



CIVIL REGISTRATION SERVICE

GRO Project

The Department of Social Community and Family Affairs (DSCFA) invites tenders for the provision of managed services for the civil registration service computer system as outlined in the Request for Tenders (RFT) which is available from websites www.groireland.ie and www.etenders.gov.ie. Please note that Appendix C – Volumetrics.xls should be downloaded as a separate document from the website.

The closing date for the receipt of tenders is **12:00 hours on Monday 10th September 2001**. Tenders received after that time will not be considered and will be returned unopened.

The document, 'Bringing Civil Registration into the 21st Century', mentioned in Section 2 of the RFT, is available from the GRO Website www.groireland.ie under the '**GRO PROJECT**' option.

Queries, in respect of the RFT, must be submitted to Paddy Doherty in writing at grorft@welfare.ie **up to and including August 24, 2001**.

All queries raised on any aspect of the RFT and their associated answers **will be published on the above mentioned websites**. It would, therefore, be in the interest of all tenderers to consult the websites on a regular basis.

Paddy Doherty
Programme Management Office



CIVIL REGISTRATION SERVICE

(GRO Project)

**Request for Tenders for the
Provision of Managed Services and
Help Desk Support
for the
Civil Registration Service**



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1 INTRODUCTION

- 1.1 The Department of Social, Community and Family Affairs (DSCFA) (hereinafter known as the Department) is responsible for the direction and management of a joint programme of work by the Departments of Health and Children (DoHC) and Social, Community and Family Affairs (DSCFA) aimed at introducing a modern Civil Registration Service.
- 1.2 A two phased approach to modernisation has been adopted:
 - Phase 1** – concentrates on introducing a new registration computer system, providing wider access to civil registration data across the Public Service and the enactment of a new body of legislation;
 - Phase 2** – will focus on the development of external access and services via the internet to facilitate a wider group of customers.
- 1.3 The Department, with support from Accenture, is currently developing a computer application to electronically register life events and for the production of certificates. (See Appendix A for overview of application functionality).
- 1.4 The Department invites tenders for the provision of managed services for the civil registration computer services.
- 1.5 The closing date for receipt of tenders is **12:00 hours sharp on Monday, 10 September 2001.**
- 1.6 It is expected that the evaluation of tenders and the award of contract will be completed by end-October 2001 and that the provision of services will be required from November 2001.
- 1.7 The Request for Tenders is also being advertised in the Official Journal of the European Union (OJEU).



2 BACKGROUND

- 2.1 The General Register Office (GRO), some 60 staff, is responsible for the administration of Civil Registration in Ireland and operates under the aegis of the Department of Health and Children (DoH&C).
- 2.2 The various Health Boards (some 300 staff) are responsible for the delivery of the day-to-day service at some 160 locations throughout the country.
- 2.3 Under the current decentralisation programme it is planned to re-locate GRO Headquarters, from Joyce House, Lombard Street, Dublin 2 to Roscommon Town in 2002/2003.
- 2.4 The background to the Civil Registration Service Modernisation Programme and proposals for the future development of the registration service is outlined in the document '*Bringing Civil Registration into the 21st Century*' which is available on the General Register Office (GRO) website www.groireland.ie. Further information on civil registration is also available on this website.



3 STRUCTURE OF RESPONSE

3.1 All responses must be provided in the following format. Failure to complete all the following will invalidate your proposal.

3.2 Management Summary

Tenderers are asked to provide a summary of their proposal, referenced as appropriate to the full proposal, on how they envisage meeting the requirements for provision of the required services.

Please provide at Section 1 of your response

3.3 Company/Consortia Profile

In situations where responses are based on a number of collaborating organisations, a prime contractor is required. Details of any sub-contract arrangements that may affect the provision of services must be provided.

Tenderers must provide:

- (a) details of ownership of the company(s) and a group organisational structure chart(s).
- (b) a history of the company(s) highlighting developments relevant to this proposal.
- (c) financial statements in respect of all companies involved in the tender i.e. prime contractor and each of the sub-contractors.

Please provide at Section 2 of your response

3.4 Authorisation

Please provide details of personnel authorised to negotiate and enter into arrangements on behalf of your organisation.

Name: _____

Designation: _____

(Being an authorised signatory of:)

Company:

Date: _____

Please provide at section 3 of your response



3.5 Requirements

Tenderers should outline how they envisage meeting the requirements for provision of the services as outlined in this document.

Please provide at section 4 of your response.

3.6 Implementation Plan

Please provide an implementation plan outlining your approach to the handover and commission of the application and detailing the high level tasks, roles and responsibilities involved. Please include indicative timescales.

Please provide at section 5 of your response

3.7 Costs

Tenderers must provide details of all costs, in IR£ and Euros, associated with their proposals. Tenderers should indicate for what period their quotation remains valid. (It is the Department's preference that tenders should remain valid for a period of 90 days after the closing date for receipt of tenders).

Please provide at Section 6 of your response

3.8 Service Level Agreement

Tenderers should provide a draft Service Level Agreement for their proposed services.

Please provide at section 7 of your response

3.9 Quality Standards

Tenderers must outline and demonstrate that work will be carried out in accordance with the requirements of ISO 9000 series international standard or equivalent. They should provide details of any quality accreditation achieved by the company and include programmes currently underway or planned in the future.

Please provide at section 8 of your response

3.10 Relevant Experience

List and give further details of your experience in carrying out a similar service for organisations within Public / Private Sector. Please include reference sites and contact names.

Please provide at section 9 of your response

3.11 Account Management

Please provide a CV for the proposed Account Manager and the core staff team, who will be responsible for the day to day running of the account.

Also provide details of how you will ensure continuity of resources, for the duration of the agreement.

