS AND SPECIFICATIONS

1. Introduction & Information about the Client

The Land Development Agency (LDA), referred to below as the Contracting Authority, established in September 2018, is a key Government land management initiative.

Its objectives are to:

Coordinate appropriate State lands for regeneration and development, opening up key sites for housing delivery.

Driving strategic land assembly, working with both public and private sector landowners.

Contributing towards the delivery of affordable housing; and

Become a leading influencer of housing and land management, through research and innovation.

The LDA will be underpinned by grounding legislation and is overseen by an independent board of directors. The Government has committed to providing the LDA with equity capital of up to €1.25 billion.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

	Headcount	Increase	Forecasted % Increase YoY
1H 2025	[REDACTED]	[REDACTED]	[REDACTED]
YE 2025	[REDACTED]	[REDACTED]	[REDACTED]
YE 2026	[REDACTED]	[REDACTED]	[REDACTED]
YE 2027	[REDACTED]	[REDACTED]	[REDACTED]
YE 2028	[REDACTED]	[REDACTED]	[REDACTED]

Please note, this information is strictly confidential and is covered by the underpinning Office of Government Procurement Confidentiality Agreement and must not be disclosed to any party outside the process of this tender.

2. Background and Current Environment

Current Operating Model

The Contracting Authority operates an outsourced ICT model, with one Managed Service Provider (MSP) currently providing services such as operations, security, procurement, licencing, and related support. Service is currently delivered remotely.

The current scope of services forms the basis of the scope outlined in this SRFT.

Standard Operating Hours

- Business Hours: 09:00 – 17:30
- Service Desk Hours:
 - Normal Requests: 08:00 – 18:00 (Monday to Friday)
 - Emergency Requests: 24/7

Service Desk support is currently limited to telephone and email channels.

Service Desk Performance Overview

Below is a summary of the volume of Service Desk Requests for the last six months. Note: The "Information" category relates to emails or calls to the Service Desk that did not result in a formal request or incident ticket.

Month	# Users	P1	P2	P3	P4	Information
Oct 2024						
Nov 2024						
Dec 2024						
Jan 2025						
Feb 2025						
Mar 2025						
Apr 2025						

Incident Priority Categories and ████ Targets

The following Incident Priority classifications and ████ targets are currently used by the existing MSP. The Contracting Authority expects 99% ████ compliance during standard hours (Monday–Friday, 08:00–18:00):

Priority	Description	Response Time	Resolution Time
P1			
P2			

P3

P4

Strategic ICT Approach

The Contracting Authority operates [REDACTED]

(See Appendix 2 for a full list of currently utilised systems and software.)

Future-Focused Service Enhancements

The Contracting Authority seeks to enhance service capability in the following areas:

- Scalability: Support for LDA's ambitious growth strategy.
- Adaptive Security Stack: Ability to respond to a dynamic threat landscape.
- Enhanced End-User Support: Multi-channel, responsive support models.
- Multi-Layer Service Delivery: End-to-end request lifecycle management, including third-party liaison.
- Advanced Reporting: Blended reporting, dashboards, monthly summaries, and survey-based insights

Delivery Model and Responsibilities

The Contracting Authority requires a specialised partner to provide expert advice and services in delivering its ICT environment. The successful Applicant:

- May engage third-party vendors or subcontractors.
- Must clearly state any such arrangements in their tender.
- Will remain solely responsible for service delivery and performance throughout the contract term.

The detailed services required are described in the six core service areas set out in section 6.

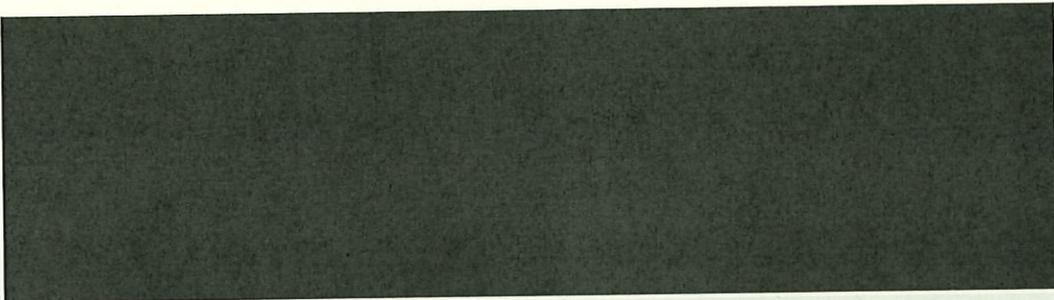
3. Nature of Services Required

Provision of all ICT support services including a ServiceDesk that acts as a single point of contact for all ICT services provided to the business, whether those services are provided under the terms of this contract, or via a separate engagement between the Contracting Authority and other providers. These activities will include, but not be limited to:

