

Ireland-Dublin: Helpdesk and support services

OJ S 171/2017 07/09/2017

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Department of Jobs, Enterprise and Innovation

National registration number: N/A

Postal address: 23 Kildare Street

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: 2

Country: Ireland

Contact person: Patrick Ryan

E-mail: patrick.ryan@djei.ie

Telephone: +353 16312768

Internet address(es):

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1203>

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/rwlentrance_s.asp?PID=117828&B=ETENDERS_SIMPLE

[PID=117828&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=117828&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/rwlentrance_s.asp?PID=117828&B=ETENDERS_SIMPLE

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

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of ICT Helpdesk Services.

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

A highly efficient and professional ICT Helpdesk is required to support staff across the Department of Jobs, Enterprise and Innovation in achieving their business objectives. The technical capacity to deliver the service must be supported by a keen focus on quality customer service. The successful service provider will be expected to provide quality, on-site resources for the ICT Helpdesk to support, maintain, and enhance ICT services and to respond to a wide range of ICT related queries from staff by email, telephone or online.

II.1.5. Estimated total value

Value excluding VAT: 800 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Dublin.

II.2.4. Description of the procurement

A highly efficient and professional ICT Helpdesk is required to support staff across the Department of Jobs, Enterprise and Innovation in achieving their business objectives. The technical capacity to deliver the service must be supported by a keen focus on quality customer service. The successful service provider will be expected to provide quality, on-site resources for the ICT Helpdesk to support, maintain, and enhance ICT services and to respond to a wide range of ICT related queries from staff by email, telephone or online.

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: 800 000,00 EUR

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

Contract can be renewed annually for a further 12 months up to a maximum total contract length of 48 months.

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 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 stated in the procurement documents.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.3. 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

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: 10/10/2017 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

Duration in months: 2 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 10/10/2017 Local time: 12:00

Place:
Dublin.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic payment will be used

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Pat McCourt

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

04/09/2017