

United Kingdom-Cambridge: Systems support services
OJ S 74/2017 14/04/2017
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: GEANT Limited
Postal address: City House, 126-130 Hills Road
Town: Cambridge
Postal code: CB2 1PQ
Country: United Kingdom
Contact person: www.geant-procurement.net
For the attention of: Procurement Manager
E-mail: procurement@geant.org
Telephone: +44 1223371300
Fax: +44 1223371371

Internet address(es):

General address of the contracting authority: www.geant.org
Address of the buyer profile: www.geant-procurement.net

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Other: research and education networks

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 attributed to the contract by the contracting authority

GEANT Trouble Ticketing System — Hosting and Support Tender.

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

Services

NUTS code

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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Services, circuits, equipment and VMs within the GÉANT network are continually monitored to ensure that they operating within acceptable limits, that they stay constantly available and that they are not experiencing service affecting issues or failures.

Where such service affecting issues are encountered or routine maintenance is required, all such issues are raised and recorded as 'tickets' within our extant trouble ticketing system (TTS), from being first raised through triage and remedial action, to closure.

Our requirement is for the hosting and support of the GEANT TTS, currently residing on an open source platform managed by OTRS.

II.1.6. CPV code(s)

72253200 Systems support services, 72261000 Software support services

II.1.7. Information about the Government Procurement Agreement (GPA)

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Our requirement is for the hosting and support of the GEANT TTS, currently residing on an open source platform managed by OTRS.

Following a competitive exercise in 2014, GEANT selected the OTRS Open Source software application as its platform for raising trouble tickets within its production network service delivery environment.

From 2014 to 2015, a significant amount of development and customisation work has been undertaken to ensure that the TTS can support the entire range of automated scripts and services created and deployed by the GEANT Network Operations Centre team.

It is intended that any contract awarded as a result of this tender will provide GÉANT with long term contractual stability in respect of the hosting and advanced technical support in for the OTRS solution, with said contract expected to run for a term of up to 6 years.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Participants will be advised if this is necessary during the procurement. Parent company and

/or other guarantees of performance and financial stability may be required by GEANT Ltd or proposed by participants if considered appropriate.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

No specific legal form is required but if a contract is awarded to a consortium, GEANT Ltd may require the consortium to form a separate legal entity before entering into any Contract.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

No specific legal form is required but if a contract is awarded to a consortium, GEANT Ltd may require the consortium to form a separate legal entity before entering into any Contract.

III.1.4. Contract performance conditions

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Candidates' personal situation will be assessed on the basis of information provided in response to the Invitation to Tender (ITT) or other tender documentation as referred to within this notice. This procurement will be managed electronically via GEANT's e-Procurement platform where all tender documents can be found. To participate in this procurement, participants must first be registered on www.geant-procurement.net. Please note that, to register, you must have a valid DUNS numbers (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so. Full instructions for registration and use of the system can be found at www.geant-procurement.net. Once you have registered at www.geant-procurement.net a registered user can express an interest for a specific procurement.

III.2.2. Economic and financial ability

List and brief description of conditions: Candidates' economic and financial capacity will be assessed according to the criteria set out within the ITT or other tender documentation as referred to within this notice. The ITT can be accessed at www.geant-procurement.net using the instructions detailed in III.2.1.

III.2.3. Technical and professional ability

List and brief description of conditions:

Candidates' technical capacity will be assessed according to the criteria set out within the ITT or other tender documentation as referred to within this notice. The ITT can be accessed at www.geant-procurement.net using the instructions detailed in III.2.1.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

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

IV.3.2. Previous publication concerning this procedure

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

15.5.2017 - 17:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

Official name: High Court (England, Wales and Northern Ireland) Postal code: WC2A 2LL
Country: United Kingdom

VI.5. Date of dispatch of this notice

11.4.2017