IRELAND: HELPDESK AND SUPPORT SERVICES
REQUEST FOR TENDERS FOR THE PROVISION OF IT HELPDESK AND NETWORK SUPPORT SERVICES

Contract or concession award notice – standard regime

1 *Buyer*

1.1 *Buyer*

Official name: Food Safety Authority of Ireland
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 Tenders for the provision of IT Helpdesk and Network Support Services
Description: The Contracting Authority seeks proposals for the provision of on-site IT Helpdesk and Network Support Services for a period of one year, with an option to renew up to a maximum of a further 1 year. Tenderers must supply at minimum one resource to support the IT Helpdesk and Network Support Services contract requirements during operational working hours as outlined below. Tenderers must ensure that they will be able to cover holiday leave and any other absences as part of the supplied services by agreement with FSAI and must detail how this will be managed.
Procedure identifier: 0528d267-2889-45b3-b962-aebf239a2f24
Previous notice: c295a49d-bed8-40f6-9b28-091a8d0e8a1e-01
Internal identifier: FSAI/2024/02
Type of procedure: Open
The procedure is accelerated: *no*
Justification for the accelerated procedure:
Main features of the procedure:

2.1.1 *Purpose*

Main nature of the contract: Services
Main classification (cpv): 72253000 Helpdesk and support services
Additional classification (cpv): 72253100 Helpdesk services
Additional classification (cpv): 72611000 Technical computer support services
Additional classification (cpv): 72700000 Computer network services
Additional classification (cpv): 72610000 Computer support services

2.1.3 *Value*

Estimated value excluding VAT: 200 000 *Euro*
Maximum value of the framework agreement: 0 *Euro*

2.1.4 *General information*

Legal basis:
Directive 2014/24/EU

5 *Lot*

5.1 *Lot technical ID*: LOT-0001

Title: Request for Tenders for the provision of IT Helpdesk and Network Support Services

Description: The Contracting Authority seeks proposals for the provision of on-site IT Helpdesk and Network Support Services for a period of one year, with an option to renew up to a maximum of a further 1 year. Tenderers must supply at minimum one resource to support the IT Helpdesk and Network Support Services contract requirements during operational working hours as outlined below. Tenderers must ensure that they will be able to cover holiday leave and any other absences as part of the supplied services by agreement with FSAI and must detail how this will be managed.

Internal identifier: FSAI/2024/02

5.1.1 *Purpose*

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72700000 Computer network services

Additional classification (cpv): 72610000 Computer support services

5.1.5 *Value*

Estimated value excluding VAT: 200 000 *Euro*

5.1.6 *General information*

Procurement Project not financed with EU Funds.

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

5.1.7 *Strategic procurement*

5.1.10 *Award criteria*

Criterion:

Type: Cost

Name:

Description: Most Economically Advantageous Tender

Order of importance: 1

Description of the method to be used if weighting cannot be expressed by criteria:

Justification for not indicating the weighting of the award criteria:

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: Food Safety Authority of Ireland

Organisation signing the contract: Food Safety Authority of Ireland

TED eSender: European Dynamics S.A.

6 *Results*

Value of all contracts awarded in this notice: 419 640 *Euro*

6.1 *Result lot Identifier*: LOT-0001

At least one winner was chosen.

6.1.2 *Information about winners*

Winner:

Official name: Ekco

Tender:

Tender identifier: 000053871

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: 406455

Date on which the winner was chosen: 04/06/2024

Date of the conclusion of the contract: 15/06/2024

The contract is awarded within a framework agreement: *no*

Organisation signing the contract: Food Safety Authority of Ireland

8 *Organisations*

8.1 ORG-0001

Official name: Food Safety Authority of Ireland

Registration number: IE9589025I

Postal address: The Exchange, George's Dock, IFSC, Dublin 1

Town: Dublin

Postcode: D01 P2V6

Country: Ireland

Email: accounts@fsai.ie

Telephone: 018171300

Internet address: https://fsai.ie

Buyer profile: https://fsai.ie

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

Organisation signing the contract

8.1 ORG-0002

Official name: Ekco

Registration number: 478099

Postal address: Heather House

Town: Sandyford

Postcode: D18

Country: Ireland

Email: simon.kelly@ek.co

Telephone: 0862705435

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: 3d20a087-b032-49b2-9b32-997d5f88a678 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 18/06/2024 10:52 +01:00
Languages in which this notice is officially available: English

11.2 *Publication information*