• [REDACTED]

• [REDACTED]

-
-
-
-
-



The successful applicant must locate a minimum of one resource onsite at the Contracting Authority's Head office which is subject to location change in order to deliver an efficient & responsive service meeting the agreed [redacted] targets. This resource will be included in the proposed price per user cost.

From time to time, it will be required to provide onsite support in regional offices and construction sites (SafePass certification required) chargeable as per agreed day rates. All costs quoted must include any travel expenses.

The core ServiceDesk hours will be **08:00 – 18:00 Monday – Friday (excluding Public and Bank Holidays)**. Emergency Out of Hours support will be required **24x7x365** to respond to critical incidents.

Additional Out of Hours Support may be required for specific periods of time to support business program or delivery milestones. Notice required and chargeable rates to be agreed in the Service Contract and [redacted].

Service delivery dashboards & reporting to be agreed (frequency, detail, etc.)

Underpinning all the above areas, the successful Applicant will utilise an industry standard ITIL compliant ServiceDesk toolset to manage all requests. The Contracting Authority reserves the right to host this ServiceDesk tool and provide access to the successful Applicant if our overall ICT strategy deems it in the future.

The successful Applicant will be responsible for providing all levels of support for systems & services within scope of the managed service agreement. Additionally, the successful Applicant will also be responsible for routing or escalating any requests to third parties where the relevant system or service is outside of the scope of the Managed Service agreement. In all cases the successful Applicant will be responsible for managing all requests to resolution.

The successful Applicant must propose their [redacted] Target model to at a minimum meet the Service Level targets below, and where possible propose Service Level target improvements:

Call Priority	Description	Response Time	Resolution Time
Priority 1	[redacted]		
Priority 2			

Priority
3

Priority
4

All resources provided will report to the successful Applicant's Service Delivery Manager, who in turn will report into the Contracting Authority's IT Operations and Security Manager.

4. Minimum Requirements

Applicants must ensure that their proposed solution can meet the following requirements at a minimum. Applicants should note that a yes/no answer is not sufficient and must be accompanied by evidence supporting the response in the Tender Response document. Links to external resources alone will not be considered an acceptable form of evidence. Only material contained in the Tender Response document will be evaluated for suitability:

Industry Standards

Applicants must provide evidence as part of their response of the current status regarding the following industry standards:

-
-
-

- GDPR / [redacted] etc

The successful Applicant must demonstrate their compliance with all applicable directives and legislation applicable to the provided service.

Professional Ability and Technical Competence

Applicants are required to demonstrate their professional ability and technical competence – including references to similar services provided to other clients – in order to provide resources across the six required service areas:

- Applicants must provide reference to two similar service engagements that they have delivered within the last 4 years (i.e. 2021 to 2024), including reference contact details.
- Applicants must detail how quickly resources can be made available across the six service areas detailed above, and their ability to deliver concurrent projects where required. This will be required as the successful applicant will be expected to provide specific ICT resources for the delivery of projects, in addition to the standard managed service.
- Applicants must outline the availability of resources for the proposed team (both dedicated and shared), including location, and demonstrate the Applicants ability to supply the required resources for the term of the contract, including provision for unforeseen events and succession planning.
- The Contracting Authority reserves the right to independently contact the referees provided to verify satisfactory performance.
- All qualifying applicants may be invited to present their proposal at the Contracting Authority's office. This will not form part of the scoring process.

All of the above must be confirmed within Tender Response Document Part 3 – Quality of the proposed approach to the Implementation / Delivery of the Services.

5. Proposed Team

The successful Applicant must confirm that all resources engaged in providing the service will be located in the EEA.

