

IRELAND - IT SERVICES: CONSULTING, SOFTWARE DEVELOPMENT, INTERNET AND SUPPORT - 2023/018 ENTERPRISE IRELAND REQUIRES THE SUPPLY AND INSTALL OF AN IT SERVICE MANAGEMENT (ITSM) SOLUTION

Contract or concession notice – standard regime

1. Buyer

1.1 Buyer

Official name: Enterprise Ireland

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Economic affairs

2. Procedure

2.1 Procedure

Title: 2023/018 Enterprise Ireland requires the supply and install of an IT Service Management (ITSM) Solution

Description: Establishment of a Single Party framework agreement for Supply and install of an ITSM (IT Service Management) solution.

Procedure identifier: bb293c9b-2bc6-44c7-96ad-14b5be393443

Type of procedure: Open

The procedure is accelerated: No

2.1.1 Purpose

Nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72600000 Computer support and consultancy services

Additional classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 79900000 Miscellaneous business and business-related services

2.1.3 Value

Estimated value excluding VAT: 0 EUR

Maximum value of the framework agreement: 180,000 EUR

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.5 Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 0

2.1.6 Grounds for exclusion

Fraud: Full details can be found in the Tender Documentation

5. Lot

5.1 Lot: LOT-0001

Title: 2023/018 Enterprise Ireland requires the supply and install of an IT Service Management (ITSM) Solution

Description: Establishment of a Single Party framework agreement for Supply and install of an ITSM (IT Service Management) solution.

Internal identifier: 2023/018

5.1.1 Purpose

Nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72600000 Computer support and consultancy services

Additional classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 79900000 Miscellaneous business and business-related services

5.1.5 Value

Estimated value excluding VAT: 180,000 EUR

Maximum value of the framework agreement: 180,000 EUR

5.1.6 General information

Reserved participation: Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA)

This procurement is also suitable for small and medium-sized enterprises (SMEs)

5.1.9 Selection criteria

Criterion:

Type: Economic and financial standing

Description: Full Details can be found in the Tender Documentation

5.1.11 Procurement documents

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=2675899>,

5.1.12 Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/eawarding/showTenderList.do?resourceId=2675899>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 2023-12-01Z 12:00:00Z

Information about public opening:

Date/time: 2023-12-01Z 12:30:00Z

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=2675899>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

Electronic invoicing: Required

Electronic ordering will be used

Electronic payment will be used

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system

No dynamic purchase system

Electronic auction:

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Enterprise Ireland

Organisation receiving requests to participate: Enterprise Ireland

Organisation processing tenders: Enterprise Ireland

8. Organisations

8.1 ORG-0001

Official name: Enterprise Ireland

Registration number: 00000000

Postal address: The Plaza, East Point Business Park

Town: Dublin

Postcode: D3 E5R6

Country: Ireland

Email: malcolm.kavanagh@enterprise-ireland.com

Telephone: +35317272000

Internet address: <https://www.enterprise-ireland.com/en/>

Buyer profile: <https://www.enterprise-ireland.com/en/>

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

8.1 ORG-0002

Official name: The High Court of Ireland

Registration number: The High Court of Ireland

Department: The High Court of Ireland

Postal address: Four Courts, Inns Quay, Dublin 7

Town: Dublin

Postcode: D07 WDX8

Country: Ireland

Email: HighCourtCentralOffice@courts.ie

Telephone: +353 1 8886000

Roles of this organisation:

Review organisation

8.1 ORG-0003

Official name: European Dynamics S.A.

Registration number: 002024901000

Department: European Dynamics S.A.

Town: Athens

Country: Greece

Email: eproc-esender@eurodyn.com

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

11. Notice information

11.1 Notice information

Notice identifier/version: 5d3cde92-cca5-4641-a66c-098efdea6622 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 2023-11-10Z 09:28:56Z

Languages in which this notice is officially available: English

11.2 Publication information