

122036-2026 - Result

Ireland – Helpdesk services – Establishment of a Single Operator Framework Agreement for Provision of Helpdesk Ticketing Software

OJ S 36/2026 20/02/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Dublin City University

Email: procurement@dcu.ie

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2. Procedure

2.1. Procedure

Title: Establishment of a Single Operator Framework Agreement for Provision of Helpdesk Ticketing Software

Description: The framework agreement will be established on foot of this tender competition for an initial contract for the Provision of Helpdesk Ticketing Software.

Procedure identifier: d95e5c50-8017-4702-acaf-5397c56c4c31

Previous notice: 6b065eb4-f691-4bc6-b13a-f1cf4e47ad22-01

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: yes

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253100 Helpdesk 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: 372 103,00 EUR

Maximum value of the framework agreement: 372 103,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Establishment of a Single Operator Framework Agreement for Provision of Helpdesk Ticketing Software

Description: The framework agreement will be established on foot of this tender competition for an initial contract for the Provision of Helpdesk Ticketing Software.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 72253000 Helpdesk and support services

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 7 Years

5.1.5. Value

Estimated value excluding VAT: 750 000,00 EUR

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

Description: MEAT

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 100

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: Dublin City University

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

6. Results

Approximate value of the framework agreements

:

372 103,00

EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Re-estimated value of the framework agreement: 372 103,00 EUR

6.1.2. Information about winners

Winner:

Official name: Zendesk Ireland

Tender:

Tender identifier: 000098666

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

Contract information:

Identifier of the contract: 437402

Date on which the winner was chosen: 25/04/2025

Date of the conclusion of the contract: 25/04/2025

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 4

8. Organisations

8.1. ORG-0001

Official name: Dublin City University

Registration number: 6517957E

Postal address: Glasnevin, Dublin 9

Town: Dublin

Postcode: D09 DXA0

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@dcu.ie

Telephone: (01) 700 5000

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Zendesk Ireland

Size of the economic operator: Medium

Registration number: 26-4411091

Postal address: 55 Charlemont Place, St Kevins

Town: Dublin

Postcode: D02 F985

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: grzegorz.heinrich@zendesk.com

Telephone: 1 (888) 670-4887

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

Organisation providing more information on the review procedures

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

Notice information

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