

IRELAND: IT SERVICES: CONSULTING, SOFTWARE DEVELOPMENT, INTERNET AND SUPPORT
2023/018 ENTERPRISE IRELAND REQUIRES THE SUPPLY AND INSTALL OF AN IT SERVICE MANAGEMENT (ITSM) SOLUTION

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Enterprise Ireland

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Economic affairs

2 Procedure

2.1 Procedure

Title: 2023/018 Enterprise Ireland requires the supply and install of an IT Service Management (ITSM) Solution

Description: Establishment of a Single Party framework agreement for Supply and install of an ITSM (IT Service Management) solution.

Procedure identifier: bb293c9b-2bc6-44c7-96ad-14b5be393443

Previous notice: 5d3cde92-cca5-4641-a66c-098efdea6622-01

Type of procedure: Open

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): 72200000 Software programming and consultancy services

Additional classification (cpv): 72500000 Computer-related services

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

Additional classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 79900000 Miscellaneous business and business-related services

2.1.3 Value

Estimated value excluding VAT: 180 000 EUR

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: 2023/018 Enterprise Ireland requires the supply and install of an IT Service Management (ITSM) Solution

Description: Establishment of a Single Party framework agreement for Supply and install of an ITSM (IT Service Management) solution.

Internal identifier: 0

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): 72200000 Software programming and consultancy services

Additional classification (cpv): 72500000 Computer-related services

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

Additional classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 79900000 Miscellaneous business and business-related services

5.1.5 Value

Estimated value excluding VAT: 180 000 EUR

5.1.6 General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA)

5.1.10 Award criteria

Criterion:

Type: Quality

Name: Details are provided in the Tender Documentation

Description: Details are provided in the Tender Documentation

Description of the method to be used if weighting cannot be expressed by criteria: Details are provided in the Tender Documentation

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

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: Enterprise Ireland

TED eSender: European Dynamics S.A.

6 Results

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Alemba Ltd

Tender:

Tender identifier: 000033533

Identifier of lot or group of lots: LOT-0001

Subcontracting value is known: no

Subcontracting percentage is known: no

Contract information:

Identifier of the contract: 400177
Date on which the winner was chosen: 2024-04-02+01:00
Date of the conclusion of the contract: 2024-04-09+01:00
The contract is awarded within a framework agreement: no

8 Organisations

8.1 ORG-0001

Official name: Enterprise Ireland
Registration number: 00000000
Postal address: The Plaza, East Point Business Park
Town: Dublin
Postcode: D3 E5R6
Country: Ireland
Email: malcolm.kavanagh@enterprise-ireland.com
Telephone: 017272000
Internet address: <https://www.enterprise-ireland.com/en/>
Buyer profile: <https://www.enterprise-ireland.com/en/>
Roles of this organisation:
 Buyer
 Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Alemba Ltd
Registration number: 00000000
Town: Edinburgh
Country: United Kingdom
Email: elzette.wilkinson@alembagroup.com
Telephone: 004402034797900
Roles of this organisation:
 Tenderer
 Winner of these lots: LOT-0001

8.1 ORG-0003

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: Ireland
Email: HighCourtCentralOffice@courts.ie
Telephone: +353 1 8886000
Roles of this organisation:
 Review organisation

8.1 ORG-0004

Official name: European Dynamics S.A.
Registration number: 002024901000

Department: European Dynamics S.A.
Town: Athens
Country: Greece
Email: eproc-esender@eurodyn.com
Telephone: +30 2108094500
Roles of this organisation:
TED eSender

11 Notice information

11.1 Notice information

Notice identifier/version: be943d5c-3a6b-48dc-88ac-412cf39f4447 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 2024-04-10+01:00 08:49:01+01:00

Languages in which this notice is officially available: English

11.2 Publication information