

Ireland: Helpdesk and support services Tender for provision of ICT Managed Services

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: safefood

Legal type of the buyer: Body governed by public law

The buyer is a contracting entity

Activity of the contracting authority: Health

2 Procedure

2.1 Procedure

Title: Tender for provision of ICT Managed Services

Description: The Contracting Authority wishes to appoint a contractor for the provision of ICT Managed Services to include the following services: a. Service Desk and Helpdesk b. Endpoint Management c. Monitoring and Maintenance d. Patch Management e. Identity and Microsoft Environment Support f. Backup and Recovery g. Reporting h. Professional Engineering Services The Contracting Authority invites tender submissions from suitably qualified economic entities for the provision of these services. Please see attached tender document for further information on the requirements.

Procedure identifier: cb5179a3-9015-474e-ac4d-0b2dd7e8f8d5

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

Additional classification (cpv): 72610000 Computer support services

Additional classification (cpv): 72253200 Systems support services

Additional classification (cpv): 72315100 Data network support services

Additional classification (cpv): 72261000 Software support services

2.1.2 Place of performance

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 150 000 Euro

2.1.4 General information

Legal basis:

Other

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5.1 Lot: LOT-0001

Title: Tender for provision of ICT Managed Services

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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): South-West (IE053)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 36 Month

5.1.5 Value

Estimated value excluding VAT: 150 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

This procurement is also suitable for small and medium-sized enterprises (SMEs): 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: 03/06/2026 18:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8209930>

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=8209930>

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: 12/06/2026 18:00 +01:00

Duration during which the tender must remain valid: 6 Month

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: safefood

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

Organisation receiving requests to participate: safefood

Organisation processing tenders: safefood

8 Organisations

8.1 ORG-0001

Official name: safefood

Registration number: N/A

Postal address: 7 Eastgate Avenue, Little Island, Cork

Town: Cork

Postcode: T45RX01

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

Email: kkumar@safefood.net

Internet address: <https://www.safefood.net>

Buyer profile: <https://www.safefood.net>

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: a6b1a49b-5ec7-49c4-bd26-360ffdfefc17 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 21/05/2026 15:14 +01:00

Languages in which this notice is officially available: English