

# Ireland: Information technology services ICT Managed Services Provider(s) - five lots

Contract or concession notice – standard regime

1 Buyer

---

## 1.1 Buyer

*Official name:* the Irish Aviation Authority

*Legal type of the buyer:* Body governed by public law

*Activity of the contracting authority:* General public services

2 Procedure

---

## 2.1 Procedure

*Title:* ICT Managed Services Provider(s) - five lots

*Description:* ICT Managed Services Provider(s) - five lots.

*Procedure identifier:* d902334c-83b8-4bb6-9533-7cf7bdf5b17

*Type of procedure:* Open

*The procedure is accelerated:* no

### 2.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 72222300 Information technology services

*Additional classification (cpv):* 32524000 Telecommunications system

*Additional classification (cpv):* 64200000 Telecommunications services

*Additional classification (cpv):* 72590000 Computer-related professional services

*Additional classification (cpv):* 48800000 Information systems and servers

*Additional classification (cpv):* 48900000 Miscellaneous software package and computer systems

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

*Additional classification (cpv):* 72100000 Hardware consultancy services

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

*Additional classification (cpv):* 72253000 Helpdesk and support services

*Additional classification (cpv):* 72253100 Helpdesk services

*Additional classification (cpv):* 72300000 Data services

*Additional classification (cpv):* 72400000 Internet services

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

*Additional classification (cpv):* 72610000 Computer support services

*Additional classification (cpv):* 72611000 Technical computer support services

*Additional classification (cpv):* 72700000 Computer network services

*Additional classification (cpv):* 72910000 Computer back-up services

*Additional classification (cpv):* 72900000 Computer back-up and catalogue conversion services

*Additional classification (cpv):* 79820000 Services related to printing

*Additional classification (cpv):* 32412100 Telecommunications network

*Additional classification (cpv):* 72710000 Local area network services

### 2.1.2 Place of performance

*Country subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

### **2.1.3 Value**

*Estimated value excluding VAT: 0 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: 5*

*The tenderer must submit tenders for all lots*

*Terms of contract:*

*Maximum number of lots for which contracts can be awarded to one tenderer: 5*

5 Lot

---

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

*Title: IT Operations and Helpdesk*

*Description: ICT Managed Services Provider(s) - five lots.*

*Internal identifier: 1*

### **5.1.1 Purpose**

*Main nature of the contract: Services*

*Main classification (cpv): 72222300 Information technology services*

*Additional classification (cpv): 32524000 Telecommunications system*

*Additional classification (cpv): 64200000 Telecommunications services*

*Additional classification (cpv): 72590000 Computer-related professional services*

*Additional classification (cpv): 48800000 Information systems and servers*

*Additional classification (cpv): 48900000 Miscellaneous software package and computer systems*

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

*Additional classification (cpv): 72100000 Hardware consultancy services*

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

*Additional classification (cpv): 72253000 Helpdesk and support services*

*Additional classification (cpv): 72253100 Helpdesk services*

*Additional classification (cpv): 72300000 Data services*

*Additional classification (cpv): 72400000 Internet services*

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

*Additional classification (cpv): 72610000 Computer support services*

*Additional classification (cpv): 72611000 Technical computer support services*

*Additional classification (cpv): 72700000 Computer network services*

*Additional classification (cpv): 72910000 Computer back-up services*

*Additional classification (cpv): 72900000 Computer back-up and catalogue conversion services*

*Additional classification (cpv): 79820000 Services related to printing*

*Additional classification (cpv): 32412100 Telecommunications network*

*Additional classification (cpv): 72710000 Local area network services*

### **5.1.2 Place of performance**

*Country subdivision (NUTS): Dublin (IE061)*

*Country: Ireland*

*Additional information:*

### **5.1.3 Estimated duration**

*Duration:* 60 Month

### **5.1.5 Value**

*Estimated value excluding VAT:* 0 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

### **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

*Deadline for requesting additional information:* 23/09/2025 17:00 +01:00

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6180460>

### **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=6180460>

*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:* 30/09/2025 12:00 +01:00

*Deadline until which the tender must remain valid:* 180 Day

*Information about public opening:*

*Opening date:* 30/09/2025 12:30 +01:00

*Place:* <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6180460>

*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

### **5.1.16 Further information, mediation and review**

*Review organisation:* The High Court of Ireland

*Organisation providing offline access to the procurement documents:* the Irish Aviation Authority

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

*Organisation receiving requests to participate:* the Irish Aviation Authority

*Organisation processing tenders:* the Irish Aviation Authority

## **5.1 Lot technical ID: LOT-0002**

*Title:* Network and Security

*Description:* ICT Managed Services Provider(s) - five lots.

