

IRL-Dublin: computer-related management services

OJ S 106/2012 06/06/2012

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Raidio Teilifis Eireann (RTE)

Postal address: Donnybrook

Town: Dublin 4

Country: Ireland

For the attention of: Purchasing Department

Telephone: +353 12083014

Fax: +353 12083176

Internet address(es):

General address of the contracting authority: <http://www.rte.ie>

Address of the buyer profile: http://www.etenders.gov.ie/search/Search_AuthProfile.aspx?ID=AA01630

Additional information can be obtained from:

Official name: Raidio Teilifis Eireann (RTE)

Postal address: Donnybrook

Town: Dublin 4

Country: Ireland

For the attention of: Purchasing Department

Telephone: +353 12083014

Fax: +353 12083176

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

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

Official name: Raidio Teilifis Eireann (RTE)

Postal address: Donnybrook

Town: Dublin 4

Country: Ireland

For the attention of: Purchasing Department

Telephone: +353 12083014

Fax: +353 12083176

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

Tenders or requests to participate must be submitted: Official name: Raidio Teilifis Eireann (RTE)

Postal address: Donnybrook

Town: Dublin 4

Country: Ireland

For the attention of: Purchasing Department

Telephone: +353 12083014

Fax: +353 12083176

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

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Recreation, culture and religion

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

Managed IT helpdesk service.

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.

NUTS code IE021 Dublin

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)

Raidió Teilifís Éireann (RTÉ), Ireland's Public Service Broadcaster, is issuing an invitation to tender to provide a managed IT Helpdesk service as follows:

— Provide an offsite portal based service desk function which will include ticket resolution or forwarding to appropriate RTÉ resolver group,

— Provide service desk software.

This tender seeks to establish a new contract in place of the current in-house service.

The new contract will provide a value for money IT helpdesk service to approx 2000 RTÉ users while controlling costs.

The scope of this tender includes the provision of a ticket based service together with the accompanying software.

The full tender can be downloaded at:

<http://www.rte.ie/about/tenders/ithelpdesk2012/>

II.1.6. CPV code(s)

72510000 Computer-related management services

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

The procurement is covered by the Government Procurement Agreement: yes

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

The full tender can be downloaded at:

<http://www.rte.ie/about/tenders/ithelpdesk2012/>

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

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

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

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

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

III.2.2. Economic and financial ability

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

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

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

16.7.2012 - 12:00

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

The full tender can be downloaded at:

<http://www.rte.ie/about/tenders/ithelpdesk2012/>
(ET Ref:441152).

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

VI.5. Date of dispatch of this notice

1.6.2012