

Ireland-Dublin: Information technology services

OJ S 209/2019 29/10/2019

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Enable Ireland Disability Services Ltd

National registration number: N/A

Postal address: 32F Rosemount Park Drive, Ballycoolin Road, Rosemount Business P

Town: Dublin

NUTS code: IE0 Ireland

Country: Ireland

Contact person: Ed Meagher

E-mail: emeagher@enableireland.ie

Telephone: +353 12184109

Internet address(es):Main address: <http://www.enableireland.ie/>Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1255>**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=156091&B=ETENDERS_SIMPLE[PID=156091&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=156091&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=156091&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**

Provision of IT Managed Services to Enable Ireland

Reference number: EI - IT Managed Services

II.1.2. Main CPV code

72222300 Information technology services

II.1.3. Type of contract

Services

II.1.4. Short description

Enable Ireland invites tenders from suitably qualified companies for the supply of IT services.

This tender is divided into two (2) lots:

Lot 1: IT Managed Services;

Lot 2: On-Site Helpdesk Personnel.

Note:

Lot 1 also includes the upgrade of Enable Ireland's data centre, a review of Enable Ireland's migration to the cloud and the implementation of a SIEM and SOC service.

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: yes

Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

IT Managed Services

Lot No: 1

II.2.2. Additional CPV code(s)

48800000 Information systems and servers, 50312600 Maintenance and repair of information technology equipment, 72267100 Maintenance of information technology software, 72500000 Computer-related services, 72510000 Computer-related management services, 72540000 Computer upgrade services, 72590000 Computer-related professional services, 72600000 Computer support and consultancy services, 72610000 Computer support services, 72710000 Local area network services

II.2.3. Place of performance

NUTS code: IE0 Ireland

Main site or place of performance: IRELAND.

II.2.4. Description of the procurement

The services below are currently outsourced to an external service provider under a managed service contract. These services must be taken over 'as is' by the successful tenderer.

- national data centre,
- office 365,
- intranet,
- software support,
- citrix,
- system administration,
- network support,
- security services,
- data backups,
- support and maintenance services,
- service management.

In addition, this lot also includes the upgrade of the Enable Ireland data centre and the projects and services listed below:

- data centre upgrade,
- hardware upgrade,
- backup system replacement,
- migration to cloud,
- managed security incident and event management service (SIEM).

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: 450 000,00 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 initial contract award will include a 3-year support contract with the option to extend annually for up to a further 2 years.

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

On-Site Helpdesk Personnel

Lot No: 2

II.2.2. Additional CPV code(s)

48800000 Information systems and servers, 50312600 Maintenance and repair of information technology equipment, 72267100 Maintenance of information technology software, 72500000 Computer-related services, 72510000 Computer-related management services, 72540000 Computer upgrade services, 72590000 Computer-related professional services, 72600000 Computer support and consultancy services, 72610000 Computer support services, 72710000 Local area network services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Dublin, IRELAND.

II.2.4. Description of the procurement

Enable Ireland requires 2 Helpdesk support staff to be based in Enable Ireland Sandymount to provide first line Helpdesk support to all Enable Ireland users.

The on-site helpdesk provides a central service for call logging, tracking, escalation and reporting to agreed SLAs.

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: 300 000,00 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 initial contract award will include a 3-year support contract with the option to extend annually for up to a further 2 years

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.1.2. 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

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: 29/11/2019 Local time: 17:00

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: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders
Date: 29/11/2019 Local time: 17:00

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: Noreen Dempsey

Postal address: Enable Ireland Head Office, 32F Rosemount Business Park, Ballycoolin Road

Town: Dublin 11

Country: Ireland

E-mail: ndempsey@enableireland.ie

VI.5. Date of dispatch of this notice

24/10/2019