

## 384149-2026 - Result

Ireland – Helpdesk and support services – IT Service Management Solution

OJ S 106/2026 04/06/2026

Contract or concession award notice – standard regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Tusla Child and Family Agency

Email: [nationalprocurementunit@tusla.ie](mailto:nationalprocurementunit@tusla.ie)

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: IT Service Management Solution

Description: IT Service Management Solution

Procedure identifier: eed9faa4-3db0-4f3b-975b-20afb030ee9c

Type of procedure: Open

The procedure is accelerated: no

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services, 72250000 System and support services

##### 2.1.2. Place of performance

Postal address: Brunel Building, Heuston South Quarter, Dublin 8

Town: Dublin

Postcode: D08 X01F

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

##### 2.1.3. Value

Estimated value excluding VAT: 1 200 000,00 EUR

##### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

### 5. Lot

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#### 5.1. Lot: LOT-0001

Title: IT Service Management Solution

Description: IT Service Management Solution

Internal identifier: 0

### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services, 72250000 System and support services

### 5.1.2. Place of performance

Town: Dublin

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

### 5.1.3. Estimated duration

Duration: 60 Months

### 5.1.5. Value

Estimated value excluding VAT: 1 200 000,00 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: Cost

Description: Cost @ 40 percent

#### Criterion:

Type: Quality

Description: Quality at 60%

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

### 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: Tusla Child and Family Agency

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

## 6. Results

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Value of all contracts awarded in this notice: 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: Halo Service Solutions

**Tender:**

Tender identifier: 000021559

Identifier of lot or group of lots: LOT-0001

Value of the tender: 500 000,00 EUR

The tender was ranked: yes

Rank in the list of winners: 1

The tender is a variant: no

Subcontracting: No

**Contract information:**

Identifier of the contract: 441124

Date of the conclusion of the contract: 18/10/2024

**6.1.4. Statistical information****Received tenders or requests to participate:**

Type of received submissions: Tenders

Number of tenders or requests to participate received: 3

## 8. Organisations

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**8.1. ORG-0001**

Official name: Tusla Child and Family Agency

Registration number: 640451

Postal address: Brunel Building, Heuston South Quarter, Dublin 8.

Town: Dublin

Postcode: D08 X01F

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: [nationalprocurementunit@tusla.ie](mailto:nationalprocurementunit@tusla.ie)

Telephone: 017718500

Buyer profile: [www.tusla.ie](http://www.tusla.ie)

**Roles of this organisation:**

Buyer

Organisation providing offline access to the procurement documents

**8.1. ORG-0002**

Official name: Halo Service Solutions

Size of the economic operator: Medium

The organisation is a natural person

Registration number: 0000

Town: Halo House, Gipping Way, Stowmarket

Postcode: IP14 1GJ

Country: United Kingdom

**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](mailto: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](mailto:eproc-esender@eurodyn.com)  
Telephone: +30 2108094500  
**Roles of this organisation:**  
TED eSender

## Notice information

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Notice identifier/version: a342de09-0709-430d-8877-bc09a9729aa4 - 01  
Form type: Result  
Notice type: Contract or concession award notice – standard regime  
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