While the Contracting Authority expects the successful Applicant to provide adequate resourcing to deliver the service to the required Service Levels, we request that **two** sample profiles be provided for the specific roles below that must be proposed as part of this solution:

- Service Manager – Senior Resource
- Cyber Security Specialist – Intermediate/Senior Resource
- Help Desk Manager – Intermediate/Senior Resource
- Helpdesk Support - Junior/Intermediate Resource
- Wintel Server Engineer / Administrator – Intermediate/Senior Resource
- Cloud Services Administrator – Intermediate/Senior Resource

Applicants should provide relevant professional and technical details for each candidate proposed in the format contained in the attached Tender Response Document.

For each candidate proposed, Applicants must provide details of relevant experience in a similar public sector environment. Applicants must indicate how knowledge and skills gained through relevant experience can be utilised to enhance the support provided to end.

Additionally, the Contracting Authority requests that **one** sample profile be provided for the following sample possible additional roles to demonstrate the skills and experience of resources that can be made available if required:

- Project Manager – Intermediate/Senior Resource
- Business Analyst – Intermediate/Senior Resource
- Enterprise Architect – Senior Resource
- Sharepoint Developer – Intermediate Resource

The Contracting Authority reserves the right to reject any potential candidate for onsite, or user facing roles and will expect the successful Applicant to be able to provide additional profiles for review of equal to or greater than professional and technical merit.

6. Scope of Services

6.1 Service Delivery

Provision of all ICT support services including a ServiceDesk that acts as a single point of contact for all ICT services provided to the business, whether those services are provided under the terms of this contract, or via a separate engagement between the Contracting Authority and other providers. These activities will include, but not be limited to

The successful applicant may elect to locate a resource onsite at the contracting authority's Ashford House office to deliver an efficient & responsive service meeting the agreed [REDACTED] targets. From time to time, it will be required to provide onsite support in regional offices and construction sites (SafePass certification required) chargeable as per agreed day rates. All costs quoted must include any travel expenses.

The core ServiceDesk hours will be 08:00 - 18:00 Monday - Friday (excluding Public and Bank Holidays). Emergency Out of Hours support will be required 24x7x365 to respond to critical incidents.

Additional Out Of Hours Support may be required for specific periods of time to support

business program or delivery milestones. Notice required and chargeable rates to be agreed in the Service Contract and [REDACTED]

Service delivery dashboards & reporting to be agreed (frequency, detail, etc.)

Underpinning all the above areas, the successful Applicant will utilise an industry standard ITIL compliant ServiceDesk toolset to manage all requests. The Contracting Authority reserves the right to host this ServiceDesk tool and provide access to the successful Applicant if our overall ICT strategy deems it in the future.

The successful Applicant will be responsible for providing all levels of support for systems & services within scope of the managed service agreement. Additionally, the successful Applicant will also be responsible for routing or escalating any requests to third parties where the relevant system or service is outside of the scope of the Managed Service agreement. In all cases the successful Applicant will be responsible for managing all requests to resolution.

The successful Applicant must propose their [REDACTED] Target model to at a minimum meet the Service Level targets below, and where possible propose Service Level target improvements.

Call Priority	Description	Response Time	Resolution Time
Priorit 1	[REDACTED]	[REDACTED]	[REDACTED]
Priorit 2	[REDACTED]	[REDACTED]	[REDACTED]
Priorit 3	[REDACTED]	[REDACTED]	[REDACTED]
Priorit 4	[REDACTED]	[REDACTED]	[REDACTED]

All resources provided will report to the successful Applicant's Service Delivery Manager, who in turn will report into the Contracting Authority's IT Operations and Security Manager.

Applicants are requested to provide a detailed description of the Service Delivery Model proposed, including the methods available for end users to raise and track requests, proposed [REDACTED] targets, enhanced VIP support, emergency 24/7 support model, etc.

This should include diagrams and references to existing services provided to other clients to support the response.

Please include samples of proposed reporting, which may include dashboard, detailed metrics, etc.

Please limit the response to 12 pages excluding sample reports.

6.2 Infrastructure Management

Physical & virtual infrastructure are currently as follows:

Location	Capacity	Infrastructure Description
Ashford House, Dublin	70 seats (2nd floor)	
	60 seats (4th floor)	
Element78, Dublin	26 seats (overflow space)	

Galway	4 seats	
Limerick	4 seats	
Cork	8 seats	
Construction Sites	10 sites x 1 seat	

Note: Audio-Visual devices are not included above as they are outside scope of this tender.

