

**Ireland-Dublin: Helpdesk and support services**  
**OJ S 223/2017 21/11/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Department of Jobs, Enterprise and Innovation

National registration number: N/A

Postal address: 23 Kildare Street

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: 2

Country: Ireland

Contact person: Patrick Ryan

E-mail: [patrick.ryan@djei.ie](mailto:patrick.ryan@djei.ie)

Telephone: +353 16312768

**Internet address(es):**

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1203>

**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**

Economic and financial affairs

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Provision of ICT Helpdesk Services.

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

A highly efficient and professional ICT Helpdesk is required to support staff across the Department of Jobs, Enterprise and Innovation 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 Helpdesk to support, maintain, and enhance ICT services and to respond to a wide range of ICT related queries from staff by email, telephone or online.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 1 200 000,00 EUR

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

72253100 Helpdesk services

#### **II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

Main site or place of performance: Dublin.

#### **II.2.4. Description of the procurement**

A highly efficient and professional ICT Helpdesk is required to support staff across the Department of Jobs, Enterprise and Innovation 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 Helpdesk to support, maintain, and enhance ICT services and to respond to a wide range of ICT related queries from staff by email, telephone or online.

#### **II.2.5. Award criteria**

Quality criterion - Name: Demonstrated ability of the service provider to support this contract. / Weighting: 150

Quality criterion - Name: Skills, Qualifications and Experience of the ICT Staff resources being proposed to fulfil the requirements of this contract. / Weighting: 250

Quality criterion - Name: The ability of the service provider to provide the out of hours support / Weighting: 50

Quality criterion - Name: The suitability of the call logging system being proposed. / Weighting: 50

Cost criterion - Name: Cost / Weighting: 500

#### **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**

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#### **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: yes

#### **IV.2. Administrative information**

##### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2017/S 171-350700](#)

##### **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**

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**Contract No:** 1

**Title:**

Provision of ICT Helpdesk Services

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

08/11/2017

##### **V.2.2. Information about tenders**

Number of tenders received: 4

Number of tenders received by electronic means: 4

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

##### **V.2.3. Name and address of the contractor**

Official name: Evros Technology Group

National registration number: 141524

Postal address: Cherrywood Business Park

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Loughlinstown

Country: Ireland

E-mail: [caroline.daly@evros.ie](mailto:caroline.daly@evros.ie)

Telephone: +353 865280

The contractor is an SME: no

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

Total value of the contract/lot: 1 200 000,00 EUR

##### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Pat McCourt

Town: Dublin

Country: Ireland

**VI.5. Date of dispatch of this notice**

17/11/2017