

**Ireland-Dublin: Helpdesk and support services**

**OJ S 114/2017 16/06/2017**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Food Safety Authority of Ireland

National registration number: N/A

Postal address: Block DEF, Abbey Court, Lower Abbey Street

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: D01 W2H4

Country: Ireland

Contact person: Marc Kane

E-mail: [mkane@fsai.ie](mailto:mkane@fsai.ie)

Telephone: +353 18171331

Fax: +353 18171231

**Internet address(es):**

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/557>

**I.3. Communication**

The 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=114084&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=114084&B=ETENDERS_SIMPLE)

[PID=114084&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=114084&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**

Public order and safety

---

**Section II: Object**

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

**II.1.1. Title**

Provision of Help-desk and Network Support Services.

Reference number: 2017/06

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

The FSAI seeks proposals for the provision of on-site IT Help-desk and Network Support Services for a period of 1 year, with an option to renew up to a maximum of 5 years. Please refer to the attached Request for Tender (RFT) document for further information.

### **II.1.5. Estimated total value**

Value excluding VAT: 600 000,00 EUR

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

72222300 Information technology 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**

The FSAI seeks proposals for the provision of on-site IT Help-desk and Network Support Services for a period of 1 year, with an option to renew up to a maximum of 5 years. Please refer to the attached Request for Tender (RFT) document for further information.

### **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: 600 000,00 EUR

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

The Contracting Authority reserves the right to extend the Term for a period or periods of up to 12 months with a maximum of 4 such extension or extensions on the same terms and conditions, subject to the Contracting Authority's obligations at law.

### **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**

Please refer to the attached Request for Tender (RFT) document for further information.

## Section III: Legal, economic, financial and technical information

---

### III.1. Conditions for participation

#### 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

Please refer to the attached Request for Tender (RFT) document for further information.

#### 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: yes

### IV.2. Administrative information

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

Date: 19/07/2017 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

Tender must be valid until: 19/01/2018

#### IV.2.7. Conditions for opening of tenders

Date: 20/07/2017 Local time: 10:00

Place:

Office of the Food Safety Authority of Ireland (FSAI), Block DEF, Lower Abbey Street, Dublin D01 W2H4, Ireland.

Information about authorised persons and opening procedure: Nominated Officer from the Contracting Authority.

## Section VI: Complementary information

---

**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3. Additional information**

Please refer to the attached Request for Tender (RFT) document for further information.

**VI.4. Procedures for review****VI.4.1. Review body**

Official name: The High Court, Four Courts

Postal address: Ground Floor, East Wing, Inns Quay

Town: Dublin

Postal code: 7

Country: Ireland

E-mail: [highcourtscentraloffice@courts.ie](mailto:highcourtscentraloffice@courts.ie)

Internet address: [www.courts.ie](http://www.courts.ie)

**VI.5. Date of dispatch of this notice**

14/06/2017