Please provide at section 10 of your response



3.12 Service Management

A CV for the Service Manager and each member of the team who will be responsible for the day to day running of the system should be provided.

Also provide details of how you will ensure continuity of resources, for the duration of the contract.

Please provide at section 11 of your response

3.13 Transfer Back Plan and Exit Arrangements

Please provide a detailed plan for the transfer back of services following the expiry or termination of the contract.

Please provide at section 12 of your response

3.14 Alternative Solution to Specification

Tenderers who wish to offer alternative architecture solutions within the Microsoft Windows 2000 technology specified may do so in the required format. All such alternatives should be clearly marked 'Alternative Solution' and submitted as a separate document.

Section 4.18 provides a specification of the architecture and clarity on acceptable alternatives.

Please provide at section 13 of your response

3.15 General Information

Tenderers should provide the following

- (a) Name, address, telephone number, fax number and e-mail address of third parties.
- (b) Confirmation of acceptance by the tenderer and any third parties of the conditions of tender described in section 7 of the document.
- (c) A statement that none of the excluding circumstances listed in Paragraph 1 of Article 20 of EU Council Directive 93/36/EEC (Co-ordinating Procedures for the of public supply contracts applies to him/her.) See Appendix D.
- (d) Tenderers should, where possible, supply a copy of the proposed contract, or details of standards contractual arrangements if available.

Please provide at section 14 of your response

3.16 Any Other Information

Tenderers should provide any other information which may be relevant to this proposal.

Please provide at section 15 of your response



4 REQUIREMENTS

4.1 The Department invites tenders for the provision of managed services for the civil registration service computer system. The following services are required:

- . Facilities Management,
- . Helpdesk Services,
- . Printing / Despatch Services.

Tenders must include the full range of services required. Where a consortia is involved a prime contractor must be nominated. The contract will be awarded to the nominated prime contractor.

4.2 The term of the contract ensuing from this Request for Tenders is 3 years, with a major review after one year. The Department reserves the right to terminate the contract after this review. There will also be an option, subject to review, to extend services to 5 years.

4.3 All hardware and software must be located on the tenderer's site.

4.4 Accenture will be responsible for application maintenance for 12 months after handover of the system.

4.5 The Civil Registration Service will provide office equipment in the form of PCs, shared printers and standalone printers, etc. for all members of staff involved in the operation of the registration service.

4.6 Accenture is responsible for installing the registration application on all PCs.

4.7 Handover and Commission of Application

Tenderers are requested to outline the process for handover of the application, setting up of hosting / data centre arrangements and to provide an implementation plan clearly stating roles and responsibilities of all parties, i.e. the Civil Registration Service, Accenture and those tendering.

FACILITIES MANAGEMENT

4.8 The service provider will be required to provide facilities management for the civil registration application. The tenderer should detail the full extent of their facilities management services, how they will be applied to the civil registration application and should include all areas outlined below.

4.9 Security Management

Tenderers are required to state how security of clients' systems is maintained.



Key elements include:

- Physical security,
- Power supply stability,
- Intrusion detection,
- Vulnerability assessment.

4.10 Asset Management

Tenderers are required to outline how Asset Management is approached. The management of all included assets, i.e. hardware and software excepting the Civil Registration Service application are within the scope of this Request for Tender. Key elements for inclusion are:

- Tracking all assets within the managed service environment - status and owner,
- Software control and distribution,
- Planning and executing software upgrades in line with business,
- Requirements/standards (software roll-outs),
- Managing software licence requirements; outline options and costs,
- Installing, de-installing and replacing assets, both hardware and software,
- Hardware rollouts.

The following documentation is also required:

- Asset database (hardware),
- Software Library.

Tenderers are requested to outline metrics provided by reporting tools used.

4.11 Infrastructure Management

Tenderers are required to describe how management of background services is structured.

Key elements to be included in this service are:

- Daily back-ups to enable restore to end of previous Business Day,
- Security - e.g. access rights/permissions for users, anti-virus procedures,
- Server management,
- Housekeeping – data cleansing, archiving.

The level of documentation associated with the following is required.



- Back-up procedures,
- Security procedures,
- Management information on infrastructure performance,
- Metrics.

4.12 Contingency Arrangements

Primary Data Centre Destroyed

In order to support continued operation of the Civil Registration Service application in situations where the primary data centre is destroyed or ceases to operate, contingency arrangements are required. The contingency arrangements will require an instance of each of the key elements of the infrastructure as described in sections 4.20 to 4.28.

Contingency is required to support the loss of data and inability to access the system. Tenderers should specify options and associated costs.

4.13 Operations Management tools

The operational environment will also require a set of utilities, tools and procedures to cover the following areas:

- Centralised Event monitoring,
- Centralised Performance monitoring,
- General Server management, including diagnostics and fault control tools,
- Network Management.

4.14 Capacity Management

Capacity management supports the delivery of quality IT services by emphasising future requirements and monitoring current workloads and capacities.

Capacity management is an amalgam of:

- Performance management - monitoring current workloads and demands on the system,
- Capacity planning - application sizing, trend analysis, future growth and future demand on the service.

Performance Information

All elements of the service to be monitored and tracked to ensure that performance levels are maintained.

Capacity Planning

Capacity to be monitored and reviewed on a regular basis to ensure that the performance levels of all the services provided are maintained and improved.



4.15 Database Management

Tenderers are required to outline procedures and controls applied to database management and administration. The database is a MS SQL Server 2000 Enterprise Edition running on Windows 2000 Advanced Server. The database and application are currently in development.

Commission of the database on servers as described above is included in the scope of this RFT.

4.16 Preventative Maintenance

Tenderers are requested to indicate their approach to preventative maintenance.

