

CIVIL REGISTRATION MODERNISATION PROGRAMME

(GRO PROJECT)

REQUEST FOR TENDERS FOR PROVISION OF MANAGED SERVICES AND HELP DESK SUPPORT FOR THE CIVIL REGISTRATION SERVICE

QUESTIONS AND ANSWERS

13 AUGUST 2001

Q 1 Will this service ever be available direct to the public or is it only ever intended to be a Government internal solution for provision of service to government employees.

A. In Phase 1 the service will only be available to internal civil registration staff and a small number of other Government Agencies (read only access). The service will gradually be extended to other Government Agencies over time.

It is planned that in Phase 2 the general public will have direct access to the system via the Internet – the exact nature of this access to be determined. Work on Phase 2 will commence in 2002.

Q. 2 What other services if any may be envisaged being offered through this infrastructure and managed service in the future. (for example, what is the goal of the commercial genealogical facility mentioned on page 30.)

A. The exact nature of future services has still to be determined. Options being considered include online registration, online requests for certificates and research/searching across the database. The commercial genealogical facility will allow genealogists and family researchers carry out searches across the database on payment of a fee.

Q. 3 Is it anticipated having a requirement for a 24x7 availability of service in the future as opposed to the working hours requirement stated in 4.17.

A. It is anticipated that 24x7 availability will be required following implementation of Phase 2.

Q. 4 We would like to explore managing the Accenture application either from Day 1 or else at a future suitable date. Can more information be provided as to the application? This will also be useful to assess how we would monitor the application to alert Accenture as to problems.

A. Accenture, under warranty, will be responsible for the maintenance of the application for a period of 12 months following handover of the system. The maintenance of the system, following expiry of the warranty period, will be the subject of a separate tendering exercise.

The application is being developed using Windows 2000. Data will, in the main, be manually entered on the system in respect of all life events. Notification data will be captured for births, stillbirths and marriages on foot of notifications received from hospitals and couples respectively. Registration data will be captured and certificates produced in respect of all events. Users will search across the database using a variety of search criteria e.g. name, mothers birth surname, date of event etc. – wild card and thesaurus based searching will be used. Users will also access historical data, which is held as TIF Images, through the new system for information and certificate production purposes. Reports etc. will be generated using Business Objects – selected users will have online access to the reports.

An electronic notification will be sent to Client Identity Services (CIS) in Department of Social Community and Family Affairs (DSCFA) following the registration of events. On receipt of birth registration details CIS will allocate a Personal Public Service (PPS) No. and notify the civil registration system of same for update to the birth registration record. It is also planned to develop electronic interfaces between the civil registration system and hospitals in order to capture birth notification data electronically.

Q. 5 How much growth is anticipated relating to numbers of users, size of database, etc.?

A. Initially it is anticipated that there will be approximately 400 users of the system made up of internal civil registration staff and staff from other Government Agencies. As the system is made available, over time, to other Government Agencies it is expected that the number of users may double – these users will have read only access to the system.

The database will be increased by approximately 104,000 events per year – a notification and registration record will be created in respect of each event.

Q. 6 How often will there be involvement from Accenture on the application for change requests, information requests, etc. What kind of online access information like reports, statistics etc. will GRO staff require once the solution is live.

A It is expected that all change requests will be channelled through the Programme Management Team. A formal procedure will be put in place for dealing with these requests which may involve/require input from Accenture.

A series of standard reports, e.g. number of registrations recorded per office, will be designed/developed, using Business Objects, as part of application development. These reports will be run on a periodic basis e.g. daily/weekly/monthly. A number of users will have access online to these reports via Business Objects. Requests for non-standard reports/information will be channelled through the relevant section in GRO Headquarters which will be responsible for production of same.

Q. 7 What is understood by preventative maintenance?

A By preventative maintenance we mean scheduled downtime for hardware and software maintenance and the impact it might have on users and system availability. This might ordinarily occur for 'fixes', 'patches', database tuning, upgrades etc.

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Q. 8 Item 4.3 of the RFT says "all hardware and software must be located on the tenderer's site. If the tenderer is a consortium, where for example one of the partners in the consortium is a Hosting specialist.

a) Is it acceptable for the hardware and software to be based at that hosting site?

