

Ireland-Dublin: Information technology services
OJ S 71/2020 09/04/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Enable Ireland Disability Services Ltd

National registration number: N/A

Postal address: 32F Rosemount Park Drive, Ballycoolin Road, Rosemount Business Park

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

Contact person: Ed Meagher

E-mail: emeagher@enableireland.ie

Telephone: +353 12184109

Internet address(es):

Main address: <http://www.enableireland.ie/>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1255>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of IT Managed Services

Reference number: EI01

II.1.2. Main CPV code

72222300 Information technology services

II.1.3. Type of contract

Services

II.1.4. Short description

Enable Ireland invites tenders from suitably qualified companies for the supply of IT Services.

This tender is divided into two (2) lots:

Lot 1 — IT Managed Services

Lot 2 — On-Site Helpdesk Personnel

Note: Lot 1 also includes the upgrade of Enable Ireland's data centre and a review of Enable Ireland's migration to the cloud.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 887 000,00 EUR

II.2. Description

II.2.1. Title

IT Managed Services

Lot No: 1

II.2.2. Additional CPV code(s)

48800000 Information systems and servers, 50312600 Maintenance and repair of information technology equipment, 72267100 Maintenance of information technology software, 72500000 Computer-related services, 72510000 Computer-related management services, 72540000 Computer upgrade services, 72590000 Computer-related professional services, 72600000 Computer support and consultancy services, 72610000 Computer support services, 72710000 Local area network services

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

The services below are currently outsourced to an external service provider under a managed service contract. These services must be taken over 'as is' by the successful tenderer.

- National data centre
- Office 365
- Intranet
- Software support
- Citrix
- System Administration
- Network support
- Security services
- Data backups
- Support and maintenance services
- Service management.

In addition, this lot also includes the upgrade of the Enable Ireland data centre and the projects and services listed below:

- Data centre upgrade
- Hardware upgrade
- Backup system replacement
- Migration to cloud review.

II.2.5. Award criteria

Quality criterion - Name: IT Strategy / Weighting: 15

Quality criterion - Name: Quality of service / Weighting: 20

Quality criterion - Name: Viability of tender / Weighting: 5

Quality criterion - Name: Project management / Weighting: 5

Quality criterion - Name: ISO standards / Weighting: 5

Price - Weighting: 50

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

II.2. Description

II.2.1. Title

On-Site Helpdesk Personnel

Lot No: 2

II.2.2. Additional CPV code(s)

72500000 Computer-related services, 72510000 Computer-related management services, 72590000 Computer-related professional services, 72600000 Computer support and consultancy services, 72610000 Computer support services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Dublin, IRELAND.

II.2.4. Description of the procurement

Enable Ireland requires two Helpdesk support staff to be based in Enable Ireland Sandymount to provide first line Helpdesk support to all Enable Ireland users. The on-site Help Desk provides a central service for call logging, tracking, escalation and reporting to agreed SLAs.

II.2.5. Award criteria

Quality criterion - Name: Quality of service and delivery / Weighting: 15

Quality criterion - Name: Viability of tender / Weighting: 5

Price - Weighting: 80

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

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: [2019/S 214-525651](#)

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

Contract No: 1

Title:

IT Managed Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

29/02/2020

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

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: 0

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

V.2.3. Name and address of the contractor

Official name: Evros Technology Group

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

The contractor is an SME: no

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

Total value of the contract/lot: 590 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: 2

Title:

On-Site Helpdesk Personnel

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

29/02/2020

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

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: 0

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

V.2.3. Name and address of the contractor

Official name: Evros Technology Group

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

The contractor is an SME: no

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

Total value of the contract/lot: 297 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Noreen Dempsey

Postal address: Enable Ireland Head Office, 32F Rosemount Business Park, Ballycoolin Road

Town: Dublin 11

Country: Ireland

E-mail: ndempsey@enableireland.ie

VI.5. Date of dispatch of this notice

05/04/2020