*Internal identifier:* 2

### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 72222300 Information technology services

*Additional classification (cpv):* 32524000 Telecommunications system

*Additional classification (cpv):* 64200000 Telecommunications services

*Additional classification (cpv):* 72590000 Computer-related professional services

*Additional classification (cpv):* 48800000 Information systems and servers

*Additional classification (cpv):* 48900000 Miscellaneous software package and computer systems

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

*Additional classification (cpv):* 72100000 Hardware consultancy services

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

*Additional classification (cpv):* 72253000 Helpdesk and support services

*Additional classification (cpv):* 72253100 Helpdesk services

*Additional classification (cpv):* 72300000 Data services

*Additional classification (cpv):* 72400000 Internet services

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

*Additional classification (cpv):* 72610000 Computer support services

*Additional classification (cpv):* 72611000 Technical computer support services

*Additional classification (cpv):* 72700000 Computer network services

*Additional classification (cpv):* 72910000 Computer back-up services

*Additional classification (cpv):* 72900000 Computer back-up and catalogue conversion services

*Additional classification (cpv):* 79820000 Services related to printing

*Additional classification (cpv):* 32412100 Telecommunications network

*Additional classification (cpv):* 72710000 Local area network services

### **5.1.2 Place of performance**

*Country subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

*Additional information:*

### **5.1.3 Estimated duration**

*Duration:* 60 Month

### **5.1.5 Value**

*Estimated value excluding VAT:* 0 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

### **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

Deadline for requesting additional information: 23/09/2025 17:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6180460>

#### **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=6180460>

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: 30/09/2025 12:00 +01:00

Deadline until which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 30/09/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCFTWS.do?resourceId=6180460>

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

#### **5.1.16 Further information, mediation and review**

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: the Irish Aviation Authority

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

Organisation receiving requests to participate: the Irish Aviation Authority

Organisation processing tenders: the Irish Aviation Authority

#### **5.1 Lot technical ID: LOT-0003**

Title: Security Monitoring

Description: ICT Managed Services Provider(s) - five lots.

Internal identifier: 3

#### **5.1.1 Purpose**

Main nature of the contract: Services

Main classification (cpv): 72222300 Information technology services

Additional classification (cpv): 32524000 Telecommunications system

Additional classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 72590000 Computer-related professional services

Additional classification (cpv): 48800000 Information systems and servers

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems

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

Additional classification (cpv): 72100000 Hardware consultancy services

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

*Additional classification (cpv): 72253000 Helpdesk and support services*  
*Additional classification (cpv): 72253100 Helpdesk services*  
*Additional classification (cpv): 72300000 Data services*  
*Additional classification (cpv): 72400000 Internet services*  
*Additional classification (cpv): 72600000 Computer support and consultancy services*  
*Additional classification (cpv): 72610000 Computer support services*  
*Additional classification (cpv): 72611000 Technical computer support services*  
*Additional classification (cpv): 72700000 Computer network services*  
*Additional classification (cpv): 72910000 Computer back-up services*  
*Additional classification (cpv): 72900000 Computer back-up and catalogue conversion services*  
*Additional classification (cpv): 79820000 Services related to printing*  
*Additional classification (cpv): 32412100 Telecommunications network*  
*Additional classification (cpv): 72710000 Local area network services*

### **5.1.2 Place of performance**

*Country subdivision (NUTS): Dublin (IE061)*  
*Country: Ireland*  
*Additional information:*

### **5.1.3 Estimated duration**

*Duration: 60 Month*

### **5.1.5 Value**

*Estimated value excluding VAT: 0 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*

### **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*  
*Deadline for requesting additional information: 23/09/2025 17:00 +01:00*  
*Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6180460>*

### **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=6180460>*  
*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: 30/09/2025 12:00 +01:00*  
*Deadline until which the tender must remain valid: 180 Day*  
*Information about public opening:*  
*Opening date: 30/09/2025 12:30 +01:00*  
*Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6180460>*

*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

**5.1.16 Further information, mediation and review**

*Review organisation: The High Court of Ireland*

*Organisation providing offline access to the procurement documents: the Irish Aviation Authority*

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

*Organisation receiving requests to participate: the Irish Aviation Authority*

*Organisation processing tenders: the Irish Aviation Authority*

**5.1 Lot technical ID: LOT-0004**

*Title: Managed Print*

*Description: ICT Managed Services Provider(s) - five lots.*

*Internal identifier: 4*

**5.1.1 Purpose**

*Main nature of the contract: Services*

*Main classification (cpv): 7222300 Information technology services*

*Additional classification (cpv): 32524000 Telecommunications system*

*Additional classification (cpv): 64200000 Telecommunications services*

*Additional classification (cpv): 72590000 Computer-related professional services*

*Additional classification (cpv): 48800000 Information systems and servers*

*Additional classification (cpv): 48900000 Miscellaneous software package and computer systems*

