

Ireland-Dublin: Computer-related services
OJ S 165/2023 29/08/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Department of Public Expenditure and Reform

National registration number: N/A

Postal address: Government Buildings

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Upr Merrion Street

Country: Ireland

Contact person: Thomas Bohan

E-mail: thomas.bohan@per.gov.ie

Internet address(es):

Main address: <https://www.gov.ie/en/organisation/departement-of-public-expenditure-and-reform/>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/1887>

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

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of an IT Service Management (ITSM) Service Desk Solution

Reference number: PM407-RFT-1

II.1.2. Main CPV code

72500000 Computer-related services

II.1.3. Type of contract

Services

II.1.4. Short description

This public procurement competition relates to the provision and implementation of a IT Service Management (ITSM) based Service Desk Solution for the Office of the Government Chief Information Officer (OGCIO). The Office of the Government Chief Information Officer (OGCIO) is a division of the Department of Public Expenditure and Reform.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

48000000 Software package and information systems, 48517000 IT software package, 48900000 Miscellaneous software package and computer systems, 72000000 IT services: consulting, software development, Internet and support, 72250000 System and support services, 72253000 Helpdesk and support services, 72253100 Helpdesk services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

This public procurement competition relates to the provision and implementation of a IT Service Management (ITSM) based Service Desk Solution for the Office of the Government Chief Information Officer (OGCIO). The Office of the Government Chief Information Officer (OGCIO) is a division of the Department of Public Expenditure and Reform.

II.2.5. Award criteria

Quality criterion - Name: Quality of the Response to the Functional Requirements / Weighting: 40%

Quality criterion - Name: Quality of the Response to the Data Privacy and Data Security Requirements / Weighting: 10%

Quality criterion - Name: Quality of the Response to the Solution Maturity, Solution Support and Solution Support Resources / Weighting: 8%

Quality criterion - Name: Quality of the Response of the Delivery and Implementation Methodology / Weighting: 7%

Quality criterion - Name: Quality of the Response of the Solution Provider's Environmental and Sustainability Standards / Weighting: 5%

Cost criterion - Name: Costs / Weighting: 30%

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

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 195-553510](#)

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

Contract No: 1

Title:

Provision of an IT Service Management (ITSM) Service Desk Solution

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

14/04/2023

V.2.2. Information about tenders

Number of tenders received: 7

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

V.2.3. Name and address of the contractor

Official name: Softcat Ltd

Town: Dublin

NUTS code: IE061 Dublin

Country: Ireland

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 1 000 000,00 EUR

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

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: The High Court

Postal address: The Four Courts

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

24/08/2023