

# Ireland: Helpdesk and support services ICT-571 - ICT Managed Services Tender

Contract or concession notice – standard regime - Change

1 Buyer

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## 1.1 Buyer

*Official name:* Health Information and Quality Authority (HIQA)

*Legal type of the buyer:* Body governed by public law, controlled by a central government authority

*Activity of the contracting authority:* Health

2 Procedure

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## 2.1 Procedure

*Title:* ICT-571 - ICT Managed Services Tender

*Description:* Core Managed ICT Services: Level 1, Level 2 and Level 3 support service across HIQA's ICT estate, ensuring operational efficiency, Service continuity and user satisfaction for an initial term of three years with 2 optional extensions of a further one year each. A drawdown for resources as required to support projects and BAU activities. Additional Services: Network Managed Service and Patching as an optional service

*Procedure identifier:* 01b034f3-2abf-425b-ac03-382ca663e247

*Type of procedure:* Open

*The procedure is accelerated:* no

### 2.1.1 Purpose

*Main nature of the contract:* Services

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

### 2.1.2 Place of performance

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

*Country:* Ireland

### 2.1.3 Value

*Estimated value excluding VAT:* 7 000 000 Euro

### 2.1.4 General information

*Legal basis:*

Directive 2014/24/EU

### 2.1.6 Grounds for exclusion

*Sources of grounds for exclusion:* European Single Procurement Document (ESPD)

5 Lot

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## 5.1 Lot technical ID: LOT-0001

*Title:* ICT-571 - ICT Managed Services Tender

*Description:* Core Managed ICT Services: Level 1, Level 2 and Level 3 support service across HIQA's ICT estate, ensuring operational efficiency, Service continuity and user satisfaction for an initial term of three years with 2 optional

extensions of a further one year each. A drawdown for resources as required to support projects and BAU activities.  
Additional Services: Network Managed Service and Patching as an optional service  
*Internal identifier:* 0

#### **5.1.1 Purpose**

*Main nature of the contract:* Services  
*Main classification (cpv):* 72253000 Helpdesk and support services

#### **5.1.2 Place of performance**

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

#### **5.1.3 Estimated duration**

*Duration:* 5 Year

#### **5.1.5 Value**

*Estimated value excluding VAT:* 7 000 000 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

#### **5.1.7 Strategic procurement**

*Aim of strategic procurement:* No strategic procurement

#### **5.1.9 Selection criteria**

*Sources of selection criteria:* Procurement Document

#### **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:* 05/09/2025 12:00 +01:00  
*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6287823>

#### **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=6287823>  
*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:* 29/09/2025 15:00 +01:00  
*Deadline until which the tender must remain valid:* 6 Month  
*Information about public opening:*  
*Opening date:* 29/09/2025 15:30 +01:00  
*Place:* <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6287823>  
*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: no*  
*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:* Health Information and Quality Authority (HIQA)

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

*Organisation receiving requests to participate:* Health Information and Quality Authority (HIQA)

*Organisation processing tenders:* Health Information and Quality Authority (HIQA)

## **8 Organisations**

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### **8.1 ORG-0001**

*Official name:* Health Information and Quality Authority (HIQA)

*Registration number:* 9518681S

*Postal address:* Unit 1301, City Gate, Mahon

*Town:* Cork

*Postcode:* T12 Y2XT

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

*Country:* Ireland

*Email:* [noconnor@hiqa.ie](mailto:noconnor@hiqa.ie)

*Telephone:* (021) 240 9300

*Internet address:* <https://www.hiqa.ie/>

*Buyer profile:* <https://www.hiqa.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*

### 10 Change

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*Version of the previous notice to be changed:* 114c34a5-0714-44e8-aafe-395142b9f190-01

*Main reason for change:* Information updated

*Description:* Deadline extended to 29th September 2025 at 15:00 hours local time.

### Notice information

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*Notice identifier/version:* ac31a1e1-35b5-423e-bf5d-073f9ac3a6d0 - 02

*Form type:* Competition

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

*Notice dispatch date:* 11/09/2025 16:44 +01:00

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