

Ireland-Dublin: Technical support services
OJ S 5/2024 08/01/2024
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Department of Foreign Affairs/An Roinn Gnóthaí Eachtracha

National registration number: N/A

Postal address: 80 St Stephen's Green

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

E-mail: consultant.tenders@dfa.ie

Telephone: +353 14082000

Internet address(es):

Main address: <http://www.dfa.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/246>

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Helpdesk Support Services

II.1.2. Main CPV code

71356300 Technical support services

II.1.3. Type of contract

Services

II.1.4. Short description

A highly efficient and professional ICT Support Service is required to support Department of Foreign Affairs staff across the Department in achieving their business objectives.

The successful service provider will be expected to provide quality, on-site resources for the ICT Support Service to support, maintain, and enhance ICT services. Engineers will respond to a wide range of ICT-related queries from staff at any office of the Department by email, telephone and online from the Department's offices in 76-78 Harcourt Street and 23-27 Henry Street, Limerick, or via remote access where needed.

The ICT Support Service will also be expected to be involved in a range of critically required proactive support services including, but not limited to, designing, developing and implementing changes to the Department's ICT Infrastructure (voice, telecommunications and data services), server and end-user device builds, as well as providing input to ICT development projects.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 2 944 750,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

50324000 Support services of personal computers, 72000000 IT services: consulting, software development, Internet and support, 72250000 System and support services, 72253000 Helpdesk and support services, 72253200 Systems support services, 72261000 Software support services, 72315000 Data network management and support services, 72315100 Data network support services, 72600000 Computer support and consultancy services, 72610000 Computer support services, 75130000 Supporting services for the government, 79500000 Office-support services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

A highly efficient and professional ICT Support Service is required to support Department of Foreign Affairs staff across the Department in achieving their business objectives. The technical capacity to deliver the service must be supported by a keen focus on quality customer service.

The successful service provider will be expected to provide quality, on-site resources for the ICT Support Service to support, maintain, and enhance ICT services. Engineers will respond to a wide range of ICT-related queries from staff at any office of the Department by email, telephone and online from the Department's offices in 76-78 Harcourt Street and 23-27 Henry Street, Limerick, or via remote access where needed.

The ICT Support Service will also be expected to be involved in a range of critically required proactive support services including, but not limited to, designing, developing and implementing changes to the Department's ICT Infrastructure (voice, telecommunications and data services), server and end-user device builds, as well as providing input to ICT development projects.

II.2.5. Award criteria

Quality criterion - Name: Technical / Weighting: 70

Cost criterion - Name: Financial / Weighting: 30

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

II.2.14.

Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 112-293570](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 1

Title:

Helpdesk Support Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/09/2021

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: IT Rollout Consultancy Ltd t/a IT Group

Postal address: 25 Western Parkway Business Centre, Ballymount Road, Dublin 12

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 2 944 750,00 EUR

Total value of the contract/lot: 2 900 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: The High Court

Postal address: Four Courts

Town: Dublin

Postal code: 7

Country: Ireland

E-mail: highcourtcentraloffice@courts.ie

VI.5. Date of dispatch of this notice

03/01/2024