

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

**OJ S 149/2021 04/08/2021**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**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: IE061 Dublin

Postal code: Co.Dublin

Country: Ireland

Contact person: Margaret Zdun

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

Telephone: +353 14025568

**Internet address(es):**

Main address: [www.ccpc.ie](http://www.ccpc.ie)

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/rwlentrance\\_s.asp?PID=194672&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=194672&B=ETENDERS_SIMPLE)

[PID=194672&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=194672&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=194672&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=194672&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: Regulator

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**Section II: Object**

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

**II.1.1. Title**

ICT Managed Services

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

The CCPC wishes to appoint an experienced ICT managed services provider who can provide technical support and expertise to manage the CCPC's ICT infrastructure, systems and services.

### **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)**

72000000 IT services: consulting, software development, Internet and support, 72222300 Information technology services, 72253100 Helpdesk services, 72253200 Systems support services

### **II.2.3. Place of performance**

NUTS code: IE061 Dublin

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

Main site or place of performance: Dublin

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

The CCPC wishes to appoint an experienced ICT managed services provider who can provide technical support and expertise to manage the CCPC's ICT infrastructure, systems and services.

### **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: 24

This contract is subject to renewal: yes

Description of renewals:

2 X 12 months extensions possible

### **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

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#### 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:

Please refer to the procurement documents attached

##### 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

### 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: 07/09/2021 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.2.7. Conditions for opening of tenders

Date: 07/09/2021 Local time: 12:00

### Section VI: Complementary information

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#### VI.1. Information about recurrence

This is a recurrent procurement: no

#### VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

#### VI.3. Additional information

#### VI.4. Procedures for review

**VI.4.1. Review body**

Official name: High Court

Town: Dublin

Country: Ireland

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

30/07/2021