

Ireland-Dublin: Technical support services

OJ S 115/2021 16/06/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Mental Health Commission

National registration number: N/A

Postal address: Waterloo Exchange

Town: Dublin 4

NUTS code: IE Éire / Ireland

Postal code: Waterloo Road

Country: Ireland

Contact person: Mark Phillips

E-mail: Mark.phillips@mhcirl.ie

Telephone: +353 16362400

Internet address(es):

Main address: <http://mhcirl.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1137>

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=190839&B=ETENDERS_SIMPLE

[PID=190839&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=190839&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=190839&B=ETENDERS_SIMPLE

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Regional or local agency/office

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Single Party Framework for the Provision of ICT External Support Services for the Mental Health Commission

Reference number: MHC/ ICT/ 12/06/2021

II.1.2. Main CPV code

71356300 Technical support services

II.1.3. Type of contract

Services

II.1.4. Short description

The MHC is issuing a request for tender (RFT) to suitably qualified ICT Support Providers to support the Commission's ICT infrastructure.

The key objectives of the ICT External Support Service will include but are not limited to:

- support and management of the Commission's infrastructure,
- proactive monitoring of servers, firewalls, switches, and intrusion detection,
- provide day to day user support (Monday to Friday 8 a.m. – 6 p.m.).

The aim of this tendering process is to appoint one provider only to support and manage all of the Commission's infrastructure.

II.1.5. Estimated total value**II.1.6. Information about lots**

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

71356300 Technical support services, 72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

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The aim of this tendering process is to appoint one provider only to support and manage all of the Commission's infrastructure.

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

Value excluding VAT: 0,01 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Contract duration 24 months with an option to extend for a further 24 months in increments of 12 months.

Estimated value of contract outlined in the Request for Tender.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.12. Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

N/A

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation**III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As outlined in the tender.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

As outlined in the tender.

Minimum level(s) of standards possibly required:

As outlined in the tender.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

As outlined in the tender.

Minimum level(s) of standards possibly required:

As outlined in the tender.

III.2. Conditions related to the contract**III.2.2. Contract performance conditions**

Contract performance will be measured and managed by way of agreed SLA's and KPI's and will be in line with the contract terms (attached).

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: 13/07/2021 Local time: 12:00

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: 01/08/2022

IV.2.7. Conditions for opening of tenders

Date: 13/07/2021 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

2023 / 2025

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Court Service of Ireland

Postal address: Inns Quay

Town: Dublin

Postal code: 7

Country: Ireland

VI.5. Date of dispatch of this notice

11/06/2021