



REQUEST FOR TENDERS

ICT SUPPORT SERVICES

Limerick Twenty Thirty Strategic Development DAC

Tender information	Details
Contracting Authority	Limerick Twenty Thirty DAC (LTT)
Issue date	28 October 2026
Deadline for queries	18 November 2026 at 12:00 noon
Tender closing date and time	25 November 2026 at 12:00 noon
Submission method	Electronic tenderbox on eTenders
Contract term	Three years, with an option to extend by up to two further years
Maximum contract duration	Five years
Estimated maximum contract value	Approximately €175,000 excl. VAT, including extension options

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1. Introduction

1.1 Limerick Twenty Thirty DAC (LTT) is a property development company established as a special purpose vehicle of Limerick City and County Council to plan and deliver the development of key strategic sites across Limerick City and County. LTT operates as a separate entity and maintains its own governance, operational, and ICT environments.

1.2 LTT invites Tenders from suitably qualified economic operators for the provision of a reliable, secure and responsive managed ICT support service. The successful Tenderer will act as LTT's primary ICT support partner and provide end-to-end service management, technical support, monitoring, administration, security, reporting and advice.

1.3 The Services must support LTT's obligations relating to governance, data protection, cybersecurity, business continuity and appropriate management of company information and ICT assets.

2. The Contracting Authority

2.1 The contract for the Services will be with Limerick Twenty Thirty DAC, referred to in this RFT as the "Contracting Authority" or "LTT".

2.2 Further information on LTT is available at www.limerick2030.ie.

3. ICT Environment and Service Context

3.1 The information below is provided to assist Tenderers in understanding the current environment and preparing their service and pricing proposals. Quantities are approximate and may change during the contract.

Environment component	Current approximate quantity / position
Employees / supported users	Approximately 16
Microsoft 365 licences	Approximately 20

Environment component	Current approximate quantity / position
Microsoft 365 Copilot licences	Approximately 16
Microsoft Project licences	Approximately 8
Adobe licences	Approximately 16
Company domains	Approximately 2-3
Networked devices	Approximately 22, including servers, switches, computers/laptops, printers, access points and other networking equipment
Laptops / desktops	Approximately 17
Printers / multifunction devices	2 Printers (Supplier - M2 Printing)
Meeting rooms requiring ICT/AV support	2 Meeting Rooms
Telephony	Cloud-based telephone system, desk phones/headsets and associated app
Core cloud environment	Microsoft 365, Microsoft Entra ID and relevant Azure services

3.2 The successful Tenderer may also be requested to support LTT subsidiaries or associated companies. Existing entities form part of the current ICT environment and do not represent additional headcount beyond the user numbers stated above, although they may have separate domains, email addresses, licences or company registrations.

3.3 Any future subsidiary, associated company, business unit, material increase in users, devices, systems or service requirements not included in the current environment will be subject to an agreed scope, pricing proposal and LTT's written approval before work commences.

3.4 Tenderers should satisfy themselves as to the service solution required. An optional site visit may be arranged through the eTenders messaging facility.

4. Appointment and Contract

4.1 LTT intends to appoint one service provider under a single contract for the Services described in this RFT.

4.2 The initial contract term will be three years from the Effective Date. LTT may, at its sole discretion, extend the contract for up to two further years, giving a maximum total duration of five years, subject to satisfactory performance, budget availability and ongoing business needs.

4.3 The successful Tenderer will be required to enter into the Services Contract at Appendix C and comply with all applicable confidentiality, data protection and security requirements. If there is any conflict between the successful Tender and the Services Contract, the order of precedence stated in the Services Contract will apply.

4.4 The indicative annual value is approximately €35,000 exclusive of VAT. The estimated maximum value over the possible five-year term (including extension) is approximately €175,000 exclusive of VAT. These figures are for guidance only and do not guarantee any minimum value or volume of Services.

5. Service Requirements / Scope of Services

5.1 The successful Tenderer shall provide a single accountable managed ICT service. Tenderers must explain how each requirement will be delivered and must not respond only with a general statement of compliance.

5.2 ICT Helpdesk and End-User Support

- Email, telephone and online portal support, with all requests recorded in the Tenderer's ticket-management system.
- Diagnosis and timely resolution of ICT incidents and service requests.
- Clear ticket ownership, prioritisation, escalation and regular user updates.
- Microsoft 365 support, including Outlook, Teams, SharePoint and OneDrive.
- User-account administration, password resets and multifactor authentication support.

- New-starter, leaver, and device setup.
- Support for LTT ICT policies and procedures.

