

Ireland-Dun Laoghaire: Helpdesk and support services

OJ S 111/2018 13/06/2018

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

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: Dun Laoghaire

NUTS code: IE Éire / Ireland

Country: Ireland

Contact person: Procurement Officer

E-mail: tenders@bim.ie

Telephone: +353 12144100

Internet address(es):Main address: www.bim.ieAddress of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/215>**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/rwlenrance_s.asp?PID=130497&B=ETENDERS_SIMPLE[PID=130497&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=130497&B=ETENDERS_SIMPLE)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=130497&B=ETENDERS_SIMPLE

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

Other activity: Fisheries

Section II: Object

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.1.5. Estimated total value

Value excluding VAT: 400 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

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

Criteria below

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.2.6. Estimated value

Value excluding VAT: 500 000,00 EUR

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

Duration in months: 60

This contract is subject to renewal: no

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

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: no

IV.2. Administrative information

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

Date: 11/07/2018 Local time: 17:00

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.2.7. Conditions for opening of tenders

Date: 11/07/2018 Local time: 17:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Courts

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

11/06/2018