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

*Additional classification (cpv): 72100000 Hardware consultancy services*

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

*Additional classification (cpv): 72253000 Helpdesk and support services*

*Additional classification (cpv): 72253100 Helpdesk services*

*Additional classification (cpv): 72300000 Data services*

*Additional classification (cpv): 72400000 Internet services*

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

*Additional classification (cpv): 72610000 Computer support services*

*Additional classification (cpv): 72611000 Technical computer support services*

*Additional classification (cpv): 72700000 Computer network services*

*Additional classification (cpv): 72910000 Computer back-up services*

*Additional classification (cpv): 72900000 Computer back-up and catalogue conversion services*

*Additional classification (cpv): 79820000 Services related to printing*

*Additional classification (cpv): 32412100 Telecommunications network*

*Additional classification (cpv): 72710000 Local area network services*

**5.1.2 Place of performance**

*Country subdivision (NUTS): Dublin (IE061)*

Country: Ireland

Additional information:

### **5.1.3 Estimated duration**

Duration: 60 Month

### **5.1.5 Value**

Estimated value excluding VAT: 0 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

### **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

Deadline for requesting additional information: 23/09/2025 17:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6180460>

### **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=6180460>

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: 30/09/2025 12:00 +01:00

Deadline until which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 30/09/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6180460>

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

### **5.1.16 Further information, mediation and review**

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: the Irish Aviation Authority

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

*Organisation receiving requests to participate:* the Irish Aviation Authority

*Organisation processing tenders:* the Irish Aviation Authority

## **5.1 Lot technical ID: LOT-0005**

*Title:* Unified Communications

*Description:* ICT Managed Services Provider(s) - five lots.

*Internal identifier:* 5

### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 72222300 Information technology services

*Additional classification (cpv):* 32524000 Telecommunications system

*Additional classification (cpv):* 64200000 Telecommunications services

*Additional classification (cpv):* 72590000 Computer-related professional services

*Additional classification (cpv):* 48800000 Information systems and servers

*Additional classification (cpv):* 48900000 Miscellaneous software package and computer systems

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

*Additional classification (cpv):* 72100000 Hardware consultancy services

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

*Additional classification (cpv):* 72253000 Helpdesk and support services

*Additional classification (cpv):* 72253100 Helpdesk services

*Additional classification (cpv):* 72300000 Data services

*Additional classification (cpv):* 72400000 Internet services

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

*Additional classification (cpv):* 72610000 Computer support services

*Additional classification (cpv):* 72611000 Technical computer support services

*Additional classification (cpv):* 72700000 Computer network services

*Additional classification (cpv):* 72910000 Computer back-up services

*Additional classification (cpv):* 72900000 Computer back-up and catalogue conversion services

*Additional classification (cpv):* 79820000 Services related to printing

*Additional classification (cpv):* 32412100 Telecommunications network

*Additional classification (cpv):* 72710000 Local area network services

### **5.1.2 Place of performance**

*Country subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

*Additional information:*

### **5.1.3 Estimated duration**

*Duration:* 60 Month

### **5.1.5 Value**

*Estimated value excluding VAT:* 0 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

### **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

*Deadline for requesting additional information:* 23/09/2025 17:00 +01:00

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6180460>

### **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=6180460>

*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:* 30/09/2025 12:00 +01:00

*Deadline until which the tender must remain valid:* 180 Day

*Information about public opening:*

*Opening date:* 30/09/2025 12:30 +01:00

*Place:* <https://www.etenders.gov.ie/epps/cft/prepareViewCFTWS.do?resourceId=6180460>

*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

### **5.1.16 Further information, mediation and review**

*Review organisation:* The High Court of Ireland

*Organisation providing offline access to the procurement documents:* the Irish Aviation Authority

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

*Organisation receiving requests to participate:* the Irish Aviation Authority

*Organisation processing tenders:* the Irish Aviation Authority

## **8 Organisations**

---

### **8.1 ORG-0001**

*Official name:* the Irish Aviation Authority

*Registration number:* 211082

*Postal address:* The Times Building, 11-12 D'Olier Street

*Town:* Dublin

*Postcode:* D02T449

*Country subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

*Email:* [tenders@iaa.ie](mailto:tenders@iaa.ie)

Telephone: +35316031100

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

Buyer profile: <https://www.iaa.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](mailto: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](mailto:eproc-esender@eurodyn.com)

*Telephone:* +30 2108094500

Roles of this organisation:

*TED eSender*

### *Notice information*

---

*Notice identifier/version:* 356d76ed-48c3-4ba9-baca-d73e1e57ea6d - 01

*Form type:* Competition

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

*Notice dispatch date:* 21/08/2025 13:02 +01:00

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