

# IRELAND: TECHNICAL SUPPORT SERVICES REQUEST FOR TENDERS FOR THE PROVISION OF ICT SUPPORT SERVICES

Contract or concession notice – standard regime

## 1 Buyer

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### 1.1 Buyer

*Official name:* Office of Public Works (OPW)  
*Legal type of the buyer:* Body governed by public law  
*Activity of the contracting authority:* General public services

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## 2 Procedure

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### 2.1 Procedure

*Title:* Request for Tenders for the Provision of ICT Support Services  
*Description:* The Office of Public Works (OPW) invites responses ( Tenders) to this request for Tenders ( RFT) from economic operators for the provision of an on -site ICT support team at its offices in Trim, Co.Meath ( Jonathan Swift Street) and Dublin ( No.1 Georges Quay and Dublin Castle). The team shall provide front -line Helpdesk support along with back-end infrastructure support services and email management. One single team is required. Appendix 1a to this RFT "Requirements and Specifications" describes further the services required. Also Appendix 1b "Resources Required" describes the roles to be performed together with skills and experience required  
*Procedure identifier:* 0c9189ad-e5ae-4b6b-8c8a-5854dcebae56  
*Type of procedure:* Open  
*The procedure is accelerated:* no  
*Justification for the accelerated procedure:*  
*Main features of the procedure:*

#### 2.1.1 Purpose

*Main nature of the contract:* Services  
*Main classification (cpv):* 71356300 Technical support services

#### 2.1.2 Place of performance

*Country:* Ireland  
Anywhere in the given country

#### 2.1.3 Value

*Estimated value excluding VAT:* 5 000 000 Euro

#### 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

Agreements with other economic operators aimed at distorting competition: 0000

5 Lot

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#### 5.1 Lot technical ID: LOT-0001

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*Description:* The Office of Public Works (OPW) invites responses ( Tenders) to this request for Tenders ( RFT) from economic operators for the provision of an on -site ICT support team at its offices in Trim, Co.Meath ( Jonathan Swift Street) and Dublin ( No.1 Georges Quay and Dublin Castle). The team shall provide front -line Helpdesk support along with back-end infrastructure support services and email management. One single team is required. Appendix 1a to this RFT "Requirements and Specifications" describes further the services required. Also Appendix 1b "Resources Required" describes the roles to be performed together with skills and experience required

*Internal identifier:* 0

##### 5.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 71356300 Technical support services

##### 5.1.2 Place of performance

*Country:* Ireland

Anywhere in the given country

*Additional information:*

##### 5.1.3 Estimated duration

*Start date:* 31/01/2025

*Duration:* 24 Month

##### 5.1.5 Value

*Estimated value excluding VAT:* 5 000 000 Euro

##### 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):* no

##### 5.1.7 Strategic procurement

*Aim of strategic procurement:* No strategic procurement

*Approach to reducing environmental impacts:* Other

##### 5.1.9 Selection criteria

*Criterion:*

*Type:* Technical and professional ability

*The criteria will be used to select the candidates to be invited for the second stage of the procedure*

##### 5.1.11 Procurement documents

*Languages in which the procurement documents are officially available:* English

*Languages in which the procurement documents (or their parts) are unofficially available:* English

*Deadline for requesting additional information:* 18/10/2024 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=4376434>

#### 5.1.12 Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=4376434>

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

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 08/11/2024 12:00 +01:00

Information about public opening:

Opening date: 08/11/2024 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=4376434>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

#### 5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

Electronic auction: no

Description: 0000

#### 5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: Office of Public Works (OPW)

Organisation receiving requests to participate: Office of Public Works (OPW)

Organisation processing tenders: Office of Public Works (OPW)

TED eSender: European Dynamics S.A.

### 8 Organisations

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#### 8.1 ORG-0001

Official name: Office of Public Works (OPW)

Registration number: 0000

Postal address: Jonathan Swift Street TRIM

Town: Trim

Postcode: C15 NX36

Country: Ireland

Email: [INFO@OPW.IE](mailto:INFO@OPW.IE)

Telephone: +353 46 942 2000

Internet address: <https://www.gov.ie/en/organisation/office-of-public-works/>

Buyer profile: <https://www.gov.ie/en/organisation/office-of-public-works/> <https://www.gov.ie/en/organisation/office-of-public-works/>

*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](mailto: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](mailto:eproc-esender@eurodyn.com)

*Telephone:* +30 2108094500

*Roles of this organisation:*

*TED eSender*

## 11 Notice information

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### **11.1 Notice information**

*Notice identifier/version:* 8bf8dd21-dfae-41b4-8cd5-c2e5705d29bf - 01

*Form type:* Competition

*Notice type:* Contract or concession notice – standard regime

*Notice dispatch date:* 26/09/2024 17:00 +01:00

*Languages in which this notice is officially available:* English

### **11.2 Publication information**