

Ireland-Dublin: Computer support services
OJ S 39/2014 25/02/2014
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Tourism Ireland
Postal address: 5th Floor - Bishop's Square, Redmond's Hill
Town: Dublin
Postal code: 2
Country: Ireland
For the attention of: Hannah Hughes
E-mail: hhughes@tourismireland.com
Telephone: +353 14763474
Fax: +353 14763642
Internet address(es):
General address of the contracting authority: <http://www.ireland.com>

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Other: Tourism Marketing

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

Provision of On-site IT Support Services - Dublin Office.

II.1.2. Type of contract and place of performance or delivery

Services
Service category No 7: Computer and related services
Main site or place of performance: Dublin, Ireland.
NUTS code IE Éire / Ireland

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

Tourism Ireland sought to enter into a contract with a Supplier for Onsite IT Support Services in its Dublin Office.
Specifically the supplier will provide the following services:
— Work on any hardware faults that occur in the Dublin office or elsewhere if required remotely.

- Deal with primarily Dublin based user faults and requests.
 - Provide support for a number of systems to include for example, Server 2008, Exchange 2010, SEP 11/12, EAS archiving, video conferencing, Commvault backups. This is not an exhaustive list; more systems will be added to this as the need arises.
 - Assist in implementing ICT infrastructure projects with Tourism Ireland ICT team.
- The tenderer will be required to provide proof of technical competence, to include examples, in the following systems/technology including details of the contracting authority to whom the services were supplied and the dates when they were supplied.
- The Contract Period will be for 2 years subject to budget and annual performance review and other factors, with the option to extend annually for 1 further year, at Tourism Ireland's discretion.

II.1.5. CPV code(s)

72610000 Computer support services, 72222300 Information technology services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Cost. Weighting 50
2. Technical Competence. Weighting 26
3. Project and Implementation Planning. Weighting 12
4. Management of Contract. Weighting 12

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

CRT/DMI/2013/2

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2013/S 147-256034](#) of 31.7.2013

Section V: Award of contract

Contract No: 1

Lot No: 1

- Lot title: On-site IT Support Services - Dublin

V.1. Date of conclusion of the contract

1.1.2014

V.2. Information about tenders

Number of tenders received: 5

V.3. Name and address of the contractor

Official name: Radius Solutions Ltd

Postal address: 2a Carndonagh Drive

Town: Dublin

Country: Ireland

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: excluding VAT

Total value of the procurement:

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

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

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

21.2.2014