

Ireland-Dublin: IP telephone services
OJ S 40/2014 26/02/2014
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 014763642
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

VOIP Support, Maintenance and Upgrade Services.

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

Services
Service category No 5: Telecommunications services
Main site or place of performance: Island of 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 appoint a VOIP supplier for the next 3 years, commencing no later than 1.1.2014, with the option to extend annually for a further 2 years. The requirements of the service will be clearly defined and are based on the existing services and/or with the addition of new services.
The successful candidate must have a proven track record in the area of supporting an

organisation with offices in various countries around the world and have the ability to support the current Tourism Ireland technical infrastructure. Please refer to Appendix 3 of the Instructions Document available for downloading.

II.1.5. CPV code(s)

64215000 IP telephone services, 32520000 Telecommunications cable and equipment, 32522000 Telecommunications equipment

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. Overall Cost. Weighting 50
2. Service quality assurance and management mechanisms proposed. Weighting 15
3. Ability to support current systems. Weighting 15
4. Technical expertise, knowledge and experience of VOIP upgrade options. Weighting 15
5. Service level agreement. Weighting 5

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

VOIP-DMCI-2013

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2013/S 147-256056](#) of 31.7.2013

Section V: Award of contract

Contract No: 1

Lot No: 1

- Lot title: VOIP Support, Maintenance and Upgrade Services

V.1. Date of conclusion of the contract

1.1.2014

V.2. Information about tenders

Number of tenders received: 2

V.3. Name and address of the contractor

Official name: PlanNet 21 Communications Ltd

Postal address: Unit 11, Orchard Avenue, Citywest Business Park

Town: Dublin

Postal code: 24

Country: Ireland

E-mail: info@plannet21.ie

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

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

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

V.4) Information on value of contract

Initial estimated total value of the contract

Currency: EUR

Excluding VAT

Total final value of the contract

Currency: EUR

Excluding VAT

If annual or monthly value:

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

25.2.2014