A. Yes.

b) Is it acceptable for the other partners in the consortium to have a secure link to the hosting site for the provision of the other services required under the RFT?

A. Yes.

Q. 9 If the hosting specialist at 1 above is not a member of the consortium, is it acceptable for the hosting specialist to be a sub-contractor to the consortium?

A. Yes, subject to conditions set down in paragraphs 3.3, 4.35, 7.4 and 7.9 of the Request for Tenders (RFT).

Q. 10 Does the FM requirement extend to the hardware and software located in the GRO office and other relevant locations.

A. No – responsibility for the provision and maintenance of hardware/software located in the GRO and other sites does not fall within this RFT .

Q. 11 Will the system require the printing of all Standard and Commemorative Certificates at a central location or will secure printing be required at each locations where such certificates are requested?

A. The successful tenderer will be required to provide a central facility for the printing of standard and commemorative certificates. Standard certificates will also be printed locally (see 11 (b) below).

a) If printed at a central location what delivery time is required?

A. Ideally, if a certificate request is entered on the system today the certificate should issue by close of business the following day. Tenderers are asked to propose timescales for this operation.

b) What printing requirements are required of the tenderer at GRO and other locations?

A. The application will allow the user to decide if central or local printing is required for individual transactions. If local printing requested by GRO HQ or Registrar the application will process the request locally and the tenderer will not be involved in the process.

Q. 12 Is there a requirement for the successful tenderer to input historical data to populate the systems database?

A. The database will be populated with a number of years of historical data prior to go-live date. There will be a requirement to upload the remainder of the historical data, as it becomes available, using procedures written by Accenture.

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- Q. 13 What are the specifications regarding the paper that copy certs are output on (i.e. plain white bond or paper with pre-printed official logo). Any spec on weights or colours.

Section 4.33 - What type, format and size of paper will be used for printing of each of Letters, Forms, Standard Certificates, Commemorative Certificates and Receipts.

What size certs would be required (A4, A3 or Foolscap)

What will be the size, format and paper type of inserts?

What is (are) the paper spec(s)? i.e. dimensions, weight, quality which will be used in the printing or is it flexible.

What is (are) the stationery design(s)? i.e. number of colours, single or double side printed. Ideally a sample should be provided for each document type.

Is similar stationery applicable for each document type?

What stationary supplies are currently being utilised? And what are envisaged?

Regarding paper / card stocks, can you please outline weights, sizes, odd sizes, textures?

- A. All letters, forms, receipts and inserts will be printed on white A4 paper. Standard certificates will be printed on plain white A4 bond. Specifications for commemorative certificates have still to be decided but for the tender purposes it should be assumed that they will be printed on plain white A4 bond.
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- Q. 14 Do the certs require any specific envelopes for posting?? e.g. colour, weight and size. Also do these envelopes need to be pre-printed with any logos etc.

What size of envelope(s) required? Can a window envelope be used?

Can the address label be incorporated in the printed document?

- A. The recipients name and address will be incorporated into all documents, excluding certificates. It will be a requirement to match receipts, containing name/address details, with relevant certificates. The option to use window envelopes will be available. Standard envelopes, to be supplied by GRO, will be used. Size of envelopes are 22cm x 11 cm.

Q. 15 Which documents will be signed and how will they be signed?

A. Documents will not be physically signed prior to issue. However, digitised signatures, captured as part of the registration process, will form part of the data set for certificates produced by the new computer system.

Q. 16 Are the letters standard letters or ad-hoc letters or a combination of both?

A. Letters to be printed by the successful tenderer will be standard letters.

Q. 17 May we have samples/drafts of all of the different documents, forms and inserts?

A. Samples of various documents are not currently available.

Q. 18 What is the projected breakdown of the print volumes (400 to 800 per day) by document type?

A. Projected annual breakdowns, when all offices are computerised, are as follows:

Letters/Forms: 100,000

Certificates: 15,000

Receipts: 15,000

It is expected that the figure for certificates will increase to approximately 60,000 when facility to order and pay for certificates is introduced in Phase 2. It should be emphasised that the above figures are estimates at this stage.