5.3 Infrastructure, Network and Systems Management

- Administration of Microsoft 365, Microsoft Entra ID and relevant Azure services.
- Management of user accounts, groups, permissions, mailboxes and licences.
- Management and monitoring of routers, switches and other agreed infrastructure.
- Operating-system, application and security patching.
- Microsoft Intune or equivalent device-management services.
- Connectivity and meeting-room technology support.
- Maintenance of current system, network and configuration documentation.

5.4 Cybersecurity and ICT Compliance

- Endpoint and identity threat detection and response.
- Email security, phishing protection and security-awareness support.
- Antivirus, device compliance, vulnerability monitoring and patch management.
- Secure identity, access and administrator-account management.
- Regular security reviews and Microsoft Secure Score or equivalent reporting.
- Prompt identification, escalation, containment and investigation of suspected security incidents.
- Support for LTT's data-protection, ICT security and business-continuity obligations.

5.5 Backup, Recovery and Business Continuity

- Monitoring and management of Microsoft 365 and other agreed backups.
- Investigation and resolution of backup failures.
- Data-restoration and system-recovery support.
- Maintenance of a documented disaster recovery plan for agreed systems.
- Annual disaster recovery and data-restoration testing, with written results and remedial actions.

5.6 Telephony and Communications Systems

- Administration and support of the telephone system and app.
- Extension setup, amendment and removal.
- Telephone provisioning, device configuration and call-routing administration.
- SIP-trunk management and troubleshooting.
- Support for desk phones, cloud-based telephony and headsets.

5.7 Hardware, Assets, Licensing and Suppliers

- Device configuration, deployment, replacement, migration and profile transfer.
- Hardware troubleshooting and warranty or repair coordination.
- Maintenance of an up-to-date ICT asset register.
- Administration of Microsoft 365, Adobe, Microsoft Project, Teams Room and other agreed licences.
- Domain registration, renewals and subscription management.
- Annual licence and subscription reviews, including cost-saving recommendations.
- Coordination with approved ICT, hardware, software and telecommunications suppliers.

6. Service Levels and Support Arrangements

6.1 Preferred support hours are Monday to Friday, 8.00 am to 6.00 pm, excluding public holidays. Tenderers must state their arrangements and rates for urgent out-of-hours support.

6.2 Suitably qualified personnel must be available in the Mid-West Region to attend LTT's office within one hour where remote resolution is not possible and LTT requests on-site attendance.

6.3 The recurring managed-service fee must include an agreed monthly allocation of remote support hours. Routine remote tickets, user support, new-starter setup, leaver offboarding, remote device support and meeting-room support must be included within that allocation.

6.4 Separately charged work is limited to the rates stated in the Pricing Schedule and requires LTT's prior written approval.

- On-site engineer attendance.
- Additional remote support above the monthly allocation.
- Urgent out-of-hours support.
- Complex device builds, data migrations or project activity.
- Office moves and other approved ICT projects.

7. Transition and Contract Management

7.1 Transition

The Tenderer must provide a transition plan for the secure and orderly transfer of services from the existing provider, including access, documentation, licences, domains, assets, supplier information, security controls and open tickets. The transition must minimise disruption to LTT.

7.2 Security and Access Control

All remote and administrator access must be authorised, secure, auditable and limited to approved personnel. Material system or security changes require LTT's prior written approval.

7.3 Service Management and Reporting

The Tenderer must provide a named Contract Manager, an accessible helpdesk and clear escalation to a Senior Engineer. A concise monthly report must cover ticket performance, significant or recurring issues, cybersecurity alerts, backup status, outstanding risks and agreed actions. Quarterly reviews will address licences, assets, lifecycle planning and service improvement.

7.4 Contract Exit

At the end of the contract, the Tenderer must provide a complete and secure handover to LTT or a replacement provider, including documentation, credentials, assets, licences, configuration information, supplier information and open matters.

8. Tender Instructions

Requirement	Instruction
Issue date	28 October 2026
Closing date and time	25 November 2026 at 12:00
Submission method	Electronic tenderbox on eTenders
Format	Single indexed Word or PDF document in the order set out in this RFT
Tender validity	90 days from the Tender Deadline
Variants	Not permitted
Queries	eTenders messaging facility only

8.1 Tenderers are responsible for allowing sufficient time to upload and submit all documents before the Tender Deadline.

8.2 LTT may seek clarifications or further information but is not obliged to permit correction of an omission or material non-compliance.

8.3 Each Tenderer shall bear all costs associated with preparing and submitting its Tender.

9. Tenderer Declaration and Exclusion Grounds

9.1 Tenderers must complete and sign the declaration in Section 13 confirming that no mandatory or discretionary exclusion grounds applicable to this competition apply to them.

9.2 The preferred Tenderer must provide any supporting information or evidence reasonably requested by LTT before contract award. Failure to provide satisfactory evidence may result in exclusion from the competition.

