

United Kingdom-Cambridge: Helpdesk services
OJ S 141/2014 25/07/2014
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Delivery of Advanced Network Technology to Europe Limited

Postal address: City House, 126-130 Hills Road

Town: Cambridge

Postal code: CB2 1PQ

Country: United Kingdom

For the attention of: Procurement Manager

E-mail: procurement@dante.net

Telephone: +44 1223371300

Fax: +44 1223371371

Internet address(es):

General address of the contracting authority: www.dante.net

I.2. Type of the contracting authority

Other: UK Limited Company

I.3. Main activity

Other: Research & Education Networks

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

DANTE Service Desk.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

DANTE required a single supplier to provide a 24*7*365/6 1st line Service Desk function 3 year contract from service acceptance.

II.1.5. CPV code(s)

72253100 Helpdesk services, 64216210 Value-added information services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

competitive dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. SD Scope. Weighting 20
2. SD Personnel. Weighting 20
3. Scalability and flexibility. Weighting 10
4. Quality and Service Delivery. Weighting 10
5. Service Migration. Weighting 10
6. Relationship Management and Reporting. Weighting 10
7. Trouble Ticketing System. Weighting 10
8. Business Continuity. Weighting 5
9. Exit Arrangements. Weighting 5

IV.2.2. Information about electronic auction

An electronic auction has been 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

Contract notice

Notice number in the OJ S: [2013/S 249-436074](#) of 24.12.2013

Section V: Award of contract

Lot No: 1

- Lot title: 24*7*365/6

V.1. Date of conclusion of the contract

16.5.2014

V.2. Information about tenders

Number of tenders received: 15

Number of tenders received by electronic means: 15

V.3. Name and address of the contractor

Official name: Imerja Limited

Postal address: Hallmark House, Paragon Business Park, Chorley New Road, Horwich

Town: Bolton

Postal code: BL6 6HG

Country: United Kingdom
Telephone: +44 8442252888
Internet address: www.imerja.com

V.4. Information on value of the contract/lot

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
yes

Identification of the project: RI-605243 - GN3PLUS

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: DANTE incorporated a standstill period at the point information on the award of the contract was communicated to tenderers. That notification provided full information on the award decision. The standstill period, which was for a minimum of 10 calendar days, provided time for unsuccessful tenderers to challenge the award decision before the contract was entered into.

The Public Contracts Regulations 2006 (SI 2006 No 5) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

22.7.2014