Q. 19 What application software will be used to print the document from the XML input file? If this software exists, may we have a description?

What data sets are contained in the XML file?

A. The printing of certificates will be the responsibility of the successful tenderer who can select his/her preferred choice of application software. The data sets have not been finally decided at this time.

Q. 20 Is colour printing required? What is the print colour spec of the data file? What is the document type? E.g. Black & White? Colour? Spot Colour?

A. Tenderers should assume that all printing will be carried out in black and white.

Q. 21 Section 4.33: Will this entail bursting, guillotining, trimming, folding?

A. Folding of printed material will definitely be required. Guillotining, trimming, folding may be carried out at the discretion of the successful tenderer depending

Q. 22 What is the maximum number of inserts?

A. Assume maximum of three inserts.

Q. 23 Will matching be required i.e. more than one sheet, each with recipient's name?

A. The application will provide a unique identifier for all documents to enable matching to take place.

Q. 24 Is there any secure / sensitive stationery? Will the secure stationery require reconciliation? Are special / secure storage arrangements required?

A. It is not envisaged that secure/sensitive stationery will be used.

Q. 25 Is the transmission file formatted and if so what is the format

A. The data files are XML files containing, in a structured format, the variable details for each document to be printed. The XML files do not contain any colour related information. It is envisaged that the successful tenderer will use these XML files to populate pre built templates using a software package of their own selection, in a process similar to the simple mail-merge facilities provided by applications such as Microsoft Word. The exact schema for the XML files has not yet been fully defined. The successful tenderer will thus be expected to work with Accenture to finalise the design of this schema.

Q. 26 Does one file cover all document types or is there one per document?

A. The exact schema for the XML has yet to be finalised. Current thinking, however, is that a number of distinct files will be produced. Each of these files will contain details of all the documents to be printed based on class of document.

Q. 27 What is the print frequency and timing? i.e. once per day, once per week, scheduled timing.

A. The print frequency is once per day.

Q. 28 Is there special requirement for Certificates such as stamping / holography?

A. The printer will be responsible for printing of watermark and background text, as supplied by the application, on certificates.

Q. 29 Print / Despatch For this section, do you require details on sliding scale costs for SLAs, and on preventative maintenance?

A. No.

Q. 30 Will there be an embossing procedure? And will this equipment be supplied by the tenderer or the CRS?

A. No.

Q. 31 Will the output be in PCL / postscript?

A. No.

Q. 32 Will some examples of electronic files be supplied by the department for test purposes?

A. Electronic files will be supplied to the successful tenderer for test purposes.

Q. 33 Is it correct to assume that the requirement is to cost the solution (hardware and services wise) for Phase 1 only?

A. Yes.

Q. 34 In the specification of the hardware does the Department wish us to include scalability for Phase 2?

A. No.

Q. 35 Section: 4.18 - Is the application stateful or stateless – i.e. will pertinent data be held on the webservers or will all data be held at the back end.

A. The application is stateless, i.e. no state is maintained on the Web Server and App Server tiers instead all application state is maintained on the Database server.

Q. 36 Section: 4.18 - The solution is specified as ‘a Windows 2000 application’. Can the vendor guarantee that it is fully Windows 2000 compliant and adheres to the relevant Microsoft standards.

A. The application is built upon a reusable component architecture that was developed with the assistance of Microsoft and has been extensively reviewed by them. This architecture was based on the Microsoft Windows DNA framework and has been designed to exploit the benefits provided by Windows 2000. Neither the application nor the reusable component architecture upon which it is built has been certified by Microsoft, nor is there any intention to seek such certification.

Q. 37 Section: 4.18 - Is any documentation available re the application architecture.

A. This documentation will be supplied to the successful tenderer upon request.

Q. 38 Section: 4.18 - Are there any specific encryption requirements for data transfer between the application and the client via the internet, ie SSL, DES etc.

What level of encryption support is required?

A. All client–server communication over the internet will be encrypted using 128 bit SSL.

Q. 39 Section: 4.18 - Does the secure image server act purely as a file server or do any customer applications run on it.

