

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

**OJ S 153/2021 10/08/2021**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Health Information and Quality Authority (HIQA)

National registration number: N/A

Postal address: Unit 1301

Town: Mahon

NUTS code: IE Éire / Ireland

Postal code: CityGate

Country: Ireland

Contact person: Niamh O'Connor

E-mail: [noconnor@hiqa.ie](mailto:noconnor@hiqa.ie)

Telephone: +353 212409300

**Internet address(es):**

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/483>

**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=195007&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=195007&B=ETENDERS_SIMPLE)

[PID=195007&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=195007&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=195007&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=195007&B=ETENDERS_SIMPLE)

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

**I.4. Type of the contracting authority**

National or federal agency/office

**I.5. Main activity**

Health

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**Section II: Object**

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

**II.1.1. Title**

ICT-390 - Provision of Service desk and desk side Managed Services

Reference number: ICT-390

**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 Service desk and desk side Managed Services

**II.1.5. Estimated total value**

Value excluding VAT: 3 500 000,00 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: Ireland

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

Provision of Service desk and desk side Managed 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: 3 500 000,00 EUR

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

Duration in months: 36

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 2 such 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 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:  
as per 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

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

as per documents attached.

## **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: 09/09/2021 Local time: 15:00

#### **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: 09/03/2022

#### **IV.2.7. Conditions for opening of tenders**

Date: 09/09/2021 Local time: 15:00

Place:

eTenders

Information about authorised persons and opening procedure: Authorised HIQA staff

## **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: Central Office of the High Court

Postal address: Ground Floor (East Wing), Four Courts, Inns quay

Town: Dublin

Country: Ireland

E-mail: [HighCourtCentralOffice@courts.ie](mailto:HighCourtCentralOffice@courts.ie)

Telephone: +353 18886458

Internet address: <https://www.courts.ie/content/central-office-high-court>

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

This tender is covered by the application of the remedies directive and the relevant standstill period applicable.

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

05/08/2021