

**Ireland-Dublin: Computer network services**  
**OJ S 14/2019 21/01/2019**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Department of Business, Enterprise and Innovation

National registration number: N/A

Postal address: 23 Kildare Street

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Dublin 2

Country: Ireland

Contact person: Patrick Ryan

E-mail: [patrick.ryan@dbei.gov.ie](mailto:patrick.ryan@dbei.gov.ie)

Telephone: +353 16312768

**Internet address(es):**

Main address: <http://www.dbei.gov.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1203>

**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

Economic and financial affairs

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Cisco Support Services

**II.1.2. Main CPV code**

72700000 Computer network services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The Department wishes to engage with a support provider to whom it can escalate Cisco hardware or software support calls that cannot be resolved in-house. The support provider will be required to have a defined call logging procedure that allows them to accept, log and track

support calls. They will be expected to take ownership of the problem up to resolution regardless of the nature of the problem, such as interoperability with other vendors, new bug fix or hardware replacement.

The support provider will be required to ensure that the equipment under support is registered with its vendor and that the support organisation liaises with the vendor when the nature of the problem goes beyond the support providers competence or capability. Ownership of the problem throughout, remains with the support provider and it is this provider with whom lies the ultimate responsibility to either solve the problem or provide alternative workarounds.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 1 000 000,00 EUR

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

#### **II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

Main site or place of performance: Ireland

#### **II.2.4. Description of the procurement**

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#### **II.2.5. Award criteria**

Quality criterion - Name: Demonstrated ability to meet the service requirements of this request for tender. / Weighting: 50

Cost criterion - Name: Cost – Fixed Discount to be applied to the purchase of Cisco hardware and software / Weighting: 10

Cost criterion - Name: Cost – Support and Maintenance Costs and Onsite Daily Rates / Weighting: 40

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

#### **II.2.14.**

## Additional information

### Section IV: Procedure

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#### IV.1. Description

##### IV.1.1. Type of procedure

Open procedure

##### IV.1.3. Information about a framework agreement or a dynamic purchasing system

##### IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

#### IV.2. Administrative information

##### IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 197-445840](#)

##### IV.2.8. Information about termination of dynamic purchasing system

##### IV.2.9. Information about termination of call for competition in the form of a prior information notice

### Section V: Award of contract

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**Contract No:** 1

**Title:**

Cisco Support Services

A contract/lot is awarded: yes

#### V.2. Award of contract

##### V.2.1. Date of conclusion of the contract

29/11/2018

##### V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: no

##### V.2.3. Name and address of the contractor

Official name: PlanNet21 Communications

National registration number: 8279849U

Postal address: 3200 Lake Drive

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Citywest Business Ca

Country: Ireland

E-mail: [naomi.mulchrone@plannet21.ie](mailto:naomi.mulchrone@plannet21.ie)

Telephone: +353 14611900

Fax: +353 14611901

Internet address: <http://www.plannet21.ie>

The contractor is an SME: yes

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 1 000 000,00 EUR

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Pat McCourt

Town: Dublin

Country: Ireland

**VI.5. Date of dispatch of this notice**

16/01/2019