A. The secure image server is primarily a file server, however it also acts as the Windows 2000 Domain controller for the domain at the hosting location. No other applications run on the Secure Image Server.

Q. 40 Section: 4.22 - How is the webserver configured to communicate with the application server? Is all communication via IP address and/or DNS name or is it RPC based.

A. All web server to application server communication is in the form of calls to remote COM+ objects. This communication is thus RPC based

Q. 41 Section: 4.28 - What method will be used for processing XML files? (messaging, orchestration, AICs)

A. The exact method for processing the XML files within BizTalk is currently still in design/development since the exact details of each interface has to be finalised with the external agencies involved. At present it is believed that only the messaging features of BizTalk will be used to process the XML documents. While their use is considered unlikely Application Integration Components (AICs) and Orchestration have not been completely ruled out.

Q. 42 Section: 4.28 - How big will the XML documents be?

A. As the exact schema for each interface has not been fully agreed yet it is not possible to accurately estimate the size of each document. Similarly it is not possible to estimate the number of documents that will be produced each day since the frequency of transmission and number of events to be recorded per document has still to be fully agreed. However current estimates indicate that the total size of all XML files to be processed each day should not exceed 6MB.

Q. 43 Section 4.17 - Service availability, from a Data Centre perspective 100% availability can be provided but can the Department confirm that the application architecture will support this?

A. The application architecture has been designed to support the availability requirements set out in section 4.17. For example as no state is stored in the web server or application server it is possible to take a web or app server off line for maintenance or upgrade without making the system unavailable.

Q. 44 Is there a requirement to host development and testing hardware?

Will there be a “development” environment on the Managed Servers?

Will the GRO Application have been stress tested by Accenture / GRO and accepted by the GRO prior to Accenture setting up on the Managed Servers?

A. There is a requirement to carry out stress/performance testing on the production hardware prior to the application going live. It is expected that this will be

carried out as soon as possible after the tenderer is appointed. There is no requirement to host development hardware at this time.

Q. 45 Is there a reason that the diagram on Page 13 does not reference 2 Public Image Webservers while the description (4.24 page 15) does.

A. The diagram should include 2 Public Image Webservers.

Q. 46 Need to tease out the Workstation element (albeit that Accenture will configure) - numbers, time scales, Software etc.

A. The successful tenderer will have no responsibility for installation/configuration etc. of workstations which will be carried out by individual Health Boards and Accenture. It is currently envisaged that roll-out of the system to all civil registration users, approximately 400, will take approximately 24 week.

Q. 47 Will Accenture be responsible for the installation of the application and configuration of the Database on the Servers

A. The successful tenderer will be responsible for rebuilding the central application environment in the event of catastrophic failure. The procedures for building the environment will be produced by Accenture and handed over during the commissioning of the system. The successful tenderer will be responsible for maintaining these procedures post handover and acceptance

Q. 48 What is the minimum level of access required to the servers for the Department and/or Accenture?

A. During the Performance Testing (October – December) and Pilot Roll-Out phase (January – February) full physical access to the servers will be required. Subsequent to this secure remote control access will be sufficient.

Q. 49 What level of content screening and/or virus scanning is required?

A. The successful tenderer will be expected to work with the Department and Accenture to define the most appropriate level of content and or virus screening for the servers located at the central site.

Q. 50 Have you considered redundant Batch and Interface servers? What level of encryption support is required on these servers?

- A. Redundant Batch and Interface servers were considered but were not deemed necessary. These servers are not critical to maintaining the availability of the system, consequently it is acceptable that in case of failure there may be a period where the Batch or Interface server is unavailable. The Interface server will use 128 bit SSL encryption.
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Q. 51 Have you considered load balancing the application servers?

- A. Load balancing the application servers was considered, however this was not deemed necessary as sufficient load balancing is provided at the web server tier.
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Q. 52 When will the software be released for implementation on the managed service?

- A. It is proposed that stress/performance testing will commence in November 2001 on the production hardware with implementation of the live system in the first quarter of 2002.
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Q. 53 In terms of proposed growth, will the service provider be provided with the criteria & formula used for calculating capacity for system performance, disk sizing and network sizing?