4.17 Service Availability

The Civil Registration Service expect continuous availability of the application on a day to day basis during normal working hours to an agreed level of availability.

Tenderers are requested to provide a sliding scale of costs for reducing levels of availability from 99.999% to 99% availability.

INFRASTRUCTURE ARCHITECTURE

The services outlined above are required to support the infrastructure detailed below. This infrastructure (see Fig. 1) was defined by Accenture who are currently developing the application, and is included for guidance and understanding of the requirements. The solution in development is a Windows 2000 application.

Tenderers need not adhere strictly to this scenario as proposals for alternatives to this architecture, within the Microsoft Windows 2000 technology, will also be considered. Any alternatives proposed must support a cluster or an alternative hardware architecture on which this application can operate.

Tenderers should clearly state the reasons and advantages of alternative solutions.

4.18 Topology

Figure 1 below describes a topology that allows some or all of the Civil Registration Service users to connect to the central servers over an un-trusted network, i.e. the Internet. A description of the topology can be found in Appendix B.

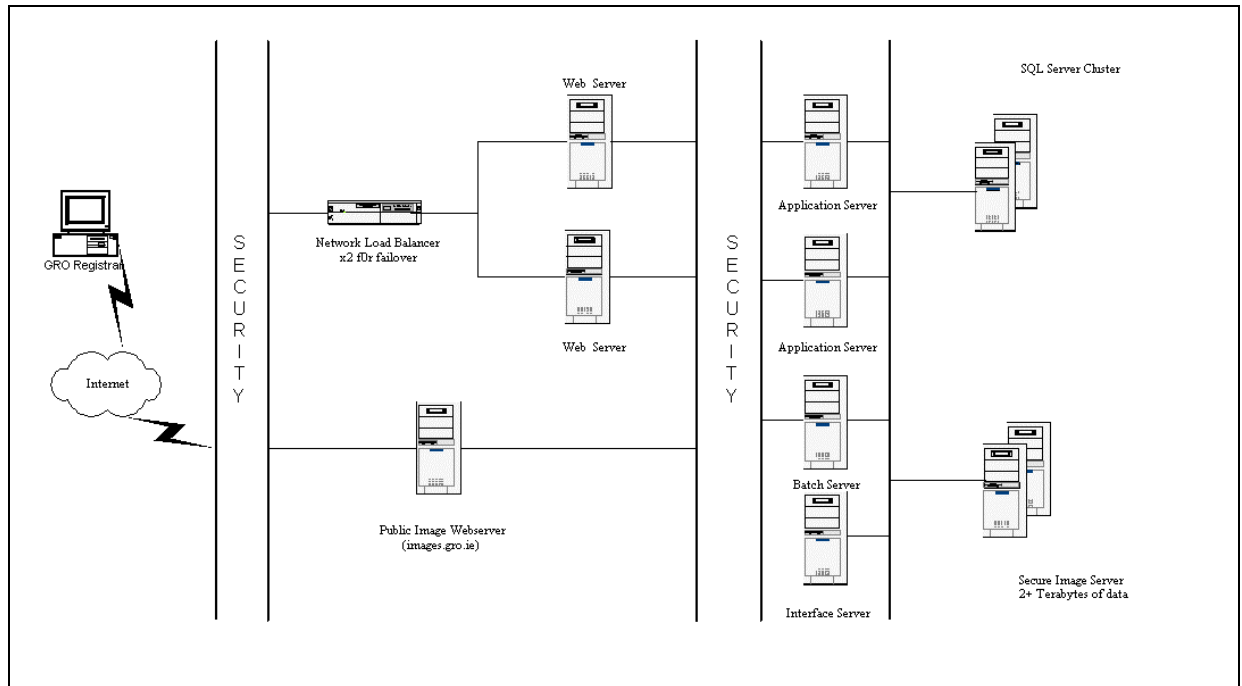


Figure 1: Hardware Topology

4.19 Specification of System to Support Infrastructure

The following sections describe the specification of the key elements of the centrally hosted technical infrastructure.

4.20 Bandwidth

According to estimates of volume attached as Appendix C., bandwidth required is as follows:

1.7 Mbits / Sec – Average; required during normal working hours,

6.7 Mbits / Sec – Peak.

4.21 Security

Intrusion Detection, Vulnerability Assessment and Firewalls must be applied to the architecture specified.

The minimum requirement for firewalls incorporates the following features:

- Support network address translation,
- Traffic control by source / destination address, application, etc.,
- Alert generation for breaches,
- Encryption support,
- Authentication support,



- Centralised administration of multiple firewalls,
- Easy to use event logging,
- Content screening – files and Java Applets for viruses.

The selected firewalls should be capable of supporting the estimated average data transfer rate of 1.7 Mbits per second and peak traffic rate of the 6.7 Mbits per second.

It is suggested that different firewalls be selected for the inner and outer perimeters.

To ensure that the firewalls do not represent a single point of failure it is recommended that two firewalls be employed for both inner and outer firewalls in a redundant configuration.

4.22 Network Load Balancer

The Network Load Balancer is required to support request load balancing and fail over within the Web/Application Server farm. The selected Network Load Balancer should include the following features:

- Transparent addition and removal of servers,
- Support for common Internet protocols, HTTP, SMTP, FTP, SSL etc.,
- Web based set-up and configuration,

The selected network load balancer should be capable of supporting the estimated peak data transfer rate of 6.7Mbps, and in excess of 1500 concurrent TCP connections.

To ensure that the network load balancer does not represent a single point of failure it is recommended that 2 network load balancers be employed in a configuration supporting fail over.

