

Ireland: Software support services

Single Party Framework Agreement for the Provision of Services for a Managed Service Support Citrix Partner with Associated services for Dublin City Council

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Dublin City Council

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Single Party Framework Agreement for the Provision of Services for a Managed Service Support Citrix Partner with Associated services for Dublin City Council

Description: Dublin City Council (DCC) wishes to invite tenders using the Open Procedure to establish a Single Party Framework Agreement for the provision of a Partner for a Citrix Support Managed Service and associated services contract. DCC run and operate a variety of IT environments and platforms, however we are moving towards a more Microsoft Centred Operating Environment which may include a Microsoft Virtual Desktop Solution, over the lifetime of this contract so the number of Citrix users will decrease. This is a full manage service with proactive management of the entire Citrix infrastructure and associated hardware/software and services. This Single Party Framework Agreement will be established for a period of four years. An initial contract for the managed service will be for two years with an option to extend for an additional two years (one year at time, following satisfactory performance of the successful tenderer). Additional support contracts may be drawn down during the framework, at the sole discretion of Dublin City Council. . Please note that this project is subject to funding. For further information please refer to documentation available to download from www.etenders.gov.ie Resource ID 5245718.

Procedure identifier: 9ca0bf3c-08d8-4069-94c8-411408627b83

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): 72261000 Software support services

Additional classification (cpv): 72266000 Software consultancy services

Additional classification (cpv): 72263000 Software implementation services

Additional classification (cpv): 72265000 Software configuration services

Additional classification (cpv): 72267000 Software maintenance and repair services

Additional classification (cpv): 72268000 Software supply services

Additional classification (cpv): 72267200 Repair of information technology software

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Maximum value of the framework agreement: 4 000 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Single Party Framework Agreement for the Provision of Services for a Managed Service Support Citrix Partner with Associated services for Dublin City Council

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

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5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 4 Year

5.1.5 Value

Estimated value excluding VAT: 4 000 000 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): yes

Additional information: 1. Suppliers must register their interest on the Irish Government procurement opportunities portal www.etenders.gov.ie in order to be included on the mailing list for clarifications. 2. Please note that all information relating to attachments, including clarifications and changes, will be published on www.etenders.gov.ie only. Registration is free of charge. DCC will not accept responsibility for information relayed (or not relayed) via third parties. 3. Submission information: • Submissions must be sent via the eTenders website (CfT ID: 5245718), online tender facility ONLY. • Tenders submitted by any other means (including but not limited to by email, fax, post or hand delivery) will NOT be accepted • Please note that the eTenders electronic tender facility closes at the stated date and time precisely. It is the responsibility of Applicants / Tenderers to use the tender facility correctly, which includes taking responsibility for the safe and timely delivery of the tender. • Please ensure that you allow adequate time for uploading your documentation. • Should you experience difficulty when uploading documents or have any queries regarding the tender submission, please contact eTenders directly via phone +353 818001459 Email irish-eproc-helpdesk@eurodyn.com or select 'Contact Us' on the home page. • The Contracting Authority will not be responsible if an economic operator fails to upload their documentation or if the uploaded file(s) is/are corrupted and cannot be read by Dublin City Council. • In order to facilitate assessment, Applicants / Tenderers are kindly requested to submit a single attachment inclusive of the completed questionnaire(s)/ tender(s) and all related appendices. • In order to download all documents associated with a particular Call for Tender, Economic Operators must express an interest in the Call for Tender by associating a user from your organisation with the CfT. 4. Economic Operators should note the following when making their submission: • In order to submit a document to the electronic tender facility you must first accept the agreement for a Call for Tender and confirm the validity of your user details. • This will launch the online Tender Preparation Tool where you can create your tender online and prepare your tender response for submission. • There is a maximum upload limit of 100MB per tender submission. • After submitting a response, the response may be modified and re-submitted as many times as may be necessary until the CfT deadline has expired. • The 'Submit' button will be disabled automatically upon the expiration of the response deadline. 5. All queries must be submitted through the messaging facility on www.etenders.gov.ie. Resource ID: 5245718, and must be in question format. Responses will be circulated to those that have registered an interest in this notice on www.etenders.gov.ie. The details of the party making the query will not be disclosed when circulating the response. All queries must be submitted by 12 noon (Irish time) Wednesday 22nd April 2025 to enable issue of responses to all interested parties. 6. Refer to document 'Additional Information' available to download from www.etenders.gov.ie using Resource ID 5245718 for further information.

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

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

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=5245718>

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=5245718>

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: 06/05/2025 12:00 +00:00

Deadline until which the tender must remain valid: 12 Month

Information about public opening:

Opening date: 06/05/2025 12:30 +00:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=5245718>

Terms of contract:

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

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland -

Organisation providing offline access to the procurement documents: Dublin City Council -

Organisation providing more information on the review procedures: The High Court of Ireland -

Organisation receiving requests to participate: Dublin City Council -

Organisation processing tenders: Dublin City Council -

8 Organisations

8.1 ORG-0001

Official name: Dublin City Council

Registration number: IE47732154U

Postal address: Civic Offices, Wood Quay

Town: Dublin

Postcode: D08 RF3F

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: davidp.oneill@dublincity.ie

Telephone: 01 2222222

Internet address: <https://www.dublincity.ie>

Buyer profile: <https://www.dublincity.ie>

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 subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: HighCourtCentralOffice@courts.ie

Telephone: +353 1 8886000

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1 ORG-0003

Official name: European Dynamics S.A.

Registration number: 002024901000

Department: European Dynamics S.A.

Town: Athens

Postcode: 15125

Country subdivision (NUTS): Βόρειος Τομέας Αθηνών (EL301)

Country: Greece

Email: eproc-esender@eurodyn.com

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 86315790-737e-4384-9e68-45a0d4eb2bdb - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 14/03/2025 09:26 +00:00

Languages in which this notice is officially available: English