- A. Detailed discussions will be held with the successful tenderer on this topic. Anticipated volumes are in spreadsheet available on website with other tender documentation.
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Q. 54 Is the service provider expected to define, or assist in defining, the I.P. addressing convention?

- A. The successful tenderer will be expected to define the IP addressing scheme for the servers located at the hosting location.
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Q. 55 Should an assumption be made that all TIFF images have already been stored onto the Secure Image Server, or is this within the scope of this proposal?

- A. The database will be populated with a number of years of historical data prior to go-live date. There will be a requirement to upload the remainder of the historical data, as it becomes available, using procedures written by Accenture.
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Q. 56 Will the tenderer be responsible for procuring the software licenses and the hardware?

Is the only software to be provided by the Managed Service provider the operating systems for the servers – Win 2000 Advanced Server Edition?

A. The successful tenderer will be responsible for providing both software licenses (with the exception of the licenses for the Business Objects reporting tool) and hardware.

Note: The Departments reserves the right to provide these application software licenses itself if this proves to be more cost efficient.

Q. 57 Will HTTPS be used on the site? And if so, is hardware acceleration required?

A. Yes, 128 bit SSL is used. Tenderers should provide details of possible hardware acceleration options together with associated costs.

Q. 58 Section: 2.2: Do all staff/locations have current internet access? Are there details of the spread of staff per site and the accompanying internet bandwidth available to them? Is access managed from a central location?

A. Internet access is not available to all staff currently. However, prior to an office going 'live' internet access will be provided – e.g. Health Board staff will access the internet via the particular Health Board network. Accommodation and bandwidth issues are currently being addressed as part of this.

Q. 59 Will everyone be allowed access to the website. Presumably the customer wants its staff to have differing access to the data than normal internet users. Does the application provide this facility?

A. Access to the website/application will initially be confined to internal users of the system. The application will cater for different levels of user access. The general public will not have access to the system in Phase 1.

Q. 60 Section: 4.20 - How does the customer envisage bandwidth sizing to be changed. Is this in realtime or via customer request?

A. Changes should be in realtime.

Q. 61 Will the various end users (page 5) be accessing the system solely over the net or will some of them need different access methods. Is there any requirement not identified resulting from these locations.

What VPN connections are required?

A. Initially all internal users will access the system over the internet but it is envisaged that, ultimately, it is envisaged that access will be via the government VPN.

Q. 62 Section: 4.11 - What is the data archive requirement? How long must data be kept online? How long must data be held offline?

A. There is no archiving requirement for the first three years – exact requirements will be decided at a later date. It should, however, be pointed out that registration records i.e. details of all registrations, will never be archived as the data is required on a daily basis. Archiving will therefore only apply to support documentation e.g. notification records, certificate requests etc.

Q. 63 What is the roadmap for the storage requirements, how will the data volumes scale and what is the retention period for the data?

A. The initial size of the Central SQL Server database is expected to be approximately 70GB. This database is expected to grow at a rate of approx 10GB per year. All registration data must continually be available consequently no archiving approach or retention period have been defined.

Q. 64 Section: 4.15 - Who is responsible for database administration – customer, application developers or the successful tenderer.

A. The successful tenderer will be responsible for database administration.

Q. 65 Will Accenture be defining a backup strategy for the GRO Application?

A. No, Accenture will work with the successful tenderer to jointly define the most appropriate backup strategy for the GRO application.

Q. 66 Will they be providing backup procedures and scripts?

A. Accenture will provide backup scripts and procedures if this is necessary in the context of the chosen backup strategy.

Q. 67 What approximate volume of data will be required to be backed up daily?

A. Prior to the definition of a backup strategy it is not possible to accurately estimate the daily backup volume. For the SQL Server database it is expected that a combination of full database and transaction log backups will be used. The full database backup is expected to be approximately 20GB. The daily transaction log volume expected to be less than 100Mb.

Q. 68 Has space been allowed on the storage configuration for snap copies for what is to be backed up on a daily basis (i.e. for 7x24 Phase 2)?