4.23 Web/Application Server

The Web/Application Server of the infrastructure is required to support an average page request for 2.20 requests per second and a peak page request rate of approx 8.8RPS. Each request involves the following key steps:

- Extract the data transmitted by the user,
- Call application component to process request, this includes on average four requests to the database server,
- Generate HTML from the results returned by application components,
- Transmit HTML to the user.

The following specification is the minimum configuration recommended in order to support the average page request load of 2.20 requests per second and the peak page request load of 8.8 requests per second:

2 x 866 MHz PIII (256KB L2 cache)
512 MB RAM
9GB Disk (available disk space)



CD-ROM & Floppy Drive
100 Mb/s Network Interface Card (NIC)

To provide high availability the selected servers should provide redundancy in the Disk Subsystem, power supplies and Network Interface Cards. The redundancy in the disk subsystem should be configured to support a high read rate with a low write rate (e.g. RAID 5 or RAID 1).

For Internet topology, Figure 1, where the Web and Application components are separated onto different physical servers a total of four of the above servers is recommended.

Each of the Web/Application Servers requires Windows 2000 Server Edition.

4.24 Public Image Server

The Public Image Server is required to support a peak TIFF image request rate of 1.7RPS. Each request involves the following key steps:

- Copy TIFF image file from the Secure Image Server to the Public Server,
- Serve TIFF image to user over the network,
- Delete TIFF from server.

In order to support this load the following is the minimum recommended hardware configuration:

1 x 866 MHz PIII (256KB L2 cache)
512 MB RAM
18 GB Disk (available disk space)
CD-ROM & Floppy Drive
100 Mb/s Network Interface Card (NIC)

Again to provide high availability the selected server should provide redundancy in the Disk Subsystem, power supplies and Network Interface Cards. The redundancy in the disk subsystem should be configured to support roughly equal read and write rates (e.g. RAID 1 or RAID 1+0).

To provide fail over and load balancing support it is recommended that 2 Public Image Servers of the above specification be employed.

Each of the Public Image Servers requires Windows 2000 Server Edition.

4.25 SQL Server

The Database server is required to store a SQL Server database sized at approximately 70-90GB. The server is also required to support an average database I/O rate of 8.79 I/Os per second and a peak database I/O rate of approximately 35 I/Os per second

In order to support this load the following is the minimum recommended hardware configuration:

4 x 700 MHz PIII Xeon (2MB L2 cache) (supporting expansion to 6 or 8 CPUs)
4 GB RAM (supporting expansion to at least 8GB)



CD-ROM & Floppy Drive

100 Mb/s Network Interface Card (NIC)

200GB External Disk Storage (to support 1 weeks on disk Database backup)

Again to provide high availability the selected server should provide redundancy in the power supplies and Network Interface Cards. In addition to providing redundancy for its disks, the External Storage component should also include redundancy for its power supply and connectivity elements. The redundancy in the disk subsystem should be configured to support roughly equal read and write rates (e.g. RAID 1+0).

If a Storage Area Network is not used as the storage solution, the external disks should have a minimum spindle speed of 10,000rpm. Also the storage solution should be capable of supporting at least four distinct RAID arrays, one for data storage, one for transaction log storage, 1 for backups and at least 1 for index storage.

To provide fail over support it is recommended that the Database Server be configured as a two-node server cluster. Thus employing two of the above servers, each sharing the external storage.

In order to support potential future increases in load it is recommended that the server selected support expansion for both memory and the number of processors.

Each of the nodes in the Server cluster requires Windows 2000 Advanced Server Edition, and SQL Server 2000 Enterprise Edition.

4.26 Secure Image Server

The Secure Image Server is required to support a peak TIFF image Request rate of 1.7RPS. Each TIFF Image request on the Secure Image Server involves copying the file from the Secure Image Server to the Public Image Server.

The Secure Image Server also needs to store approximately 3 TB (TeraBytes) of historical TIFF images.

To support the storage and load requirements the following is the minimum recommended specification for the Secure Image Server:

1 x 866 MHz PIII (256KB L2 cache)

512 MB RAM

CD-ROM & Floppy Drive

100 Mb/s Network Interface Card (NIC)

External Storage for 3TB, connected over Ultra SCSI or FibreChannel

Again to provide high availability the selected server should provide redundancy in the power supplies and Network Interface Cards. In addition to providing redundancy for its disks the External Storage component should also include redundancy for its power supply and connectivity elements. The disk redundancy should be configured to support high read and low write rates.

To provide fail over support it is recommended that the Secure Image Server be configured as a two-node server cluster. Thus employing two of the above servers, each sharing the external storage.



Each of the nodes in the Server cluster requires Windows 2000 Advanced Server Edition.

4.27 Batch Server

The Batch Server is responsible for executing the periodic or ad-hoc batch processes such as Report Generation, Reminder Letter generation at the time of low usage of the system, (typically overnight).

On days of peak batch load it is estimated that approximately 121,000 records will be processed.

To support this load the recommended minimum configuration for the Batch Server is:

4 x 700 MHz PIII Xeon (2MB L2 cache)
1 GB RAM
9GB Disk (available disk space)
CD-ROM & Floppy Drive
100 MB/s Network Interface Card (NIC)

To provide high availability the selected server should provide redundancy in the Disk Subsystem, power supplies and Network Interface Cards. The redundancy in the disk subsystem should be configured to support roughly equal read and write rates (e.g. RAID 1 or RAID 1+0).

The batch server requires Windows 2000 Advanced Server Edition. This server will also host BusinessObjects (WebIntelligence and Broadcast Agent Components) for the report generation and distribution.

4.28 Interface Server

The Interface Server is responsible for processing incoming and outgoing interface messages. This server will provide XML messaging, security, transformation and tracking functionality for all interfaces.