The successful Applicant will be responsible for management of the Contracting Authority's physical and virtual ICT infrastructure, including, but not limited to:

- Server and network monitoring
- Maintenance and performance tuning
- Firmware and patch management
- Capacity planning and performance optimisation
- Hardware and software warranty administration

The successful Applicant will also be required to operate in alignment with the Contracting Authority's defined infrastructure management processes, including:

- Risk management
- Change management
- Hardware lifecycle planning
- Inventory management and asset tracking

Proposal Requirements:

Applicants are requested to propose how the current infrastructure would be managed, including:

- The toolset and CMDB (Configuration Management Database) intended for use
- Approach to novation of hardware warranties
- Sample infrastructure reporting, which may include dashboards, asset inventory, performance reports, etc.

Please limit your response to 12 pages (excluding sample reports).

6.3 Resilience (Backup and Disaster Recovery)

At present, the current Managed Service Provider (MSP) is responsible for the delivery of the backup and restore service. Backups and replicas of cloud-based infrastructure and services are currently maintained through the following mechanisms:



The Contracting Authority's risk appetite for impact to systems and infrastructure availability is classified as Averse – defined as:

“Activities where the avoidance of Risk and uncertainty is a key objective and the Risk Appetite is zero or near zero.”

The successful Applicant will be responsible for implementing and maintaining a robust and effective resilience solution, which may include, but is not limited to:

- Provision of resilience and redundancy for all relevant infrastructure
- Comprehensive backup and recovery services
- Adherence to the Contracting Authority's IT Business Continuity Plan (BCP)
- Active participation in and support of regular IT Business Continuity tests, in line with the Contracting Authority's scheduled programme

6.4 Security Services

The Contracting Authority recognises the requirement for a successful partner to be a leader in the provision of threat prevention and detection, along with Incident Response, to protect the organisation and its data.

Given the sensitive nature of the data stored by, and the public and political profile, of the Contracting Authority, any data breach or cyber-attack could result in far reaching commercial, political, regulatory and social impacts. Cybersecurity is of paramount importance to the organisation and governed by the Audit & Risk Committee (ARC).

The Contracting Authority's risk appetite for security is rated at Averse –

“Activities where the avoidance of Risk and uncertainty is a key objective and the Risk Appetite is zero or near zero”.

The Contracting Authority is aligned with [redacted] and [redacted], in addition to all relevant directives and legislation.



The existing suite of security solutions, provided & managed by the current MSP is as follows:

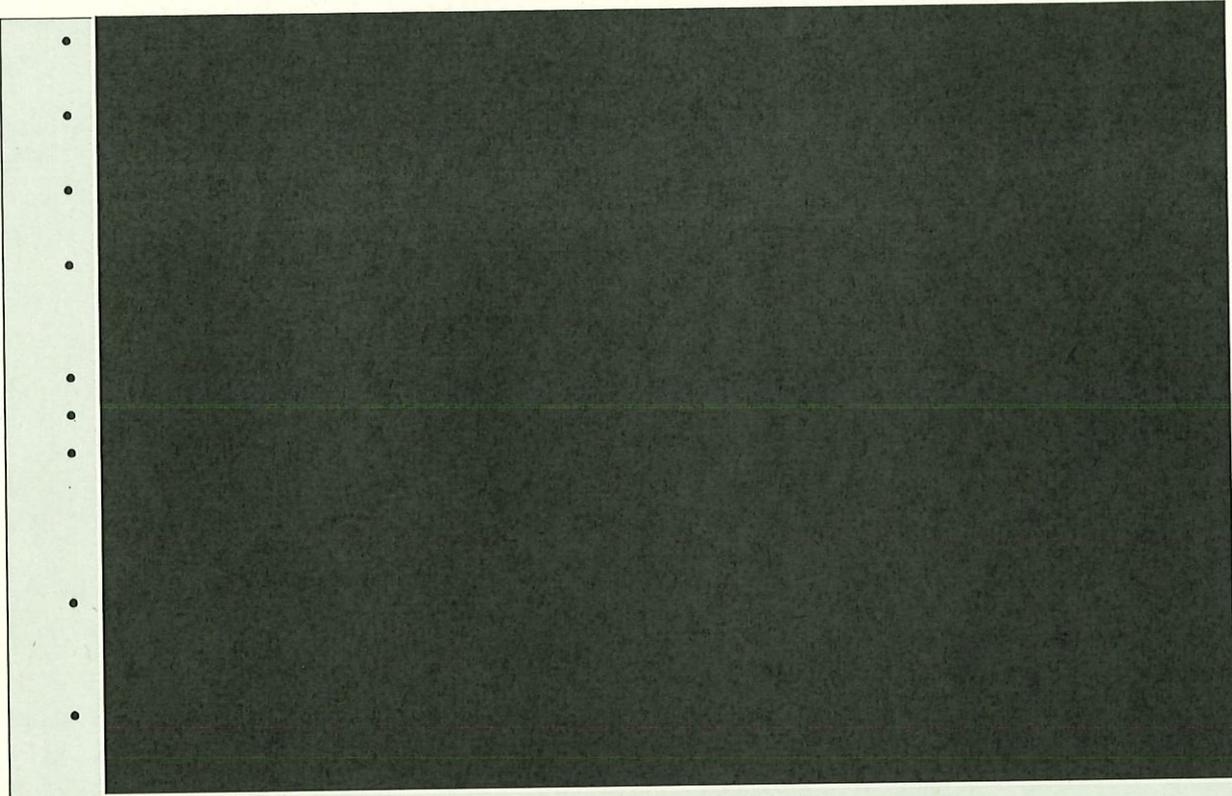
Service Area	Existing Solution
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The above excludes security of the Contracting Authority's web sites. This is currently provided by our web site vendor.

