

Ireland-Dublin: Helpdesk and support services

OJ S 183/2018 22/09/2018

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Health and Social Care Professionals Council (CORU)

National registration number: N/A

Postal address: Infinity Building, George's Court, George's Lane

Town: Dublin

NUTS code: IE05 Southern

Postal code: Smithfield, D07 E98Y

Country: Ireland

Contact person: K. Gleeson

E-mail: procurement@coru.ie

Telephone: +353 0868189488

Internet address(es):Main address: <http://www.coru.ie>Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1368>**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=135465&B=ETENDERS_SIMPLE[PID=135465&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=135465&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=135465&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

Health

Section II: Object

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

Single Provider Framework Agreement for the Provision of ICT Managed Services

Reference number: 2018 CORU 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

On-Site ICT support and maintenance — the “support and maintenance” component is based upon an unconditional fixed price per annum. The annual fixed price is not subject to variation across the maximum 3 year term of the Framework Agreement.

Off-Site Helpdesk and ICT Support — the number of helpdesk tickets per month that the off-site helpdesk will need to support is estimated to be 100 per month. This off-site helpdesk support service will be utilised as a drawdown facility and will be based upon a fixed rate not subject to variation across the maximum 3 year term.

ICT Off-site monitoring service — the “remote monitoring” element covers the provision of a remote monitoring service of agreed ICT components (both hardware and application) during the term of the Framework Agreement.

The service provider may also be required for ad hoc assignments as agreed. A daily rate shall be provided by the service provider.

II.1.5. Estimated total value

Value excluding VAT: 230 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

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

71356300 Technical support services, 72000000 IT services: consulting, software development, Internet and support, 72253200 Systems support services, 72261000 Software support services, 72315000 Data network management and support services, 72600000 Computer support and consultancy services, 72610000 Computer support services, 72611000 Technical computer support services

II.2.3. Place of performance

NUTS code: IE052 South-East

NUTS code: IE0 Ireland

Main site or place of performance: Dublin

II.2.4. Description of the procurement

On-Site ICT support and maintenance — the “support and maintenance” component is based upon an unconditional fixed price per annum. The annual fixed price is not subject to variation across the maximum 3 year term of the Framework Agreement.

Off-Site Helpdesk and ICT support — the number of helpdesk tickets per month that the off-site helpdesk will need to support is estimated to be 100 per month. This off-site helpdesk support service will be utilised as a drawdown facility and will be based upon a fixed rate not subject to variation across the maximum 3 year term.

ICT Off-site monitoring service — the “remote monitoring” element covers the provision of a remote monitoring service of agreed ICT components (both hardware and application) during the term of the Framework Agreement.

The service provider may also be required for ad hoc assignments as agreed. A daily rate shall be provided by the service provider.

II.2.5. Award criteria

Criteria below

Cost criterion - Name: Cost / Weighting: 300

II.2.6. Estimated value

Value excluding VAT: 230 000,00 EUR

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

Duration in months: 24

This contract is subject to renewal: no

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

Workspace for general tenders in 2018.

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

The procurement involves the establishment of a framework agreement
Framework agreement with a single operator

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: 01/11/2018 Local time: 14:00

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: 01/04/2019

IV.2.7. Conditions for opening of tenders

Date: 01/11/2018 Local time: 14:00

Place:

Section VI: Complementary information

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: Health and Social Care Professionals Council

Postal address: Infinity Building, George's Lane

Town: Smithfield

Postal code: Dublin 7

Country: Ireland

E-mail: procurement@coru.ie

VI.5. Date of dispatch of this notice

20/09/2018