

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

OJ S 164/2013 24/08/2013

Contract notice

Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: The Pharmaceutical Society of Ireland

Postal address: PSI House, Fenian Street

Town: Dublin

Country: Ireland

For the attention of: Tim Hanrahan

E-mail: [tim.hanrahan@thepsi.ie](mailto:tim.hanrahan@thepsi.ie)

Telephone: +353 12184020

#### Internet address(es):

General address of the contracting authority: <http://www.thepsi.ie>

#### 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:** the abovementioned address

### I.2. Type of the contracting authority

Body governed by public law

### I.3. Main activity

Health

### 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

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### II.1. Description

#### II.1.1. Title attributed to the contract by the contracting authority

ICT2013 - Invitation to Tender for Outsourced ICT Helpdesk with transition to a Managed Cloud Service.

#### 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 IE021 Dublin

#### 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)**

The PSI invites tenders for a contract to cover Outsourced ICT Helpdesk with transition to a Managed ICT Cloud service. Onsite support services will be required at the level of 1.5 days per week. The requirements are for an outsourced Technical Support Helpdesk Service as set out in the tender document to support in-house ICT operations with a subsequent design and implementation of a managed cloud based strategy to underpin ICT operations and infrastructure including platforms and office applications in the first instance. Key business applications may be considered for the cloud platform at a later stage.

The contract will be for a maximum of 5 years and is being awarded under the open procedure. Full tender documents are available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie).

#### **II.1.6. CPV code(s)**

72000000 IT services: consulting, software development, Internet and support, 72250000 System and support services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 72253200 Systems support services, 72261000 Software support services, 72315000 Data network management and support services, 72610000 Computer support services

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

The procurement is covered by the Government Procurement Agreement: yes

#### **II.1.8. Lots**

This contract is divided into lots: yes  
Tenders may be submitted for one lot only

#### **II.1.9. Information about variants**

Variants will be accepted: yes

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

A managed helpdesk and user support service covering, hardware, software and infrastructure is required. Support must be provided from 8.00–18:00 Monday to Friday. However support services outside these hours may be required from time to time to meet the business activities of the organisation. It is anticipated that onsite support services will be required at the level of 1.5 days per week. This will be reviewed on an on-going basis.

#### **II.2.2. Information about options**

Options: yes

Description of options: The contract will be awarded for a 3 year period with the option at the discretion of PSI to extend for an additional maximum period of 2 years.

Provisional timetable for recourse to these options:  
in months: 36 (from the award of the contract)

#### **II.2.3. Information about renewals**

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

Duration in months: 60 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Invitation to Tender

**1) Short description**

**2) CPV code(s)**

72000000 IT services: consulting, software development, Internet and support, 72250000 System and support services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 72253200 Systems support services, 72261000 Software support services, 72315000 Data network management and support services, 72610000 Computer support services

**3) Quantity or scope**

**4) Indication about different time frame or duration**

**5) Additional information about lots**

**Section III: Legal, economic, financial and technical information**

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**III.1. Conditions related to the contract**

**III.1.1. Deposits and guarantees required**

Not applicable

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

To be agreed with the successful tenderer

**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 be prepared to 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: no

**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 tender document available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie) using RFT/System ID 78145.

**III.2.2. Economic and financial ability**

List and brief description of conditions: Please refer to the tender document available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie) using RFT/System ID 78145.

**III.2.3. Technical and professional ability**

List and brief description of conditions:

Please refer to the tender document available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie) using RFT/System ID 78145.

**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**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Open

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

#### **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**

eTenders Reference RFT ID 78145

#### **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**

1.10.2013 - 17:00

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

#### **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**

until: 1.10.2014

#### **IV.3.8. Conditions for opening of tenders**

## **Section VI: Complementary information**

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### **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**

- 1) Interested parties must register their interest on the eTenders web site ([www.etenders.gov.ie](http://www.etenders.gov.ie)) in order to be included on the mailing list for clarifications. All information relating to attachments, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal ([www.etenders.gov.ie](http://www.etenders.gov.ie)) only. Registration is free of charge. The contracting authority will not accept responsibility for information relayed (or not relayed) via third parties.
- 2) This is the sole call for competition for this service.
- 3) The contracting authority will not be responsible for any costs, charges or expenses incurred by candidates or tenderers.
- 4) Contract award will be subject to the approval of the competent authorities.
- 5) It will be a condition of award that candidates are tax compliant and are in a position to produce a valid tax clearance certificate from the Revenue Commissioners when requested.
- 6) If for any reason it is not possible to award the contract to the successful tenderer invited following the conclusion of this competitive process, the contracting authority reserves the right to award the contract to the next highest scoring tenderer during the tender validity period.
- 7) At its absolute discretion, the contracting authority may elect to terminate this procurement process at any time.
- 8) Please note in relation to all documents, that where reference is made to a particular standard, make, source, process, trademark, type or patent, that this is not to be regarded as a de facto requirement. In all such cases it should be understood that such indications are to be treated strictly and solely for reference purposes only, to which the words "or equivalent" will always be appended.
- 9) Without prejudice to the principle of equal treatment, the contracting authority is not obliged to engage in a clarification process in respect of tenders with missing or incomplete information. Therefore, tenderers are advised to ensure that they return fully completed responses in order to avoid the risk of elimination from the competition.

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=69479&B=ETENDERS\\_SIMPLE](https://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=69479&B=ETENDERS_SIMPLE)

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

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

Official name: The High Court  
Postal address: The Four Court, Inns Quay  
Town: Dublin  
Postal code: 7  
Country: Ireland  
Internet address: <http://www.courts.ie>

### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: The contracting authority will not conclude this reviewable public contract to which a standstill period applies in accordance with Irish Statutory Instrument SI 130 of 2010, until after the expiry of the standstill period which

commences on the day following the date of notification of concerned tenderers. The duration of the standstill period will be 14 calendar days where notifications are sent electronically or by fax and 16 calendar days where these are sent by any other means. The Statutory Instrument mentioned above provides that review procedures are available in the High Court to a person who has or has had an interest in obtaining the framework agreement (including the reviewable public contract and alleges that he or she has been harmed or is at risk of being harmed by an infringement of the law in relation to that reviewable public contract.

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

Official name: Consult a legal advisor

Country: Ireland

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

22.8.2013