A. No, space has not been allocated for snap copies.

Q. 69 Section 4.2 - What does 'major review after one year' entail? For example, costs, extension of services, depletion of services etc.

A. The major review would include an examination costs, performance and general satisfaction levels and a comparison of status against the SLA.

Q. 70 Is it expected that the implementation of the services will commence in October or that the services will up and running in October?

A. It is proposed that stress/performance testing will commence in November 2001 on the production hardware with implementation of the live system in the first quarter of 2002.

Q. 71 What were the projects that proceeded this project and how will this phase be expected to interlink with any other ongoing change activities within the Department?

A. This is a standalone programme development. However there will be an element of interfacing with other systems e.g. Client Identity Services, REACH, CSO.

Q. 72 When will Phase 2 (page 4) of the modernisation take place and who is it envisaged, are the wider group.

A. Phase 2 initiation will commence in 2002. It is proposed to make elements of the service available to the general public.

Q. 73 What is the foreseeable Impact of the relocation to Roscommon during the 2002/2003 timeframe.

A. It is not envisaged that the relocation to Roscommon will have any impact on the system

Q. 74 When the system is handed over will this be to the hosting provider or the Department of Health/Social welfare IT staff?

A. The system will be signed off by the Department and handed over to the successful tenderer.

Q. 75 Is it expected that the Servers will be the property of the Tenderer or the Department? If the department then does this tender cover the procurement of the Servers or will this be done later?

A. The servers etc. will be the property of the tenderer.

Q. 76 (4.11) Is it required that the documentation referred to in this section be included in the response or just a description of the level of documentation associated with the Procedures?

A. Tenderers should provide details of how their service operates under the various headings.

Q. 77 Ref 4.10 Asset Management: Are all the hardware and software assets referred to herein, those located at the Service Provider's site or are there managed assets at other sites? Please elaborate

A. Only refers to hardware/software located on tenderer's site.

Q. 78 Please explain the requirement with respect to software rollouts (fourth bullet point).

A. This refers to upgrades to the software on the tender's site.

Q. 79 What hardware rollouts are being referred to in this section?

A. This refers to upgrades to the hardware on the tender's site.

Q. 80 Will the data cleansing programs and procedures be provided by Accenture?

A. Batch and operating procedures will be provided by Accenture but will be the subject of detailed discussions with the successful tenderer.

Q. 81 Ref 4.9 Security Management: Tenders are required to state how security of the client's systems is maintained. Assume this should read client's (i.e. GRO's) and is not referring to clients of the GRO

A. This is a correct assumption.

Q. 82 Please define normal working hours, will they be the same as phase 1 and phase 2?

A. Normal working hours are from 8 a.m. to 7 p.m. However, there may, on occasion, be a requirement to work until 9 p.m. and/or on Saturdays.

Q. 83 Is Accenture (software developer) allowed to bid of the Managed Service and prime or sub contractor?

A. Yes.

Q. 84 Will Accenture be involved in the selection of the Managed Service Provider?

A. No.

Q. 85 What level of user training will be provided fir the application?

A. All users will receive appropriate training on the system

Q. 86 What levels of training and documentation will be available for the help desk?

A. Full user training and documentation will given. Extra training, where required, will also be provided.

Q. 87 What is the timescale for user growth from 400 to 800 mentioned in answer to Q5?

A. Timescale will be at least 12 months.

Q. 88 Is this RFT related to phase 1 only?

A. Yes.

Q. 90 What screening process will be used to ensure that only user incidents related to the application are reported to the help desk and not, for example related to local user equipment or software?

Ref 4.31 Help Desk Service: There are different categories of users of the system –

- 1 GRO Office
- 2 other Public agencies with update access
- 3 other Public agencies with read only access
- 4 the public in general with read only access

All calls will be logged by the helpdesk, where possible resolution / advice will be provided. Faults logged will be filtered to relevant support providers Assuming the problem is local to the user, does this only apply for 1 and 2 above? Is this the limit of dealing with the third party suppliers?

Will calls from the GRO be filtered through a single person / position?

A. There will a 2 tier held desk in operation. Initial calls will be screened by Health Board/GRO Help Desks and only calls relevant to the application will be passed to the tenderer's help desk. The general public will not have access to the system in Phase 1.

