

Ireland-Carlow: Computer support services

OJ S 88/2016 06/05/2016

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Institute of Technology Carlow

National registration number: N/A

Postal address: Kilkenny Road

Town: Carlow

NUTS code: IE Éire / Ireland

Country: Ireland

Contact person: Bernie Tallon

E-mail: Bernie.Tallon@itcarlow.ie

Telephone: +353 599175119

Fax: +353 599175005

Internet address(es):Main address: <http://www.itcarlow.ie>Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/352>**I.2. Information about joint procurement**

The contract is awarded by a central purchasing body

I.3. CommunicationThe procurement documents are available for unrestricted and full direct access, free of charge, at: http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=98656&B=ETENDERS_SIMPLE

Additional information can be obtained from the abovementioned address

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

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Supply of ICT help desk and Support Staff from September 2016 to May 2019.

Reference number: ITC-CSD-03052016-Helpdesk

II.1.2.

Main CPV code

72610000 Computer support services

II.1.3. Type of contract

Services

II.1.4. Short description

The Computing Services Department are looking for a contractor to provide suitably qualified and experienced staff to provide a help desk service and other related duties. In addition The Computing Services Department are looking for the same contractor to provide a suitably qualified resource to provide a Technical Administration service to the Department. An existing contract to provide these services expires at the end of May 2016. 4 staff are currently employed under this contract. 3 have been employed for the full duration of the contract and 1 since September 2015.

II.1.5. Estimated total value

Value excluding VAT: 400 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

72000000 IT services: consulting, software development, Internet and support, 72600000 Computer support and consultancy services, 72611000 Technical computer support services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Carlow.

II.2.4. Description of the procurement

The Institute of Technology Carlow (IT Carlow) is a Higher Education Institute that offers courses at HETAC level 6-10 to approximately 7 000 students. The Institute has campus locations at Kilkenny Road, Carlow, Summerhill Road, Wexford and Rathnew, Co. Wicklow. The Computing Service Department is responsible for the development and upkeep of the Institutes ICT infrastructure, comprising a 3 000 node Cisco network, within excess of 1 800 PC's connected. Computing Services also manage the Institutes comprehensive media facilities, incorporating both radio and TV studios as well as a high-performance media production lab. The Computing Services Centre is located in the Carlow Campus, on the 2nd floor of the Learning Resource Centre — a building which houses the Institutes Library, Media Centre, 10 computing labs and approximately 500 student PC's. Computing Services provide a walk-in help desk facility for students in both the Carlow and Wexford Campus. The Computing Services Department are now looking for a contractor to provide suitably qualified and experienced staff to provide this help desk service and other related duties. In addition, The Computing Services Department are looking for the same contractor to provide a suitably qualified resource to provide a Technical Administration service to the Department An existing contract to provide these services expires at the end of May 2016. 4 staff are currently employed under this contract. 3 have been employed for the full duration of the contract and 1 since September 2015.

II.2.5.

Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 400 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/09/2016 End: 31/05/2019

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

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

Attached as document.

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation**III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Qualification Questionnaire and Declaration of Bonafides are all contained in main tender document.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract**III.2.2. Contract performance conditions**

The contract will be subject to ongoing review, carried out by The Institute of Technology Carlow management. The Institute of Technology Carlow unconditionally reserves the right at any time to terminate without penalty any contract awarded on foot of this RFT by giving 30 days written notice should service levels required not be adhered to.

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2016/S 057-096151](#)

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 03/06/2016 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 10/06/2016 Local time: 12:00

Place:

Institute of Technology Carlow, Kilkenny Road, Carlow, Ireland.

Information about authorised persons and opening procedure: Vice President for Corporate Affairs (or his nominee); Procurements Officer (or her nominee); IT Manager.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic payment will be used

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Procurements Officer

Postal address: Institute of Technology

Town: Carlow

Country: Ireland

VI.5. Date of dispatch of this notice

04/05/2016