To support the load requirements, the following is the minimum recommended specification for the Interface Server:

1 x 866 MHz PIII (256KB L2 cache)
512 MB RAM
9GB Disk (available disk space)
CD-ROM & Floppy Drive
100 MB/S Network Interface Card (NIC)

To provide high availability the selected server should provide redundancy in the Disk Subsystem, power supplies and Network Interface Cards. The redundancy in the disk Subsystem should be configured to support roughly equal read and write rates (e.g. RAID 1 or RAID 1+0)

The Interface Server requires Windows 2000 Server Edition. This server will also host BizTalk Server Standard Edition and Microsoft SQL Server Standard Edition.



HELPDESK SERVICES

4.29 System Failure

Tenderers should specify what measures are proposed to deal with normal system failures and give options and associated costs.

4.30 Scope of Helpdesk Services

The Civil Registration Service sees the helpdesk as the first line of contact with the user. It logs, tracks and monitors incidents reported by users. The helpdesk is the owner of all incidents reported and is responsible for ensuring that all incidents are tracked and dealt with in the appropriate manner within agreed timescales.

4.31 Elements of Helpdesk Service

Tenderers must undertake to provide all users of the civil registration application with a professional service, which will consist of all the following elements.

- A single point of contact to log calls by either telephone or e-mail.
- All calls regardless of their nature will be recorded in the Helpdesk call logging system.
- A unique job reference number will be assigned to each call.
- Where possible provide an immediate resolution / advice at point of contact.
- If immediate solution is unavailable, then the call will be prioritised according to the nature of the problem and its impact on business operation.
- Faults logged will be filtered to relevant support provider; i.e.
 - Accenture for problems relating to the application,
 - Supplier responsible for PC and Peripherals support,
 - Supplier responsible for Infrastructure support.
- Responses to faults logged will be managed and escalated where required by the Helpdesk Support services, which will deal directly with third party suppliers as necessary.
- Regular status updates will be available via unique job reference number and will be supplied by the Helpdesk Support services directly to the customer via telephone or e-mail.

4.32 Structure of response required

Definitions of terms and preferred structure of response are set out below. Tenderers should format their response in the following manner:



Support Targets

Incidents raised with Managed Services Hosts attract different levels of response depending on actions required to resolve them. Tenderers are required to provide their response times for the following scenarios. Please use the impact and response matrix table below to indicate target response times.

Severity of Incident	Max Expected time to Response 1	Max Expected time to Response 2	Max Expected Time to Resolve
Impact 1 Total Loss of Service	<N> working hour/day/week	<N> working hour/day/week	<N> working hour/day/week
Impact 2 Partial Loss of Service			
Impact 3 Service Available but Degraded			
Impact 4 No Immediate Service impact			
Impact 5 Other			

Please refer to Section 4.37 for definition of terms used in the above matrix.



PRINTING AND DESPATCH SERVICES

4.33 Tenders are sought for the provision of printing, packing, labelling and mailing services to cater for:

- Letters,
- Forms,
- Certificate – Standard,
- Certificate – Commemorative (specialised paper / font),
- Receipts,
- Variety of inserts.

The tenderer will receive transmission of an XML file(s) on a daily basis – nature and number of files to be agreed with Accenture.

Daily volume initially will average 400, rising to an estimated 200,000 items for despatch annually.

Tenderers will also be required to undertake stationery supply for the contract.

Tenderers are requested to provide an outline of:

- Technologies used and
- quality control procedures.



GENERAL SERVICE MANAGEMENT

4.34 In addition to the above detailed responses, tenderers are required to outline their approach to the following:

- . Charging Mechanism – every component, including frequencies, exceptions etc. Any areas of base responsibility or costs that are excluded from your proposal must be explicitly detailed.
- . Escalation process – How it works, triggers and examples.
- . Change Management – How it works, triggers and examples.
- . Penalties and remedies – How they work, triggers and examples.
- . Contract management – Defined process & time envisaged.
- . Responsiveness – Speed and willingness to adapt. Please cite actual examples.
- . Reliability – Demonstrable examples.
- . Commitment – Variations in undertaking.
- . Consistency – Demonstrable examples and workable standards.
- . Performance measurement. How it works and examples.
- . Details of your standard terms and conditions of trading.



SERVICE LEVEL AGREEMENT

4.35 The Service Level Agreement should cover;

- The responsibilities of the prime and sub-contractors should be clearly stated
- Service Levels to meet the appropriate criticality of any given business process reliant upon the supported application.
- Maximised availability and performance of all supported Managed Services.
- Utilisation of ‘best practice’ support processes and methodologies.
- Reports on agreed key performance indicators.
- A means of escalation in the event of a problem persisting without agreed action.
- Progress reviews between the Civil Registration Service and the tenderer to be undertaken at monthly intervals. Progress reports to include:
 - Incident statistics - open, closed, carried forward within the reporting period,
 - Service level analysis: response times, resolution times, impact codes,
 - Information on escalated problems,
 - Information on known errors,
 - Planned work carried out,
 - Non-planned work carried out,
 - Planned work not carried out and explanation,
 - Planned work for next period,
 - Service credits / debits,
 - Risks / Issues.

4.36 Please use the following Impact x Response matrix to indicate support targets for each of the services offered. Definitions of terms used are included below.

Severity of Incident	Max Expected time to Response 1	Max Expected time to Response 2	Max Expected Time to Resolution
Impact 1 Total Loss of Service	<N> working hour/day/week	<N> working hour/day/week	<N> working hour/day/week
Impact 2 Partial Loss of Service			



Impact 3 Service Available but Degraded			
Impact 4 No Immediate Service impact			
Impact 5 Other			

4.37 Definitions of terms

Impact Levels

Term	Definition
Impact 1	Total Loss of Service. The Service is not available to all users, at all locations, and is affecting the business.
Impact 2	Partial Loss of Service. The Service is not available to <i>some</i> of the users and is affecting the business.
Impact 3	Service Available but Degraded. The Service is available but is performing significantly badly.
Impact 4	No immediate Service impact.
Impact 5	Other. This covers Impact 4 events that do not require addressing within a week.

