

228340-2026 - Result

Ireland – IT services: consulting, software development, Internet and support – Provision of technical support services to Configuration and Patch Management

OJ S 65/2026 02/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Department of Social Protection_349

Email: ProjectOffice@welfare.ie

Legal type of the buyer: Central government authority

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: Provision of technical support services to Configuration and Patch Management

Description: Provide support to the C&PM team - MECM Administrator and Linux

Administrator. Supplementary RFT under the OGP Multi Supplier Framework Agreement

IPS017F: provision of External ICT Technical Support Services (provided by a Team of ICT Resources)

Procedure identifier: 9396ecf5-6158-4c56-af14-a2aff353ed3f

Type of procedure: Other multiple stage procedure

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 427 900,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Provision of technical support services to Configuration and Patch Management.

Description: Provide support to the C&PM team - MECM Administrator and Linux Administrator. Supplementary RFT under the OGP Multi Supplier Framework Agreement IPS017F: provision of External ICT Technical Support Services (provided by a Team of ICT Resources)

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Start date: 13/01/2026

Duration end date: 12/01/2028

5.1.5. Value

Estimated value excluding VAT: 427 900,00 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: Reduction of environmental impacts

Description: Refer to RFT document for the OGP Multi Supplier Framework Agreement for the provision of External ICT Technical Support Services (provided by a Team of ICT Resources) IPS017F

Approach to reducing environmental impacts: Other

Green Procurement Criteria: Other Green Public Procurement criteria

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Cost @ 40%

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

Award criterion number: 40

Criterion:

Type: Quality

Description: Quality @ 60%

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

Award criterion number: 60

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

Organisation signing the contract: Department of Social Protection_349

6. Results

Value of all contracts awarded in this notice: 427 900,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: emagine Expertise Ltd. trading as emagine

Tender:

Tender identifier: emagine Expertise Ltd trading as emagine Response

Identifier of lot or group of lots: LOT-0001

Value of the tender: 427 900,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: emagine Expertise Ltd trading as emagine Contract

Date on which the winner was chosen: 25/11/2025

Date of the conclusion of the contract: 13/01/2026

Organisation signing the contract: Department of Social Protection_349

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 2

8. Organisations

8.1. ORG-0001

Official name: Department of Social Protection_349

Registration number: 4000094U

Postal address: Áras Mhic Dhiarmada, Store Street,

Town: Dublin 1

Postcode: D01 WY03

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: ProjectOffice@welfare.ie

Telephone: 017043000

Internet address: <https://www.gov.ie/en/organisation/departments-of-social-protection/>

Buyer profile: <https://www.gov.ie/en/organisation/departments-of-social-protection/>

Roles of this organisation:

Buyer

Organisation signing the contract

8.1. ORG-0002

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-0003

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

8.1. ORG-0004

Official name: emagine Expertise Ltd. trading as emagine
Size of the economic operator: Medium
Registration number: 439213
Town: Penrose Two, Penrose Dock, Cork
Postcode: T23 YY09
Country subdivision (NUTS): South-West (IE053)
Country: Ireland

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: af8964d8-a6c8-4b17-99ce-35a3b4fe15d5 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
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