The Contracting Authority requires a service to provide Information Security & Cybersecurity protection, including but not limited to:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]



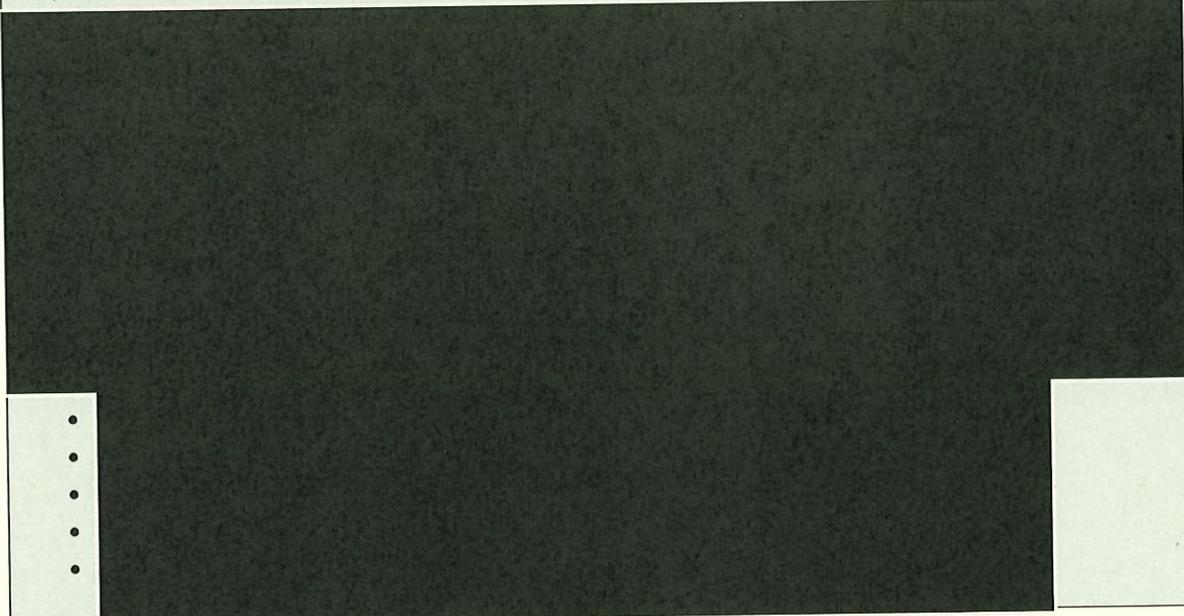
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Applicants are requested to propose a comprehensive security model, to include details of solutions and processes. Applicants are specifically asked to detail how they would manage the proposed model in the evolving threat landscape while meeting our risk averse expectations.

Please include samples of proposed reporting, which may include dashboards, detailed records of vulnerabilities, metrics, etc.

Please limit the response to 12 pages excluding sample reports.

6.5 IT Asset Management Related Service



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-
-
-
-

Applicants are requested to:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Please include **samples of proposed reporting**, which may include dashboards, detailed records of all inventories, etc.

