

Ireland-Dublin: IT services: consulting, software development, Internet and support

OJ S 93/2022 13/05/2022

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: HEAnet CLG

National registration number: N/A

Postal address: 1st Floor,5 George's Dock, IFSC

Town: Dublin 1

NUTS code: IE0 Ireland

Postal code: Dublin

Country: Ireland

Contact person: HEAnet Tenders Team

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

Telephone: +353 16609040

**Internet address(es):**

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1118>

**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=213122&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=213122&B=ETENDERS_SIMPLE)

[PID=213122&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=213122&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=213122&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=213122&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**

Education

---

**Section II: Object**

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

**II.1.1. Title**

Telephony Products and Associated Services

Reference number: HEAnet Telephony 2022

**II.1.2.**

**Main CPV code**

72000000 IT services: consulting, software development, Internet and support

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

**II.1.5. Estimated total value**

Value excluding VAT: 20 000 000,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: yes  
Tenders may be submitted for all lots

**II.2. Description****II.2.1. Title**

Platforms based on Avaya and Unify solutions or equivalent and support for legacy Nortel phones  
Lot No: 1

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

72500000 Computer-related services, 72700000 Computer network services

**II.2.3. Place of performance**

NUTS code: IE0 Ireland  
NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

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

Duration in months: 48  
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**

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

##### **II.2.1. Title**

Platforms based on Avaya, Mitel and Genesys solutions or equivalent  
Lot No: 2

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

72500000 Computer-related services, 72700000 Computer network services

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

NUTS code: IE0 Ireland  
NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

##### **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**

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

Duration in months: 48  
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**

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

##### **II.2.1. Title**

Platforms based on Avaya and eir Collaborate solutions or equivalent  
Lot No: 3

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

72500000 Computer-related services, 72700000 Computer network services

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

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

### **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**

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

Duration in months: 48

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**

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

#### **II.2.1. Title**

Platforms based on AudioCodes solution or equivalent with capability for private cloud connect services

Lot No: 4

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

72500000 Computer-related services, 72700000 Computer network services

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

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

#### **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**

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

Duration in months: 48

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**

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

#### **II.2.1. Title**

Platforms based on Unify and 3CX solutions or equivalent and support for legacy Unify  
Openscape and cloud phone systems

Lot No: 5

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

72500000 Computer-related services, 72700000 Computer network services

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

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

#### **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**

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

Duration in months: 48

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**

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

##### **II.2.1. Title**

Platforms based on Avaya and Nortel solutions or equivalent and support for legacy Polycom, Yealink and Grandstream  
Lot No: 6

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

72500000 Computer-related services, 72700000 Computer network services

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

NUTS code: IE0 Ireland  
NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

##### **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**

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

Duration in months: 48  
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**

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

##### **II.2.1. Title**

Platforms based on NEC and Mitel solutions or equivalent  
Lot No: 7

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

72500000 Computer-related services, 72700000 Computer network services

**II.2.3. Place of performance**

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

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

Duration in months: 48

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****II.2. Description****II.2.1. Title**

Platforms based on Cisco solution or equivalent

Lot No: 8

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

72500000 Computer-related services, 72700000 Computer network services

**II.2.3. Place of performance**

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

**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**

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

Duration in months: 48

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**

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

#### **II.2.1. Title**

Platforms based on Unify Openscape and Unify Office solutions or equivalent with legacy support for Unify phones

Lot No: 9

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

72500000 Computer-related services, 72700000 Computer network services

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

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

#### **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**

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

Duration in months: 48

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**

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

##### **II.2.1. Title**

Platforms based on AudioCodes solution or equivalent and support for legacy Mitel phones  
Lot No: 10

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

72500000 Computer-related services, 72700000 Computer network services

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

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

##### **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**

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

Duration in months: 48

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**

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

##### **II.2.1. Title**

Platforms based on AudioCodes solution or equivalent and support for legacy Poly, Avocor, Yealink  
Lot No: 11

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

72500000 Computer-related services, 72700000 Computer network services

**II.2.3. Place of performance**

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

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

Duration in months: 48

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****II.2. Description****II.2.1. Title**

Other platforms for telephony solutions and associated services and support for legacy phones  
Lot No: 12

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

72500000 Computer-related services, 72700000 Computer network services

**II.2.3. Place of performance**

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

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

The services comprise of the provision of telephony products and associated services which will include hardware and software for hosted/cloud-based PBX solutions, fixed line voice services and unified communications with integration to Microsoft Teams. It is intended to set up a multi-supplier, multiple lot framework.

**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**

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

Duration in months: 48

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: yes

#### **IV.2. Administrative information**

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

Date: 09/06/2022 Local time: 14:00

##### **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: 09/06/2023

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

Date: 09/06/2022 Local time: 14:00

### **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 Court

Town: Dublin 8

Country: Ireland

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

10/05/2022