

Ireland: Technical computer support services

Request for Proposals for the Provision of ICT Support Services to the DoCCFS 2025

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Daughters of Charity Child and Family Service

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Request for Proposals for the Provision of ICT Support Services to the DoCCFS 2025

Description: The Daughters of Charity Child and Family Service invite ICT Service Providers to this request for proposals for the provision of ICT Support Services: Helpdesk Support for Users Network Routing and Switching Network Security Hosted VM

Procedure identifier: 3ccb00b0-6685-4470-8d27-a89097ede93b

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72720000 Wide area network services

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

Additional classification (cpv): 72510000 Computer-related management services

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

Additional classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48811000 E-mail system

2.1.2 Place of performance

Town: Dublin, Wicklow, Meath and Louth

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 240 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Request for Proposals for the Provision of ICT Support Services to the DoCCFS 2025

Description: The Daughters of Charity Child and Family Service invite ICT Service Providers to this request for proposals for the provision of ICT Support Services: Helpdesk Support for Users Network Routing and Switching Network Security Hosted VM

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72720000 Wide area network services

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5.1.2 Place of performance

Town: Dublin, Wicklow, Meath and Louth

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 3 Year

5.1.5 Value

Estimated value excluding VAT: 240 000 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: 05/11/2025 17:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6778955>

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=6778955>

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: 07/11/2025 17:00 +01:00

Deadline until which the tender must remain valid: 6 Month

Information about public opening:

Opening date: 07/11/2025 17:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6778955>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

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: Daughters of Charity Child and Family Service

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

Organisation receiving requests to participate: Daughters of Charity Child and Family Service

Organisation processing tenders: Daughters of Charity Child and Family Service

8 Organisations

8.1 ORG-0001

Official name: Daughters of Charity Child and Family Service

Registration number: 431293

Postal address: Suite 9, Northwood House, Northwood Crescent, Northwood, Dublin 9

Town: Dublin 9

Postcode: D09 WV82

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: michelle.nolan@docharity.ie

Telephone: 0860353847

Internet address: www.docchildandfamily.ie

Buyer profile: www.docchildandfamily.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: efc1dc2a-287e-4a7c-a55f-26abc457884e - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 16/10/2025 12:10 +01:00

Languages in which this notice is officially available: English