

336913-2026 - Result

Ireland – IT services: consulting, software development, Internet and support – IT/2025/07 ICT Service Desk, Deskside and Infrastructure Support Managed Service
OJ S 94/2026 18/05/2026
Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Fáilte Ireland-National Tourism Development Authority

Email: procurement@failteireland.ie

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: IT/2025/07 ICT Service Desk, Deskside and Infrastructure Support Managed Service

Description: ICT Service Desk, Deskside and Infrastructure Support Managed Service

Procedure identifier: 3ab2cd06-80f0-4425-8db2-3463721f8257

Previous notice: cc917ffc-a73c-4c01-9fec-1b57c51e3355-01

Type of procedure: Restricted

The procedure is accelerated: no

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): 72700000 Computer network services

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 3 500 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: IT/2025/07 ICT Service Desk, Deskside and Infrastructure Support Managed Service

Description: ICT Service Desk, Deskside and Infrastructure Support Managed Service

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): 72700000 Computer network services

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 5 Years

5.1.5. Value

Estimated value excluding VAT: 3 500 000,00 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: Reduction of environmental impacts

Description: As per the tender documentation

Approach to reducing environmental impacts: Climate change mitigation

Green Procurement Criteria: Other Green Public Procurement criteria

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Weighting 60

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

Award criterion number: 60

Criterion:

Type: Cost

Description: Weighting 40

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

Award criterion number: 40

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: Fáilte Ireland-National Tourism Development Authority

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

6. Results

Value of all contracts awarded in this notice: 3 500 000,00 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: PFH Technology Group_17679

Tender:

Tender identifier: 000151948

Identifier of lot or group of lots: LOT-0001

Value of the tender: 3 500 000,00 EUR

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 440561

Date of the conclusion of the contract: 14/05/2026

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: Fáilte Ireland-National Tourism Development Authority

Registration number: 236708

Postal address: 88-95 Amiens Street

Town: Dublin

Postcode: D01WR86

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@failteireland.ie

Telephone: +3531 5741990

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: PFH Technology Group_17679

Size of the economic operator: Large

Registration number: 415827

Postal address: 1 Eastgate Avenue, Little Island

Town: Cork

Postcode: T45 HK71

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

Email: carolinedaly@pfh.ie

Telephone: 0874585144

Internet address: www.pfh.ie

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

Notice identifier/version: 766aca12-7949-47b4-9d54-0c677dceb7ef - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 15/05/2026 10:54:16 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: English

Notice publication number: 336913-2026

OJ S issue number: 94/2026

Publication date: 18/05/2026