

**Ireland-Mahon: Helpdesk and support services**  
**OJ S 184/2022 23/09/2022**  
**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: Health Information and Quality Authority (HIQA)

National registration number: N/A

Postal address: Unit 1301

Town: Mahon

NUTS code: IE Éire / Ireland

Postal code: CityGate

Country: Ireland

Contact person: Niamh O'Connor

E-mail: [noconnor@hiqa.ie](mailto:noconnor@hiqa.ie)

Telephone: +353 212409300

**Internet address(es):**

Main address: [www.hiqa.ie](http://www.hiqa.ie)

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/483>

**I.4. Type of the contracting authority**

National or federal agency/office

**I.5. Main activity**

Health

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**Section II: Object**

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

**II.1.1. Title**

ICT-390 - Provision of Service desk and desk side Managed Services

Reference number: ICT-390

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Provision of Service desk and desk side Managed Services

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 4 773 133,00 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: Ireland

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

Provision of Service desk and desk side Managed Services

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

Quality criterion - Name: Response to Requirements / Weighting: 45%

Quality criterion - Name: Proposed Resources / Weighting: 25%

Price - 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**

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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: [2021/S 153-407284](#)

#### **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:

ICT-390 - Provision of Service desk and desk side Managed Services

A contract/lot is awarded: yes

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

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

31/01/2022

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

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

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: IT Alliance Group

Postal address: 12C Joyce Way, Park West Business Park

Town: Dublin

NUTS code: IE Éire / Ireland

Country: Ireland

Internet address: [www.italliancegroup.com](http://www.italliancegroup.com)

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 3 600 000,00 EUR

Total value of the contract/lot: 4 773 133,00 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: Central Office of the High Court

Postal address: Ground Floor (East Wing), Four Courts, Inns quay

Town: Dublin

Country: Ireland

E-mail: [HighCourtCentralOffice@courts.ie](mailto:HighCourtCentralOffice@courts.ie)

Telephone: +353 18886458

Internet address: <https://www.courts.ie/content/central-office-high-court>

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

This tender is covered by the application of the remedies directive and the relevant standstill period applicable.

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

19/09/2022