Please limit the response to 6 pages (excluding sample reports).

6.6 Advisory Services & Project Management

The Contracting Authority has a strategy of pursuing a programme of work for continuous upgrade and enhancement of existing systems and the introduction of new infrastructure and systems.

To meet the Contracting Authority's rapid growth, we now recognise the need for a technological services partnership to identify cost effective, scalable, resilient and sustainable solutions, and make recommendations on their suitability and value. This may take the form of workshops, briefings, strategic reviews, etc.

Additionally to supplement the Contracting Authority's in-house IT capabilities, we expect to need both dedicated technical & non-technical resources (see Appendix 3 for a list of possible roles).

The successful Applicant will be expected to provide the Contracting Authority with consultancy, advice and assistance in any of the projects, initiatives and technologies that form this ICT strategy to supplement the in-house business & IT capabilities. Skillsets that may be required during the lifetime of the contract include Project Management, Business Analysis, Enterprise Architecture, etc.

The provision of such resources will be for an agreed timeframe, and with sufficient notice as mutually agreed. Contracting Authority makes no commitment to the purchase of any days for the roles specified.

Applicants are requested to include as part of their response detailed profiles of sample resources that will be capable of fulfilling this requirement.

Please limit the response to 6 pages excluding sample candidate profiles.

7. Transition

The Contracting Authority recognises the need for a transition to be carefully managed in line within its Change Management & Risk Management policies, and to meet its risk appetite for ICT services which is rated at Averse – “Activities where the avoidance of Risk and uncertainty is a key objective and the Risk Appetite is zero or near zero”.

The successful Applicant is expected provide the necessary resourcing and expertise to transition the operations of each of the six service areas above. In order to seamlessly transition the current service offerings, or transform where required, the successful applicant will be required to engage with the existing MSP vendor, other 3rd party vendors (if required), and the Contracting Authority’s ICT team to meet the scheduling needs of the business,

The transition plan must include the following at a minimum –

- Knowledge Transfer and documentation
- Project Planning and Execution
- Transfer of Undertaking requirements (if applicable)
- Provision for any unplanned change of key resources without any additional cost to Contracting Authority or reduced quality of transition.

Applicants are requested to propose a transition plan to the successful applicant, including each of the six service areas. This should include, but not be limited to, engagement & relationship management, discovery workshops, risk management, communication plans, and a proposed project plan of expected duration, key milestones & responsibilities. Areas of high risk should be identified and appropriate mitigation included.

Please include samples of proposed reporting, which may include dashboards, detailed communication samples, key stakeholder status updates and success criteria checklists, etc.

Please limit the response to 12 pages excluding sample reports.

Appendix 1 – Software

Below is a list of the current Contracting Authority licenced software as supported by the current MSP

Name	Criticality	Role	Location	Developer	Procurement Responsibility
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Appendix 2 – Resourcing Framework

The following Roles are a subset of roles included in the standard OGP Lot 5 Framework. While the initial Managed Services contract will be for the provision of a service to deliver all technologies and service targets as identified above, the Contracting Authority reserves the right to engage the successful Applicant to provide resources to fill any of these roles to supplement the Contracting Authorities' own IT Team if required in the future within the duration of the contract. Agreed notice will be defined in the contract for any such resource requests, and it is expected that the Applicant will agree to a KPI target to supply resource profiles for the review and acceptance of the Contracting Authority.

Role Number and Description
Enterprise Architect
Wintel Server Engineer / Administrator
Cloud Services Administrator
Infrastructure Architect

Network Support Engineer / Administrator (Data)
Helpdesk Support
Helpdesk Support Manager
Field Engineer
Mail Administrator
ICT Project Manager
ICT Programme Manager
IT Service Delivery Manager
Web Applications Developer / Programmer
.Net Developer
SharePoint Developer
Web Developer / Programmer
Test Manager
Test Analyst
Business Analyst
Technical Architect
Data Specialist
Data Architect
Cyber Security Specialist
Cyber Security Engineer
Forensics Specialist
Service Continuity Specialist
Information Security Manager
Information Security Operations Manager
Sharepoint Support / Administrator
Change Management Specialist
Business Intelligence Architect
CRM Architect
Information Security Analyst

This is a new procurement process and all previous contracts are irrelevant at this stage