

**Ireland-Dublin: Helpdesk and support services**

OJ S 147/2018 02/08/2018

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Competition and Consumer Protection Commission (CCPC)

National registration number: N/A

Postal address: Bloom House, Railway Street

Town: Dublin 1

NUTS code: IE Éire / Ireland

Postal code: Co.Dublin

Country: Ireland

Contact person: Sandra Rafferty

E-mail: [sandrarafferty@ccpc.ie](mailto:sandrarafferty@ccpc.ie)

Telephone: +353 14703672

**Internet address(es):**Main address: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/110732>Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/110732>**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=133217&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=133217&B=ETENDERS_SIMPLE)[PID=133217&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=133217&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=133217&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=133217&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**

Other activity: An independent statutory body with a dual mandate to enforce competition and consumer protection law in Ireland.

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

RFT for the Provision of an ICT Managed Service

**II.1.2.**

**Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Provision of an ICT managed service both on and off site along with ad hoc project work.

**II.1.5. Estimated total value**

Value excluding VAT: 490 000,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

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

72000000 IT services: consulting, software development, Internet and support, 72253100 Helpdesk services

**II.2.3. Place of performance**

NUTS code: IE061 Dublin

NUTS code: IE06 Eastern and Midland

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

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

Provision of an ICT managed service both on and off site along with ad hoc project work.

**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: 490 000,00 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:

The Contracting Authority reserves the right to extend the Term for a period or periods of up to 12 months with a maximum of two such extension or extensions on the same terms and conditions, subject to the Contracting Authority's obligations at law.

**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

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#### 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: 31/08/2018 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.2.7. Conditions for opening of tenders

Date: 31/08/2018 Local time: 12:00

### Section VI: Complementary information

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#### 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: Competition and Consumer Protection Commission

Postal address: Bloom House, Railway Street

Town: Dublin

Postal code: 1

Country: Ireland

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

01/08/2018