

Ireland: Maintenance and repair of computer equipment

Soláthar Seirbhísí Bainistithe TFC d'Údarás na Gaeltachta - The Provision of ICT Managed Services to Údarás na Gaeltachta

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Údarás Na Gaeltachta_289

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

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Soláthar Seirbhísí Bainistithe TFC d'Údarás na Gaeltachta - The Provision of ICT Managed Services to Údarás na Gaeltachta

Description: Dírionn an tairiscint seo ar "Chomhpháirtí Seirbhísí Bainistíochta Teicneolaíocht Faisnéise" a fhostú chun tacaíocht TF chuimsitheach seachfhoinsithe a sholáthar d'Údarás na Gaeltachta. Beidh an comhpháirtí freagrach as oibríochtaí TF laethúla, lena n-áirítear tacaíocht deasc seirbhíse do gach úsáideoir, bainistíocht agus paistéail ghléasanna deisce, bainistíocht agus paistéail bonneagair, agus monatóireacht réamhghníomhach. Is cuid lárnach dár gclaochlú digiteach leanúnach é an rannpháirtíocht seo, ag cinntiú seirbhísí TF iontaofa a chuireann ar chumas Údarás feidhmiú go héifeachtach agus tacú le pobail na Gaeltachta agus leis an teanga Ghaeilge. This tender focuses on engaging an "Information Technology Managed Services Partner" to provide comprehensive, outsourced ICT support to Údarás na Gaeltachta. The partner will be responsible for day-to-day ICT operations, including service desk support for all users, desktop device management and patching, infrastructure management and patching, and proactive monitoring. This engagement is a key part of our ongoing digital transformation, ensuring reliable ICT services that enable Údarás to operate effectively while supporting Gaeltacht communities and the Irish language.

Procedure identifier: 9eaad6e5-9317-4ac5-8d21-ee25372d2e16

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 50312000 Maintenance and repair of computer equipment

Additional classification (cpv): 50312100 Maintenance and repair of mainframe computers

Additional classification (cpv): 50312110 Maintenance of mainframe computers

Additional classification (cpv): 50312120 Repair of mainframe computers

Additional classification (cpv): 50312200 Maintenance and repair of minicomputers

Additional classification (cpv): 50312210 Maintenance of minicomputers

Additional classification (cpv): 50312300 Maintenance and repair of data network equipment

Additional classification (cpv): 50312310 Maintenance of data network equipment

Additional classification (cpv): 50312320 Repair of data network equipment

Additional classification (cpv): 50312400 Maintenance and repair of microcomputers

Additional classification (cpv): 50312420 Repair of microcomputers

Additional classification (cpv): 50312600 Maintenance and repair of information technology equipment

Additional classification (cpv): 50312610 Maintenance of information technology equipment

2.1.2 Place of performance

Country subdivision (NUTS): West (IE042)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 350 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Soláthar Seirbhísí Bainistithe TFC d'Údarás na Gaeltachta - The Provision of ICT Managed Services to Údarás na Gaeltachta

Description: Díronn an tairiscint seo ar "Chomhpháirtí Seirbhísí Bainistíochta Teicneolaíocht Faisnéise" a fhostú chun tacaíocht TF chuimsitheach seachfhoinsithe a sholáthar d'Údarás na Gaeltachta. Beidh an comhpháirtí freagrach as oibríochtaí TF laethúla, lena n-áirítear tacaíocht deasc seirbhíse do gach úsáideoir, bainistíocht agus paistéail ghléasanna deisce, bainistíocht agus paistéail bonneagair, agus monatóireacht réamhghníomhach. Is cuid lárnach dár gclaochlú digiteach leanúnach é an rannpháirtíocht seo, ag cinntiú seirbhísí TF iontaofa a chuireann ar chumas Údarás feidhmiú go héifeachtach agus tacú le pobail na Gaeltachta agus leis an teanga Ghaeilge. This tender focuses on engaging an "Information Technology Managed Services Partner" to provide comprehensive, outsourced ICT support to Údarás na Gaeltachta. The partner will be responsible for day-to-day ICT operations, including service desk support for all users, desktop device management and patching, infrastructure management and patching, and proactive monitoring. This engagement is a key part of our ongoing digital transformation, ensuring reliable ICT services that enable Údarás to operate effectively while supporting Gaeltacht communities and the Irish language.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 50312000 Maintenance and repair of computer equipment

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Additional classification (cpv): 50312610 Maintenance of information technology equipment

5.1.2 Place of performance

Country subdivision (NUTS): West (IE042)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 36 Month

5.1.5 Value

Estimated value excluding VAT: 350 000 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

5.1.11 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: 29/08/2025 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6304307>

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=6304307>

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: 24/09/2025 12:00 +01:00

Deadline until which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 24/09/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6304307>

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: Údarás Na Gaeltachta_289

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

Organisation receiving requests to participate: Údarás Na Gaeltachta_289

Organisation processing tenders: Údarás Na Gaeltachta_289

8.1 ORG-0001

Official name: Údarás Na Gaeltachta_289

Registration number: 001

Postal address: Na Forbacha, Co. na Gaillimhe

Town: Galway

Postcode: H91 TY22

Country subdivision (NUTS): West (IE042)

Country: Ireland

Email: colm@udaras.ie

Telephone: 091503100

Buyer profile: <https://www.udaras.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: 387b6f33-8d7f-4c58-ba7a-58ee9ca2f7e4 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 13/08/2025 15:52 +01:00

Languages in which this notice is officially available: English