10. Selection Criteria

Tenderers will be assessed on a pass/fail basis against each Selection Criterion. Failure to satisfy any minimum requirement may result in exclusion from further evaluation.

10.1 Economic and Financial Standing

- Provide company name, registered address, contact details, and a brief company overview.
- Confirm annual turnover for each of the last three completed financial years.
- Demonstrate a minimum annual turnover of €100,000 in each of the last three completed financial years.
- Provide evidence on request, including signed or certified accounts or other appropriate financial information.
- Confirm the ability to obtain and maintain the insurance cover specified in Section 10.3 for the contract term.

10.2 Technical and Professional Ability

- Demonstrate at least three years' experience delivering managed ICT support services.
- Provide details of at least two comparable managed ICT support contracts completed or substantially delivered within the last three years.
- Each example must identify the client type, contract duration, approximate annual value, number of supported users/devices, scope of services, and a referee.
- At least one example must be of comparable scope and complexity to LTT, including Microsoft 365 administration, cybersecurity, backup/recovery, networking, endpoint management and user support.
- Demonstrate organisational capacity, including a service desk, senior escalation and sufficient suitably qualified personnel to maintain continuity and meet the required service levels.
- Confirm that suitably qualified on-site resources are available in the Mid-West Region to meet the attendance requirement in Section 6.2.
- Details of the proposed Contract Manager, Senior Engineer and support team should be provided under Award Criterion B.

10.3 Insurance

The preferred Tenderer must, before contract award and throughout the contract term, maintain insurance appropriate to the Services.

Insurance type	Minimum level
Employers' Liability	Minimum €13,000,000 per claim
Public Liability	Minimum €6,500,000 per claim
Professional Indemnity / Technology Errors and Omissions	Minimum €2,000,000 per claim
Cyber Liability	Minimum €2,000,000 per claim

Tenderers must confirm at tender stage that the required cover can be obtained. Evidence of cover will be required from the preferred Tenderer before contract award.

11. Tender Evaluation and Award Criteria

11.1 Tenders that satisfy all Selection Criteria will be evaluated on the basis of the most economically advantageous tender using the following criteria and marks:

Award criterion	Maximum marks	Minimum qualifying score
A. Proposed ICT Service and Customer Support Model	20	10
B. Proposed Team and Technical Resources	20	10
C. Service Delivery, ICT Security and Business Continuity	30	15
D. Ultimate Cost	30	Not applicable
TOTAL	100	

Tenderers must achieve at least 50% of the available marks in each quality criterion A, B and C. A Tender that fails a quality threshold will not proceed to final ranking.

Criterion A: Proposed ICT Service and Customer Support Model (20 marks)

Tenderers must describe how they will deliver Sections 5 and 6, including helpdesk operation, ticket ownership, prioritisation, escalation, communications, service hours, remote and on-site support, ticket-management systems and service-quality monitoring.

Criterion B: Proposed Team and Technical Resources (20 marks)

Tenderers must provide a CV for the proposed Contract Manager and details of the Senior Engineer, service-desk team and supporting engineers who will deliver the contract. The response must explain each person's role, qualifications, experience, availability and specific relevance to LTT's environment and requirements.

Criterion C: Service Delivery, ICT Security and Business Continuity (30 marks)

Tenderers must describe their approach to mobilisation, handover, reporting and contract exit; cybersecurity monitoring, endpoint and identity protection, patching and incident response; backup, disaster recovery, annual recovery testing and remedial reporting.

Criterion D: Ultimate Cost (30 marks)

The Total Evaluated Tender Price will be calculated over the maximum five-year contract duration and will comprise: 60 months of guaranteed monthly charges; annual licence and domain costs for five years; one-off transition and exit costs; and evaluated ad hoc costs using the notional quantities in Section 14. The notional quantities are for evaluation only and do not guarantee any volume of work.

The lowest Total Evaluated Tender Price will receive 30 marks. Other compliant Tenders will be scored using the following formula:

$$\text{Cost score} = (\text{Lowest Total Evaluated Tender Price} \div \text{Tenderer's Total Evaluated Tender Price}) \times 30$$

Quality Scoring Scale

Score	Description
0	No response or wholly unacceptable
1	Very poor response with major deficiencies

Score	Description
2	Poor response with significant deficiencies
3	Acceptable response meeting the requirement
4	Good response exceeding the requirement in relevant respects
5	Excellent and comprehensive response offering clear added value

Quality responses will be scored from 0 to 5 and converted to the available marks for the relevant criterion. Responses to each quality criterion should not exceed two single-sided A4 pages using a minimum font size of 10. CVs and clearly identified supporting schedules may be excluded from this limit.

