

Ireland-Dublin: Helpdesk and support services
OJ S 93/2019 15/05/2019
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Health and Social Care Professionals Council (CORU)

National registration number: N/A

Postal address: Infinity Building, George's Court, George's Lane, Smithfield

Town: Dublin

NUTS code: IE05 Southern

Postal code: D07 E98Y

Country: Ireland

Contact person: Procurement

E-mail: procurement@coru.ie

Internet address(es):

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1368>

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

Single Provider Framework Agreement for the Provision of ICT Managed Services

Reference number: 2018 CORU ICT Managed Service

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

On-Site ICT Support and Maintenance — The “Support and Maintenance” component is based upon an unconditional fixed price per annum. The annual fixed price is not subject to variation across the maximum 3 year term of the Framework Agreement.

Off-Site Helpdesk and ICT Support — The number of helpdesk tickets per month that the off-site helpdesk will need to support is estimated to be 100 per month. This off-site helpdesk

support service will be utilised as a drawdown facility and will be based upon a fixed rate not subject to variation across the maximum 3 year term.

ICT Off-site monitoring service — The “remote monitoring” element covers the provision of a remote monitoring service of agreed ICT components (both hardware and application) during the term of the Framework Agreement.

The service provider may also be required for ad hoc assignments as agreed. A daily rate shall be provided by the service provider.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 220 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

71356300 Technical support services, 72000000 IT services: consulting, software development, Internet and support, 72253200 Systems support services, 72261000 Software support services, 72315000 Data network management and support services, 72600000 Computer support and consultancy services, 72610000 Computer support services, 72611000 Technical computer support services

II.2.3. Place of performance

NUTS code: IE052 South-East

NUTS code: IE0 Ireland

Main site or place of performance: Dublin

II.2.4. Description of the procurement

On-Site ICT Support and Maintenance — The “Support and maintenance” component is based upon an unconditional fixed price per annum. The annual fixed price is not subject to variation across the maximum 3 year term of the Framework Agreement.

Off-Site Helpdesk and ICT Support — The number of helpdesk tickets per month that the off-site helpdesk will need to support is estimated to be 100 per month. This off-site helpdesk support service will be utilised as a drawdown facility and will be based upon a fixed rate not subject to variation across the maximum 3 year term.

ICT Off-site monitoring service — The “remote monitoring” element covers the provision of a remote monitoring service of agreed ICT components (both hardware and application) during the term of the Framework Agreement.

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II.2.5. Award criteria

Cost criterion - Name: Cost / Weighting: 300

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

Workspace for general tenders in 2018.

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

The procurement involves the establishment of a framework agreement

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: [2018/S 183-414412](#)

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:

Single Provider Framework Agreement for the Provision of ICT Managed Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/11/2018

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

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: 4

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

V.2.3. Name and address of the contractor

Official name: IPOptions Ltd

National registration number: IE 6367508 O

Postal address: Blanchardstown Corporate Park

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Blanchardstown

Country: Ireland

E-mail: gareth.daily@ipoptions.com

Telephone: +353 18991970

Internet address: <http://www.ipoptions.com>

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 220 000,00 EUR

Total value of the contract/lot: 220 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

IP Options provided an excellent understanding of the requirements and presented a very detailed response to how they proposed to deliver the ICT services. IP Options also demonstrated that they have a detailed knowledge and understanding of the CORU ICT environment which presents a lower risk option to CORU compared to the other responses. As IP Options scored the highest marks it is recommended that the contract is awarded to IP Options.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Health and Social Care Professionals Council

Postal address: Infinity Building, George's Lane

Town: Smithfield

Postal code: Dublin 7

Country: Ireland

E-mail: procurement@coru.ie

VI.5. Date of dispatch of this notice

13/05/2019