

Ireland: IT services: consulting, software development, Internet and support

Request for Tenders for provision of ICT Technical Support Services

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Request for Tenders for provision of ICT Technical Support Services

Description: The Minister for Foreign Affairs and Trade invites tenders for provision of suitably qualified and experienced ICT service provider(s) to deliver professional ICT services and resources in support of the Department's current and evolving technology environment. The Services will encompass the provision of skilled personnel with appropriate experience and competencies to support, maintain, and enhance infrastructure and technologies, and contribute to future digital and operational initiatives.

Procedure identifier: 3804e848-4056-4880-86e3-97c14c5bb193

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 72250000 System and support services

Additional classification (cpv): 72700000 Computer network services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72514000 Computer facilities management services

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

Additional 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: 17 500 000 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: 3

The tenderer must submit tenders for all lots

2.1.6 Grounds for exclusion

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

5 Lot

5.1 Lot: LOT-0001

Title: Networks and Communications Team

Description: The Minister for Foreign Affairs and Trade invites tenders for provision of suitably qualified and experienced ICT service provider(s) to deliver professional ICT services and resources in support of the Department's current and evolving technology environment. The Services will encompass the provision of skilled personnel with appropriate experience and competencies to support, maintain, and enhance infrastructure and technologies, and contribute to future digital and operational initiatives.

Internal identifier: 1

5.1.1 Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 72250000 System and support services

Additional classification (cpv): 72700000 Computer network services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72514000 Computer facilities management services

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

Additional 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: 17 500 000 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: Reduction of environmental impacts

Description: Selection criteria include requirement for appropriate environmental management measures.

Approach to reducing environmental impacts: Other

Green Procurement Criteria: Other Green Public Procurement criteria

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: 02/10/2026 13:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9053958>

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=9053958>

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: 16/10/2026 13:00 +01:00

Duration during which the tender must remain valid: 90 Day

Information about public opening:

Opening date: 16/10/2026 13:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=9053958>

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: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

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

Organisation receiving requests to participate: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

Organisation processing tenders: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

5.1 Lot: LOT-0002

Title: Infrastructure Team

Description: The Minister for Foreign Affairs and Trade invites tenders for provision of suitably qualified and experienced ICT service provider(s) to deliver professional ICT services and resources in support of the Department's current and evolving technology environment. The Services will encompass the provision of skilled personnel with appropriate experience and competencies to support, maintain, and enhance infrastructure and technologies, and contribute to future digital and operational initiatives.

Internal identifier: 2

5.1.1 Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 72250000 System and support services

Additional classification (cpv): 72700000 Computer network services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72514000 Computer facilities management services

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

Additional 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: 17 500 000 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: Reduction of environmental impacts

Description: Selection criteria include requirement for appropriate environmental management measures.

Approach to reducing environmental impacts: Other

Green Procurement Criteria: Other Green Public Procurement criteria

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: 02/10/2026 13:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9053958>

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=9053958>

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: 16/10/2026 13:00 +01:00

Duration during which the tender must remain valid: 90 Day

Information about public opening:

Opening date: 16/10/2026 13:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=9053958>

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: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

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

Organisation receiving requests to participate: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

Organisation processing tenders: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

5.1 Lot: LOT-0003

Title: SharePoint Team

Description: The Minister for Foreign Affairs and Trade invites tenders for provision of suitably qualified and experienced ICT service provider(s) to deliver professional ICT services and resources in support of the Department's current and evolving technology environment. The Services will encompass the provision of skilled personnel with appropriate experience and competencies to support, maintain, and enhance infrastructure and technologies, and contribute to future digital and operational initiatives.

Internal identifier: 3

5.1.1 Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 72250000 System and support services

Additional classification (cpv): 72700000 Computer network services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72514000 Computer facilities management services

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

Additional 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: 17 500 000 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: Reduction of environmental impacts

Description: Selection criteria include requirement for appropriate environmental management measures.

Approach to reducing environmental impacts: Other

Green Procurement Criteria: Other Green Public Procurement criteria

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: 02/10/2026 13:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9053958>

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=9053958>

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: 16/10/2026 13:00 +01:00

Duration during which the tender must remain valid: 90 Day

Information about public opening:

Opening date: 16/10/2026 13:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=9053958>

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: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

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

Organisation receiving requests to participate: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

Organisation processing tenders: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

8 Organisations

8.1 ORG-0001

Official name: Department of Foreign Affairs and Trade/An Roinn Gnóthaí Eachtracha agus Trádála

Registration number: Department of Foreign Affairs and Trade

Department: Department of Foreign Affairs and Trade

Postal address: Iveagh House. 80 St Stephen's Green. Dublin 2.

Town: Dublin

Postcode: D02 VY53

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: Procurement Unit

Email: dfatenders@dfa.ie

Telephone: +353 14082000

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

Buyer profile: <https://www.dfa.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: 6ffacf49-67e3-4bab-b9ad-812263065dbf - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 14/09/2026 12:15 +01:00
Languages in which this notice is officially available: English