

Ireland-Dublin: Computer support services
OJ S 147/2013 31/07/2013
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Tourism Ireland
Postal address: 5th Floor - Bishop's Square, Redmond's Hill
Town: Dublin
Postal code: 2
Country: Ireland
For the attention of: Hannah Hughes
E-mail: hhughes@tourismireland.com
Telephone: +353 14763474
Fax: +353 14763642

Internet address(es):

General address of the contracting authority: <http://www.tourismireland.com>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: Official name: Tourism Ireland

Postal address: Beresford House, 2 Beresford Road
Town: Coleraine
Postal code: BT52 1GE
Country: United Kingdom
Contact person: ICT Department
For the attention of: David McIntyre
E-mail: dmcintyre@tourismireland.com
Telephone: +44 2870359222
Internet address: <http://www.discoverireland.com>

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Other: Tourism Marketing

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 attributed to the contract by the contracting authority

CRT/DMI/2013/2 - Provision of On-site IT Support Services - Dublin Office.

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

Services

Service category No 7: Computer and related services

Main site or place of performance: Dublin, Ireland.

NUTS code IE Éire / Ireland

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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Tourism Ireland wishes to enter into a contract with a Supplier for Onsite IT Support Services in its Dublin Office.

Specifically the supplier will provide the following services:

— Work on any hardware faults that occur in the Dublin office or elsewhere if required remotely.

— Deal with primarily Dublin based user faults and requests.

— Provide support for a number of systems to include for example, Server 2008, Exchange 2010, SEP 11/12, EAS archiving, video conferencing, Commvault backups. This is not an exhaustive list; more systems will be added to this as the need arises.

— Assist in implementing ICT infrastructure projects with Tourism Ireland ICT team.

The Contract Period will be for two years subject to budget and annual performance review and other factors, with the option to extend annually for one further year, at Tourism Ireland's discretion.

II.1.6. CPV code(s)

72610000 Computer support services, 72222300 Information technology services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

The Contract Period will be for two years subject to budget and annual performance review and other factors, with the option to extend annually for one further year, at Tourism Ireland's discretion.

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Start 1.1.2014. Completion 1.1.2017

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

A grouping, if successful, must contract as a single entity, having joint and several liability.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: The tenderer will be requested in the Response document to provide proof of technical competence, to include examples, in the following systems /technology including details of the contracting authority to whom the services were supplied and the dates when they were supplied.

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Please refer to the documentation available for downloading from the etender website www.etenders.gov.ie

III.2.2. Economic and financial ability

List and brief description of conditions: Please refer to the documentation available for downloading from the etender website www.etenders.gov.ie

Minimum level(s) of standards possibly required: Please refer to the documentation available for downloading from the etender website www.etenders.gov.ie

III.2.3. Technical and professional ability

Minimum level(s) of standards possibly required:

The tenderer will be requested in the Response document to provide proof of technical competence, to include examples, in the following systems/technology including details of the contracting authority to whom the services were supplied and the dates when they were supplied.

1. Windows Server 2003.
2. Windows Server 2008.
3. Exchange 2010.
4. Windows 7.
5. Commvault.
6. Symantec Antivirus.
7. EAS/Zantaz email archiving solution.
8. Polycom Videoconferencing.
9. Virtual Environments.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. 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: yes

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.1.2. Information about the limits on the number of candidates to be invited

Envisaged minimum number 5: and Maximum number 8

Objective criteria for choosing the limited number of candidates: Minimum number of candidates is subject to the quality of applications received.

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

Onsite Dublin-DMCI-2013

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

26.8.2013 - 11:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

20.9.2013

IV.3.6. Languages in which tenders or requests to participate may be submitted

English.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

To receive more information about this tender, including any amendments and/or clarifications and to request any clarifications and/or to respond to this tender, you must register your interest to this tender on the following site: https://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=68261&B=ETENDERS_SIMPLE

These services are being tendered using a Restricted procedure.

The successful tenderer will be required to be present in Tourism Ireland's Dublin office.

Requests to Participate must be submitted in hard copy x 4 by the deadline stated. All hard copy must be sent in clearly marked envelopes to the return address stated.

Tourism Ireland cannot accept responsibility for applications that are lost or damaged in the post.

Late applications will not be accepted.

Tourism Ireland will not be responsible for costs, charges or expenses incurred by participants, whether or not a final contract is awarded.

Tourism Ireland is subject to the provisions of the Code of Practice on Freedom of Information for North South Implementation Bodies and Tourism Ireland.

Award of this contract will be subject to the winning Tenderer's compliance with the Fair Employment and Treatment (Northern Ireland) Order 1998 [if based in NI].

Award of this contract will be subject to selected candidate obtaining a Tax Clearance Certificate as required by the Irish Revenue Commissioners.

The contract will be subject to Irish law.

Tourism Ireland reserves the right without advance notice (and without giving reasons unless so required by law and without liability to the applicants) to amend or otherwise change the process or to terminate the process. This notice does not represent a commitment to enter into any contract(s).

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

26.7.2013