Q. 91 Regarding software distribution, does this encompass software distribution to the CRO and other health boards?

A. Accenture will be responsible for distribution of relevant software to users.

Q. 92 Can the GRO confirm the total number of users at the commencement and the number envisaged over the next 3 to 5 years. Also what function these users will be performing?

A. The user base will start at approximately 50 users on day 1 increasing to about 800 users in 12 months. The initial 400 users will have full access to the system with the remaining having access on a read-only basis.

Q. 93 Will the helpdesk support be required for just this application or for other applications on the users desktop?

A. Helpdesk support only required for this application.

Q. 94 What are the expected times for which the service will be required (i.e. the service window)?

What hours of service are required for the Help Desk?

A. The Help Desk should be available during normal working hours.

Q. 95 Will the desktops have other applications on them apart from this application. If so can we get an indication of the spread of application.

A. Some desktops will have other applications on them apart from the application but the successful tenderer will not be responsible for any of them.

Q. 96 Section 4.12- Does the Department require real-time synchronisation between the Primary Data Centre and the Disaster Recovery Site? How critical is the application for ongoing business of the Department. Is it so critical that the department would consider a multi site real time mirror imaging of data at separate data centres. If not what would be the maximum recovery time tolerated if the data centre were destroyed?

A. Real-time synchronisation is not a pre-requisite but tenderers should provide a sliding scale from real-time to one day.

Q. 97 Section: 4.28 - Who will be responsible for rebuilding the backend application layer in the event of catastrophic failure – the successful tenderer or Accenture?

A. The successful tenderer will be responsible for rebuilding the central application environment in the event of catastrophic failure. The procedures for building the environment will be produced by Accenture and handed over during the commissioning of the system. The successful tenderer will be responsible for maintaining these procedures post handover and acceptance

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Q. 98 Section 4.12 - Do the Primary Data Centre and Disaster Recovery Site both have to be located within the Republic of Ireland?

A. The preferred locations for the Primary Data Centre and the Disaster Recovery Site are within the Republic of Ireland. However, other options will be considered.

Q. 99 Ref 4.12 Contingency Arrangements: How fast must the Contingency site be up and running in the event that the primary site is unavailable?

A. As stated in the RFT contingency is required to support the loss of data and inability to access the system. Tenderers are asked to specify options e.g. timeframes to have site up and running and their associated costs.

Q. 100 Section 4.12 - Can the Department define its interpretation of Disaster Recovery i.e. is it just data availability? Etc.

A. Section 4.12 relates to contingency arrangements in the event of the primary data centre being destroyed. If this situation arose the Department would expect that the application and associated data would be available to users from another site within an agreed timeframe.

Q. 101 Section 4.9 - Can the Department define its interpretation of (IDS) Intrusion Detection System/Solution?

A. Intrusion detection refers to unwanted attempts to access systems and would include such things as penetration testing, etc.

Q. 102 Is it acceptable for the helpdesk or the monitoring of network and server monitoring to be based in a location outside of the Republic of Ireland?

A. Yes. All helpdesk interactions must be carried out in the English language.

Q. 103 What volume of calls are anticipated? Could the GRO estimate calls/user per month on an ongoing basis

Could you provide an estimate of the average number of incidents logged with the helpdesk per month?

- A. It is anticipated that incident logging will fluctuate for the first 12 months or so as the user base increases and users become familiar with the system. The following table attempts to project the number of incidents logged per month over the first year:

Period	Incidents p.m.
Months 1 & 2	180
Months 3 & 4	270
Months 4 & 5	700
Months 6 & 7	600
Months 8 & 9	140
Months 10-12	200

Each incident may result in three phone calls to/from the user.

Q. 104 What Service Levels Required? Average Speed of Answer - telephone access 1st Time Fix targets? Other Service targets? What is the expected Average Duration per call including call wrap-up and follow up calls?

- A. Tenderers are asked to provide options on the above which will be the subject of detailed discussions in relation to the Service Level Agreement e.g. calls will be answered within 20 seconds and calls are expected to last for three minutes on average.
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