12. Queries and Clarifications

12.1 All queries must be submitted through eTenders no later than 18 November 2026 at 12:00 noon Tenderers must not contact LTT staff directly regarding the competition.

12.2 Responses may be issued to all registered Tenderers. LTT may amalgamate similar queries, update the procurement documents or extend the Tender Deadline where appropriate.

13. Tenderer Confirmation and Declarations

By signing below, the Tenderer confirms that it has examined the RFT; accepts the requirements; has provided accurate information; has disclosed actual or potential conflicts of interest; is not subject to an applicable exclusion ground; can meet the Selection Criteria and insurance requirements; and will enter into the Services Contract if appointed.

Field	Tenderer response
Legal name	
Registered address	
Lead contact name and title	
Email and telephone	
Consortium members / relied-upon entities	
Authorised signature	
Print name	
Date	

14. Pricing Schedule

LTT currently has approximately 16 employees. Tenderers must state all assumptions. All prices and totals must be stated in euro, exclusive of VAT. Licence and subscription prices must be based on prices available at the Tender Deadline. Tenderers are not required to hold third-party vendor prices fixed for five years; any later change must reflect the underlying vendor change, be evidenced, carry only the disclosed mark-up or administration fee, and receive LTT's prior written approval.

A. Guaranteed Monthly Costs

Item	Pricing component	Basis	Monthly cost excl. VAT	60-month cost excl. VAT
A1	Managed ICT service fee	Fixed monthly fee	€ _____	€ _____
A2	Remote support included	State hours included per month	Included	Included

Item	Pricing component	Basis	Monthly cost excl. VAT	60-month cost excl. VAT
A3	Other guaranteed monthly charge	Provide details	€ _____	€ _____
	TOTAL GUARANTEED COST	Monthly cost × 60	€ _____	€ _____

B. Licences, Domains and One-Off Costs

Item	Pricing component	Basis	Year 1 cost excl. VAT	Five-year evaluated cost excl. VAT
B1	Microsoft 365 licences	Approx. 20 per year; current unit price	€ _____	€ _____
B2	Microsoft 365 Copilot licences	Approx. 16 per year; current unit price	€ _____	€ _____
B3	Microsoft Project licences	Approx. 8 per year; current unit price	€ _____	€ _____
B4	Adobe licences	Approx. 16 per year; current unit price	€ _____	€ _____
B5	Domain registration and renewal	Approx. 2-3 domains per year	€ _____	€ _____
B6	Transition from existing provider	One-off fixed charge in Year 1	€ _____	€ _____
B7	Contract exit and handover	One-off fixed evaluated charge	€ _____	€ _____
B8	Other mandatory charge	Provide details	€ _____	€ _____
	TOTAL		€ _____	€ _____

C. Ad Hoc Rates and Evaluation Quantities

The quantities below are notional and are used only to compare Tenders. They do not represent a commitment by LTT to purchase any minimum volume.

Item	Service	Rate basis	Tendered rate excl. VAT	Notional quantity per year	Five-year evaluated cost excl. VAT
C1	Additional remote support	Hourly	€ _____	20 hours	€ _____
C2	On-site engineer support	One-hour rate incl. travel/expenses	€ _____	4 visits	€ _____
C3	On-site engineer support	Half-day rate incl. travel/expenses	€ _____	2 half-days	€ _____
C4	On-site engineer support	Full-day rate incl. travel/expenses	€ _____	2 days	€ _____
C5	Urgent out-of-hours support	Hourly / stated basis	€ _____	5 hours	€ _____
C6	Complex device build, migration or project support	Hourly	€ _____	20 hours	€ _____

Item	Service	Rate basis	Tendered rate excl. VAT	Notional quantity per year	Five-year evaluated cost excl. VAT
C7	Hardware procurement	Fixed fee or % mark-up	€ / % ____	€5,000 annual hardware spend	€ ____
C8	Other ad hoc charge	Provide details	€ ____		€ ____
	TOTAL EVALUATED AD HOC COST				€ ____

For tender evaluation purposes only, LTT will apply the notional quantities set out above. These quantities are not a commitment to purchase services and are used solely to ensure all tenderers are evaluated on a consistent basis.

D. Total Evaluated Tender Price

Cost category	Five-year cost excl. VAT
Guaranteed monthly costs: 60 months	€ ____
Licences and domains: five years	€ ____
Transition and contract-exit costs	€ ____
Evaluated ad hoc costs: five years	€ ____
TOTAL EVALUATED TENDER PRICE	€ ____

Pricing Assumptions and Exclusions

Tenderers must state all assumptions, exclusions, minimum charges, proposed indexation, third-party vendor pricing arrangements, licence mark-ups or administration fees and any other mandatory charges.
