

**Ireland-IRL-Dun Laoghaire: Helpdesk and support services****OJ S 100/2020 25/05/2020****Contract award notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Bord Iascaigh Mhara — Irish Sea Fisheries Board (BIM)

National registration number: N/A

Postal address: PO Box No 12, Crofton Road

Town: IRL-Dun Laoghaire

NUTS code: IE Éire / Ireland

Country: Ireland

Contact person: Procurement Officer

E-mail: [tenders@bim.ie](mailto:tenders@bim.ie)

Telephone: +353 12144100

**Internet address(es):**Main address: [www.bim.ie](http://www.bim.ie)Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/215>**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Other activity: Fisheries

**Section II: Object**

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

ICT Managed Service

Reference number: Bord Iascaigh Mhara 2018

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

BIM invites tenders for a managed service — ICT Helpdesk, infrastructure, monitoring and support service. This contract will be for up to a maximum of five (5) years. A performance review will be carried out every six (6) months and BIM reserve the right to cancel the contract at any point giving one month notice.

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

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 1 080 000,00 EUR

### **II.2. Description**

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

72253200 Systems support services, 72261000 Software support services, 72315100 Data network support services, 72610000 Computer support services, 72611000 Technical computer support services

#### **II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

#### **II.2.4. Description of the procurement**

BIM invites tenders for a managed service — ICT Helpdesk, infrastructure, monitoring and support service. This contract will be for up to a maximum of five (5) years. A performance review will be carried out every six (6) months and BIM reserve the right to cancel the contract at any point giving one month notice.

#### **II.2.5. Award criteria**

Quality criterion - Name: Operational details / Weighting: 20

Quality criterion - Name: Human resources / Weighting: 45

Quality criterion - Name: Service level agreement / Weighting: 5

Quality criterion - Name: Knowledge management / Weighting: 10

Price - Weighting: 20

#### **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**

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#### **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: [2018/S 111-253017](#)

#### **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**

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**Contract No:** 1

**Title:**

ICT Managed Service

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

22/12/2018

##### **V.2.2. Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

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: 3

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

##### **V.2.3. Name and address of the contractor**

Official name: Nostra Systems Ltd

National registration number: 9581827E

Postal address: Unit 1-2 Blackthorn Close, Stillorgan Business

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: s

Country: Ireland

E-mail: [gary.byrne@nostrasystems.ie](mailto:gary.byrne@nostrasystems.ie)

Telephone: +353 0877433444

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

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 1 080 000,00 EUR

Total value of the contract/lot: 1 080 000,00 EUR

##### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.3. Additional information**

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: High Courts

Postal address: Four Courts, Inns Quay  
Town: Dublin 7  
Country: Ireland  
E-mail: [highcourtcentraloffice@courts.ie](mailto:highcourtcentraloffice@courts.ie)  
Internet address: [www.courts.ie](http://www.courts.ie)

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

20/05/2020