Levels of Response

Term	Definition
Response 1	Receipt and acknowledgement of the Incident details reported by a supported user, via verbal, telephonic or electronic means. Logging of the Incident details including: an Impact code, as agreed with the user, and assignment of a unique Incident identifier. Assignment to appropriate Level 2 Response where required.
Response 2	Teams or individuals with ownership of the Incident and the responsibility for resolution within target time-scales once assigned from Level 1 Response.
Resolution	is the restoration of the Service to the satisfaction of the user reporting the Incident, or the implementation of an acceptable temporary work around that will enable the service to be used. The work around must be signed off by the user along with an agreement to a plan for a permanent solution.
Closure of the incident	By agreement of the user reporting the Incident, their manager or other appropriate person.



5 QUALIFICATION CRITERIA

- 5.1 Tenderers must be in good financial and professional standing. Tenderers to whom any of the circumstances listed in paragraph I of Article 20 of EU Council Directive 93/36/EEC (co-ordinating procedures for the award of public supply contracts) apply will be excluded from this competition. The said circumstances are outlined at Appendix D. Tenderers who do not submit proposals in the English language will also be excluded from the competition.
- 5.2 Tenders not so excluded will initially be evaluated by reference to the following qualification criteria:-
- (a) Completeness of tender documentation as specified in Section 3 of this document.
 - (b) Stated ability of the Tenderer to meet all the requirements specified in the Request for Tenders.

Note: Only those tenders which meet the above qualifying criteria will be eligible for inclusion in the award process.

6 AWARD CRITERIA

- 6.1 The contract will be awarded from the qualifying tenders on the basis of the most economically advantageous tender applying the following award criteria:-
- (i) Demonstration of capability to provide the services as detailed in this document.
 - (ii) Suitability and relevance of references provided and capability and stature of the organisation, in terms of standards of professional conduct attested by previous clients and site references.
 - (iii) Management capability demonstrated by the experience of the Account Manager, Services Manager, key personnel, and the management structure.
 - (iv) Innovative ideas for improving the service, and additional facilities/services offered.
 - (v) Reporting structure and measurement of service.
 - (vi) Approach to preventative maintenance.
 - (vii) Detail of Service Level Agreement.
 - (viii) Contingency/fall-back arrangements.
 - (ix) Exit arrangements and processes for successful transfer of services back to the Civil Registration Service at the end of the contract.
 - (x) Financial stability of all organisations involved.



- (xi) The overall cost for the provision of Managed Services including pricing certainty.

The Department does not bind itself to accept any or the lowest tender.



7 NOTICE TO TENDERERS – TERMS AND CONDITIONS OF TENDER

- 7.1 The Department of Social, Community and Family Affairs (hereafter called the Department) reserves the right to update or alter any information contained in this document at any time.
- 7.2 In the event that any additions or amendments to the Request for Tenders, as set out in this document, be deemed necessary prior to the closing date for receipt of proposals, these will be issued to applicants in the form of supplementary documents and will form part of the Request for Tenders.
- 7.3 The Department will not be liable for any costs incurred by tenderers in the preparation of tenders or any associated work effort. In addition, the Department will not be liable in respect of any costs incurred by tenderers in preparing subsequent presentations or for attendance at same.
- 7.4 It will be a condition for the award of the contract that the successful tenderer, including any sub-contractors, must be able to produce promptly a Tax Clearance Certificate. In the case of a successful non-resident tenderer, a Statement of Suitability from the Revenue Commissioners will be required. In addition, contractors must retain records of tax reference numbers for any sub-contractors where payments exceed £ 500 (incl. VAT).
- 7.5 Where a Tax Clearance Certificate expires within the course of the contract, the Department reserves the right to seek a renewed certificate. All payments under the contract will be conditional on the Contractor(s) being in possession of a valid certificate at all times.
- 7.6 Under the Finance Act, 1987, a withholding tax must be deducted from payments for professional services. This tax, which is at a rate of 20% will be deducted from payments made to the consultants in respect of work carried out and will be remitted to the Irish tax authorities. This tax is refundable, subject to conditions, on application to the Revenue Commissioners, Dublin Castle, Dublin 2.
- 7.7 The Department does not bind itself to accept the lowest or any tender. It reserves the right to reject in whole or in part any or all tenders received, and in particular, to source the requirement from more than one Supplier.
- 7.8 The Departments of Social, Community and Family Affairs and Health and Children will remain the owners of all end-products e.g., software, intellectual property rights, etc., irrespective of whether or not the project is terminated prior to its completion.
- 7.9 In the event of a group of tenderers jointly submitting an acceptable offer, the contract will be awarded by the Department to one contractor who acts as the agreed prime contractor. The prime contractor is responsible for the delivery of all services provided for under the terms of the contract and shall assume all the duties, responsibilities and costs associated with the position of prime contractor. The responsibilities of the prime



and sub-contractors should be clearly stated in the tender proposals and in the Service Level Agreement. Service Provider(s) shall not be entitled to assign or sub-contract or sub-licence any of its right or obligations under this agreement in whole or in part without the express permission of the Department.

