

IRELAND: SYSTEM AND SUPPORT SERVICES DATACENTRE, HOSTING AND INFORMATION SECURITY MANAGED SERVICES

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Central Bank of Ireland

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Economic affairs

2 Procedure

2.1 Procedure

Title: Datacentre, Hosting and Information Security Managed Services

Description: The Central Bank is seeking to procure a full suite of IT services including: - Datacentre hosting and management, to Uptime institute Tier 3 standards or better - Network and systems administration and management, including patching and maintenance, of a mixed virtual and physical estate (predominantly VMware and Windows based) - Application & middleware administration and management, including patching and maintenance - Cloud management and integration - Information Security services - Service management services, including steady-state and project delivery, aligned and integrated to the Central Bank's ITIL standards and tooling The provision of an Uptime Institute-equivalent Tier3 datacentre and migration to this facility will be required as part of the transition tasks. The Central Bank is in the process of developing and transforming the nature and delivery of its IT services, and the successful Tenderer will be required to both maintain the steady-state running of the Central Bank's IT systems and partner with the Central Bank to research, design, implement and maintain new IT technologies and ways of working as part of this transformation. The successful Tenderer will therefore have to manage and deliver change projects, both large and small, throughout the duration of the contract. Accordingly, both the scope and value of the contract may vary significantly over its lifetime. The requirement is for a single supplier to be accountable for the delivery of all the above services, though this single supplier may form a group in order to use subcontractors for the delivery of individual services over the lifetime of the contract. Interested parties should note there are specific requirements with regards to the provision of security services.

Procedure identifier: efbf0d3b-a86a-467a-868a-21c4ecafa6fb

Previous notice: 409479-2021

Internal identifier: 2021P076

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 225 000 000 EUR

2.1.4 General information

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Datacentre, Hosting and Information Security Managed Services

Description: The Central Bank is seeking to procure a full suite of IT services including: - Datacentre hosting and management, to Uptime institute Tier 3 standards or better - Network and systems administration and management, including patching and maintenance, of a mixed virtual and physical estate (predominantly VMware and Windows based) - Application & middleware administration and management, including patching and maintenance - Cloud management and integration - Information Security services - Service management services, including steady-state and project delivery, aligned and integrated to the Central Bank's ITIL standards and tooling The provision of an Uptime Institute-equivalent Tier3 datacentre and migration to this facility will be required as part of the transition tasks. The Central Bank is in the process of developing and transforming the nature and delivery of its IT services, and the successful Tenderer will be required to both maintain the steady-state running of the Central Bank's IT systems and partner with the Central Bank to research, design, implement and maintain new IT technologies and ways of working as part of this transformation. The successful Tenderer will therefore have to manage and deliver change projects, both large and small, throughout the duration of the contract. Accordingly, both the scope and value of the contract may vary significantly over its lifetime. The requirement is for a single supplier to be accountable for the delivery of all the above services, though this single supplier may form a group in order to use subcontractors for the delivery of individual services over the lifetime of the contract. Interested parties should note there are specific requirements with regards to the provision of security services.

Internal identifier: 2021P076

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

Options:

Description of the options: The duration of the Contract is intended to be seven (7) years although the Central Bank has the right to terminate it earlier. The Central Bank also has the right to extend the duration of the Contract by up to three (3) consecutive 12-month periods, so that the Contract may ultimately have a maximum total duration of ten (10) years

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Start date: 2024-03-28+01:00

Duration end date: 2031-05-15+01:00

5.1.5 Value

Estimated value excluding VAT: 225 000 000 EUR

5.1.6 General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA)

Additional information: Having regard to the nature of the Central Bank's requirements, the contract value identified in this notice represents the Central Bank's best estimate at the time of award rather than a fixed value. The final value of the contract may be higher or lower than the estimated figure.

5.1.10 Award criteria

Criterion:

Type: Quality

Description: Quality - 750 Marks

Criterion:

Type: Price

Description: Price - 250

Description of the method to be used if weighting cannot be expressed by criteria: MEAT

5.1.12 Terms of procurement

Information about review deadlines: As set out at regulation 7 of the European Communities (Public Authorities' Contracts) (Review Procedures) Regulations SI 130/2010, as amended.

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing additional information about the procurement procedure: Central Bank of Ireland

Organisation signing the contract: Central Bank of Ireland

TED eSender: European Dynamics S.A.

6 Results

Value of all contracts awarded in this notice: 225 000 000 EUR

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: HCL Technologies UK Ltd

Tender:

Tender identifier: 2021P076

Identifier of lot or group of lots: LOT-0001

Subcontracting value is known: no

Subcontracting percentage is known: no

Contract information:

Identifier of the contract: 2021P076

Title: Datacentre, Hosting and Information Security Managed Services

Date on which the winner was chosen: 2023-12-06+01:00

Date of the conclusion of the contract: 2024-03-28+01:00

The contract is awarded within a framework agreement: no

Organisation signing the contract: Central Bank of Ireland

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 4

8 Organisations

8.1 ORG-0001

Official name: Central Bank of Ireland

Registration number: n/a

Postal address: New Wapping Street, North Wall Quay, Dublin 1

Town: Dublin

Postcode: D01 F7X3

Country: Ireland

Email: procurementcompliance@centralbank.ie

Telephone: +353 (0) 1 2246000

Fax: +353 (0) 1 2245550

Internet address: <http://www.centralbank.ie>

Buyer profile: <http://www.centralbank.ie>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation signing the contract

8.1 ORG-0002

Official name: The High Court of Ireland

Registration number: The High Court of Ireland

Department: The High Court of Ireland

Postal address: Four Courts, Inns Quay, Dublin 7

Town: Dublin

Postcode: D07 WDX8

Country: Ireland

Email: HighCourtCentralOffice@courts.ie

Telephone: +353 1 8886000

Roles of this organisation:

Review organisation

8.1 ORG-0003

Official name: European Dynamics S.A.

Registration number: 002024901000

Department: European Dynamics S.A.

Town: Athens

Country: Greece

Email: eproc-esender@eurodyn.com

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

8.1 ORG-0004

Official name: HCL Technologies UK Ltd

Registration number: 8658132

Postal address: 70, 6th Floor Gracechurch Street

Town: London

Postcode: EC3V 0XL

Country: United Kingdom

Email: eas-hclsalesup@hcl.com

Telephone: +44 1784480900

Internet address: <https://www.hcltech.com/>

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

11 Notice information

11.1 Notice information

Notice identifier/version: 2c24b237-e45f-4615-9cf6-783cb385cdb9 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 2024-04-19+01:00 12:21:40+01:00

Languages in which this notice is officially available: English

11.2 Publication information