

Ireland: IT services: consulting, software development, Internet and support IT Service Desk and Infrastructure Support Managed Service

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Irish Blood Transfusion Service

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2 Procedure

2.1 Procedure

Title: IT Service Desk and Infrastructure Support Managed Service

Description: IT Service Desk and Infrastructure Support Managed Service The IBTS wishes to tender for an IT Managed Service Provider MSP to support its Systems, IT Infrastructure, 1st to 3rd Level help desk, basic network and security troubleshooting and other related services. The successful tenderer will be expected to locate L2 Deskside resources primarily in the National Blood Centre, but staff may be required to attend the other locations for scheduled tasks or to resolve incidents. The Service Provider will be expected to provide a 24 7 service desk, onsite deskside support, backoffice infrastructure support, basic IT stock management, and service management under a single managed service. The IBTS is seeking an experienced IT partner that can demonstrate a high level of technical expertise, the ability to innovate to drive service improvement and efficiency, and a commitment to work in partnership with the IBTS to help us provide a bestinclass IT service to our stakeholders. The MSP must accept ownership of all contacts through to resolution whilst effectively managing communications and escalations and must be capable of adjusting to future technical and service requirements. The scope of services required includes the management of the Windows Server infrastructure, systems, and some applications. The MSP will not be responsible for specialist application knowledge and should note that specialist support contracts are in place for many applications. However, application related contacts must be triaged by the MSP, and basic troubleshooting must be carried out before escalating them to specialist teams. The contact should then be managed to resolution. The IBTS is an Operator of Essential Services OES under the NIS Directive and will be an Essential Entity under the NIS2 directive which will be in force from October 2024. Tenderers should note that adherence to the NIS2 directive, IBTS security policies, and maintaining the security and integrity of IBTS systems will be required from its Managed Service Provider. The IBTS requirements are current as of Q3 2024, but prospective service providers should expect a level of ongoing change throughout the lifetime of the contract and should specifically take the dynamic nature of this service into consideration when making their proposal.

Procedure identifier: 793b3ef9-cd02-44fa-bc91-2c69754939a9

Previous notice: 063c934c-b1fd-448f-b939-070846695a07-01

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): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72611000 Technical computer support services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: IT Service Desk and Infrastructure Support Managed Service

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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): 72611000 Technical computer support services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information: 0000

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

Aim of strategic procurement: No strategic procurement

5.1.10 Award criteria

Criterion:

Type: Quality

Name:

Description: 80/20

Category of award threshold criterion: Order of importance

Award criterion number: 0

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

Justification for not indicating the weighting of the award criteria:

5.1.12 Terms of procurement

Information about review deadlines: 0000

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 -

Information about review deadlines: 0000

Organisation providing offline access to the procurement documents: Irish Blood Transfusion Service -

6 Results

Value of all contracts awarded in this notice: 3 206 491,11 Euro

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Version 1

Tender:

Tender identifier: 000082466

Identifier of lot or group of lots: LOT-0001

Value of the tender: 3 206 491,11 Euro

Subcontracting: No

Contract information:

Identifier of the contract: 416858

Date of the conclusion of the contract: 21/02/2025

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 5

8 Organisations

8.1 ORG-0001

Official name: Irish Blood Transfusion Service

Registration number: 0079525H

Postal address: National Blood Centre James's Street Dublin

Town: Dublin

Postcode: D08 NH5R

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: brian.boland@ibts.ie

Telephone: 0858310894

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

Buyer profile: <https://www.giveblood.ie>

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Version 1

Registration number: 257302

Postal address: Millennium House, Millennium Walkway, Dublin 1,

Town: Dublin

Postcode: D01F5P8

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: TenderNotices@version1.com

Telephone: 018657800

Fax: 018657801

Internet address: www.version1.com

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 subdivision (NUTS): Dublin (IE061)

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
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

11 Notice information

11.1 Notice information

Notice identifier/version: ca118881-bff5-4993-a388-d383bd513568 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 04/03/2025 11:44 +00:00
Languages in which this notice is officially available: English

11.2 Publication information