- 7.10 The successful contractor shall be responsible for the delivery of all services provided for within the contract on the basis of a fixed price agreement set at the beginning of the contract. Prices quoted in the tender cannot be increased during the currency of the tender. Similarly, terms and conditions cannot be altered.
- 7.11 The Department retains the right to withhold payment where a contractor has failed to meet his/her contractual obligations in relation to the delivery of services in accordance with the Service Level Agreement.
- 7.12 Tenders which are delivered late will be returned unopened and tenders which are incomplete will be rejected.
- 7.13 The award of tender does not give rise to any enforceable rights by the successful tenderer. The Department may cancel the process at any time prior to a contract being entered into. In the event that the project must be revised or abandoned, provisions for the termination of consultant's contracts will be made without undue costs/liabilities being incurred by the Department. The Department reserves the right to go to tender again.
- 7.14 It is expected that the contract between the Department and the successful tenderer will include a clause in relation to liquidated damages. The wording of this clause to be agreed at award of contract.
- 7.15 The Department requires that all information pursuant to this invitation to tender will be treated in strict confidence. Under no circumstances may information be disclosed to other parties without the express permission of the Department. The successful firm may be required to sign a formal confidentiality/non-disclosure agreement.
- 7.16 The Department of Social, Community and Family Affairs undertakes to use its best endeavours to hold confidential any information provided by tenderers in response to this invitation to tender, subject to the Department's obligations under law, including the Freedom of Information Act, which came into force on 21 April, 1998.
- 7.17 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, tenderers should identify the specific information which they do not wish to be disclosed, stating the reasons for its sensitivity. The Department will consult with tenderers about this sensitive information before making a decision on any Freedom of Information request received.
- 7.18 Decisions of the Department 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.



- 7.19 Any conflicts of interest involving a contractor (or contractors in the event of a consortium bid) must be fully disclosed to the Department, particularly where there is a conflict of interest in relation to any recommendation or proposals put forward by the tenderer.
- 7.20 Any registerable interest involving the contractor and the Minister for Social, Community and Family Affairs, the Minister for Health and Children, members of the Oireachtas or employees of either Department or their relatives, must be fully disclosed in response to this RFT, or should be communicated to the Department of Social, Community and Family Affairs immediately upon such information becoming known to the contractor, in the event of this information only coming to their notice after the submission of a bid and prior to the award of the contract. The terms 'registerable interest' and 'relative' shall be interpreted as per section 2 of the Ethics in Public Office Act, 1994.
- 7.21 Information supplied by tenderers will be treated as contractually binding. However, the Department reserves the right to seek clarification or verification of any such information.
- 7.22 The Department, as part of its evaluation process and prior to the award of contract, may require tenderers (including team leaders) to make a presentation of their proposal to officials in the Department.
- 7.23 Any conflict of interpretation arising from differences between the wording used in this RFT and in any proposal accepted shall be resolved by giving priority to this RFT and then to any conditions imposed by the Department in writing when accepting this proposal.
- 7.24 Services shall be carried out in Ireland and shall be governed by the laws of Ireland. The system must operate within the boundaries of the Republic of Ireland.
- 7.25 A contract entered into on foot of this Request for Tender is subject to the Prompt Payments of Accounts Act, 1997.
- 7.26 Five (5) copies of each tender, in a sealed envelope, marked "Tender for Provision of Managed Services – Civil Registration Service Modernisation Programme' as appropriate, together with the Tenderer's company name and address, must be addressed to:

Mr Paddy Doherty
Department of Social, Community and Family Affairs
Goldsmith House
Pearse Street
Dublin 2

In addition the tender document(s) should be provided on CD or Floppy Disc in Rich Text Format (RTF).



- 7.27 Tenderers must provide details of all costs, in IR£ and Euros, associated with their proposals. Tenderers should indicate for what period their quotation remains valid. (It is the Department's preference that tenders should remain valid for a period of 90 days after the closing date for receipt of tenders).
- 7.28 Tenders must be completed in accordance with the format specified in Section 3 and must be in the English language.
- 7.29 **The closing date for receipt of tenders is 12.00 hours sharp on Monday, 10 September 2001.** The Department strictly enforces tender deadlines and in no circumstances will a tender be accepted after midday of the day in question. Tenders received late will be returned unopened.

Opening of Tenders

- 7.30 Tenders will be opened in Goldsmith House, Pearse Street, Dublin 2 at 12.30 P.M. on Monday 10 September 2001 in the presence of authorised officers of the Department. A representative of each bidder may attend the opening of tenders by prior arrangement with Mr Paddy Doherty.

Queries

- 7.31 Any queries concerning this document may be made, via e-mail, to;
Mr Paddy Doherty - eMail: grorft@welfare.ie
The closing date for receipt of queries is 24 August 2001.



APPENDIX A – APPLICATION FUNCTIONALITY

1. The application includes the following functionality:

- (a) online registration of all life events.
- (b) integrated search and retrieval capabilities for current and historical records e.g. searches on one field, multiple fields using exact data or range(s) of data.
- (c) production of paper and electronic certificates from registration records.
- (d) capture, accounting and reconciliation of monies received, per registrar, Health Board etc., in respect of services provided e.g. certificates, re-registrations etc.
- (e) manual or electronic entry of all notification data.
- (f) capture and storage of digitised signatures as part of the registration record.
- (g) interfaces with other systems e.g. - DSCFA - PPS No allocation as part of the birth registration process and the electronic receipt of event registration data from Hospitals and other bodies.
- (h) sharing of registration data electronically with other State agencies - both batch and online.
- (i) delivers on eGovernment potential - electronic delivery of services, use of electronic signatures to ensure authentication, non-repudiation and data security etc.
- (j) provides a platform which will enable the future development of a commercial genealogical facility accessible via the internet.

2. Application flow

The diagram below is included to provide an understanding of the flow of the application. Tenderers should bear in mind that this diagram is a simplistic representation of the application.

