

Ireland-Dublin: Computer network services
OJ S 197/2018 12/10/2018
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Department of Business, Enterprise and Innovation

National registration number: N/A

Postal address: 23 Kildare Street

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Dublin 2

Country: Ireland

Contact person: Patrick Ryan

E-mail: patrick.ryan@dbei.gov.ie

Telephone: +353 16312768

Internet address(es):

Main address: <http://www.dbei.gov.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/rwlenrance_s.asp?PID=136118&B=ETENDERS_SIMPLE

[PID=136118&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=136118&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=136118&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

Cisco Support Services

II.1.2. Main CPV code

72700000 Computer network services

II.1.3. Type of contract

Services

II.1.4. Short description

The Department wishes to engage with a support provider to whom it can escalate Cisco hardware or software support calls that cannot be resolved in-house. The support provider will be required to have a defined call logging procedure that allows them to accept, log and track support calls. They will be expected to take ownership of the problem up to resolution regardless of the nature of the problem, such as interoperability with other vendors, new bug fix or hardware replacement.

The support provider will be required to ensure that the equipment under support is registered with its vendor and that the support organisation liaises with the vendor when the nature of the problem goes beyond the support providers competence or capability. Ownership of the problem throughout, remains with the support provider and it is this provider with whom lies the ultimate responsibility to either solve the problem or provide alternative workarounds.

II.1.5. Estimated total value

Value excluding VAT: 750 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

The Department wishes to engage with a support provider to whom it can escalate Cisco hardware or software support calls that cannot be resolved in-house. The support provider will be required to have a defined call logging procedure that allows them to accept, log and track support calls. They will be expected to take ownership of the problem up to resolution regardless of the nature of the problem, such as interoperability with other vendors, new bug fix or hardware replacement.

The support provider will be required to ensure that the equipment under support is registered with its vendor and that the support organisation liaises with the vendor when the nature of the problem goes beyond the support providers competence or capability. Ownership of the problem throughout, remains with the support provider and it is this provider with whom lies the ultimate responsibility to either solve the problem or provide alternative workarounds.

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: 750 000,00 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:

The contract may be extended for periods of 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 per the request for tender document.

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 the request for tender document.

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: 09/11/2018 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.2.6. 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: 09/11/2018 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 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

08/10/2018