

**Ireland-Dublin: Supply services of personnel including temporary staff**  
**OJ S 219/2022 14/11/2022**  
**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: 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: Turlough McKenna

E-mail: [turlough.mckenna@per.gov.ie](mailto:turlough.mckenna@per.gov.ie)

Telephone: +353 016045177

**Internet address(es):**

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

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

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

Other type: Government Department

**I.5. Main activity**

Other activity: ICT

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**Section II: Object**

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

**II.1.1. Title**

This public procurement competition relates to the provision of On-site ICT Service Desk

Resources to the Office of the Chief Information Officer

Reference number: OGCIO SDT

**II.1.2. Main CPV code**

79620000 Supply services of personnel including temporary staff

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The OGCIO requires a Service Provider to deliver a team of initially twelve on-site experienced and quality focused ICT Service Desk Resources, (with the skills as outlined in Section 3.2) for the OGCIO ICT Service Desk. This team, will log, capture, resolve and manage service desk

issues and requests from customers using the OGCIO's services responding to a wide range of ICT-related queries from users across the Public Service, by email, telephone and online from the Department's offices, or via remote access. The ICT Support Service works to the IT Service Management Standard ITIL and staff must be able to work in this environment as well as involved in a range of critically required proactive support services. A highly efficient and professional ICT service is required to support staff across the Public Service in achieving their business objectives. The technical capacity to deliver the service must also be supported by a keen focus on quality customer service.

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

This contract is divided into lots: no

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

Value excluding VAT: 2 000 000,00 EUR

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

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

NUTS code: IE Éire / Ireland

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

The OGCIO requires a Service Provider to deliver a team of initially twelve on-site experienced and quality focused ICT Service Desk Resources, (with the skills as outlined in Section 3.2) for the OGCIO ICT Service Desk. This team, will log, capture, resolve and manage service desk issues and requests from customers using the OGCIO's services responding to a wide range of ICT-related queries from users across the Public Service, by email, telephone and online from the Department's offices, or via remote access. The ICT Support Service works to the IT Service Management Standard ITIL and staff must be able to work in this environment as well as involved in a range of critically required proactive support services. A highly efficient and professional ICT service is required to support staff across the Public Service in achieving their business objectives. The technical capacity to deliver the service must also be supported by a keen focus on quality customer service.

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

Quality criterion - Name: Service Desk Expansion and Enhancements / Weighting: 150

Quality criterion - Name: Quality of Service Delivery Model / Weighting: 350

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: [2020/S 162-393786](#)

##### **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:**

This public procurement competition relates to the provision of On-site ICT Service Desk Resources to the Office of the Chief Information Officer

A contract/lot is awarded: yes

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

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

01/02/2021

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

Number of tenders received: 5

Number of tenders received from SMEs: 5

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: 5

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

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

Official name: Ergo

Postal address: Ergo of 1st Floor, Block T, Eastpoint Business Park, Dublin 3

Town: Dublin

NUTS code: IE061 Dublin

Postal code: Dublin 3

Country: Ireland

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 2 000 000,00 EUR

Total value of the contract/lot: 2 000 000,00 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: OGCIO

Postal address: 3A Mayor Street Upper

Town: Dublin

Postal code: D01 PF72

Country: Ireland

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

09/11/2022