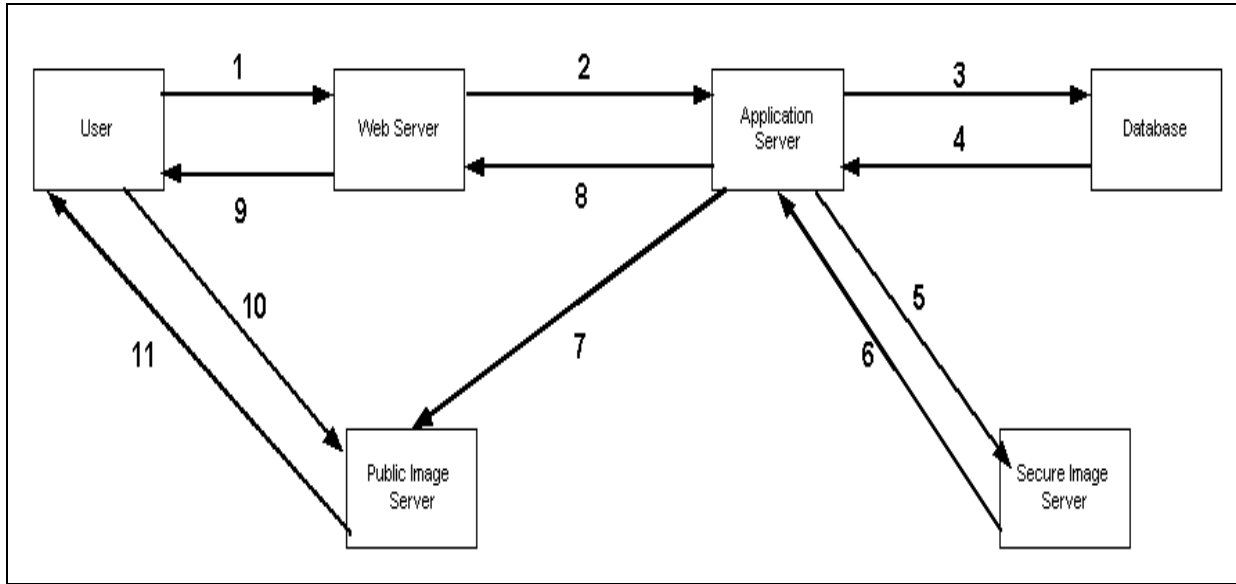


Figure 2 - Simple Application Flow



APPENDIX B – APPLICATION TECHNOLOGY

Firewall: This is a hardware component designed to shield servers and the network behind it from unsolicited or unauthorised access via the Internet. Standard configuration will restrict all incoming IP packets to specific ports, IP addresses and/or protocols.

The use of two Firewalls is common in Internet applications. The outer firewall is used to create a De-Militarised Zone (DMZ) in order to protect those servers that must respond to requests from the un-trusted network, i.e. the Internet. The inner firewall is then used to provide an additional level of security for the non-Internet facing servers. This inner firewall generally only permits requests originating within the DMZ. The servers in the DMZ do not contain any critical or sensitive data or processing logic. Thus all processing logic and sensitive data is maintained behind the inner firewall. In general the servers within the DMZ are used solely to generate HTML from the data returned by the Application Servers.

Network Load Balancer: This is a hardware component designed to distribute the total request load across the servers in a web server farm.

Web/Application Server: The web server is a Windows 2000 Server running Internet Information Server (IIS). The primary purpose of the web server is to receive HTTP requests from the users' browsers and execute ASP (Active Server Pages) scripts to process each request. The processing of the request generally requires a call to application components residing on the application server. The application server is again a Windows 2000 Server utilising Component Services to host COM+ application components.

Public Image Server: This is a Windows 2000 server running IIS, dedicated to responding to requests for the historical record TIFF images. TIFF images will be copied to this server on a just in time basis. An ActiveX component running on the client downloads these images using a HTTP request and calls an ASP script that deletes them from the server.

SQL Server: A Windows 2000 Advanced Server running SQL Server 2000. This server hosts the application database and carries out all database I/O and search functions.

Secure Image Server: A Windows 2000 Server acting as a file server and storage device for the application's TIFF image files. Network and Domain security will ensure access to this system is restricted to the architecture image service components that copy the images to the Public Image server on a JIT basis.

Batch Server: A Windows 2000 Server dedicated to executing periodic or ad-hoc batch processes. The main batch processes include central printing, reporting and interfaces. The batch architecture and application are developed as COM+ components. Windows 2000 Component Services is used to host these components. The Batch Server will use



BusinessObjects (WebIntelligence and Broadcast Agent Components) to provide the report generation and distribution processing.

Interface Server: A Windows 2000 Server dedicated to processing incoming and outgoing interface message. This server will provide XML messaging, security, transformation and tracking functionality for all interfaces. The server will use Microsoft BizTalk server (Standard Edition) to provide this functionality. The BizTalk installation will include an installation of Microsoft SQL Server.



APPENDIX C – VOLUMETRICS

System volume estimates are available in the accompanying spreadsheet - see
Volumetrics.xls on website



APPENDIX D

Extract from Article 20, Paragraph 1 of EU Council Directive 93/36/EEC of 14th June 1993 co-ordinating procedures for the award of public supply contracts.

Article 20

Any supplier may be excluded from participation in the contract who:

- (a) is bankrupt or is being wound up, whose affairs are being administered by the court, who has entered into an arrangement with creditors, who has suspended business activities or who is in any analogous situation arising from a similar procedure under national laws and regulations;
- (b) is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations;
- (c) has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata;
- (d) has been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;
- (e) has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority;
- (f) has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which he is established or those of the country of the contracting authority;
- (g) is guilty of serious misrepresentation in supplying the information required under this Chapter.