

Ireland-Dublin: Helpdesk and support services
OJ S 221/2022 16/11/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Raidió Teilifís Éireann (RTÉ)

National registration number: 8T50578M

Postal address: Donnybrook

Town: Dublin

NUTS code: IE Éire / Ireland

Postal code: Co. Dublin

Country: Ireland

Contact person: Joe Lavelle

E-mail: joe.lavelle@rte.ie

Telephone: +353 12082239

Internet address(es):

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/396>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Recreation, culture and religion

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

RTÉ IT Helpdesk and Managed Support Services

Reference number: 22P017

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

RTÉ invites submissions from suitable competent suppliers for the supply of an IT Helpdesk and Managed Support Service as follows:

Provide an offsite Service Desk function which will include:

- Ticket resolution, where tickets are generated by RTÉ end users using software to be provided as a result of this Tender.
- Where the ticket cannot be resolved offsite by the vendor, assign it to the appropriate RTÉ Resolver Group.
- Work with RTÉ resolver teams to proactively drive the volume of tickets lower and to enable end users to self-service where possible and provide service desk portal software for end users and service management.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Lowest offer: 251 412,00 EUR / Highest offer: 1 230 000,00 EUR taken into consideration

II.2. Description

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72253100 Helpdesk services, 72610000 Computer support services, 72611000 Technical computer support services

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

Main site or place of performance: Donnybrook Dublin 4

II.2.4. Description of the procurement

RTÉ invites submissions from suitable competent suppliers for the supply of an IT Helpdesk and Managed Support Service as follows:

Provide an offsite Service Desk function which will include:

- Ticket resolution, where tickets are generated by RTÉ end users using software to be provided as a result of this Tender.
- Where the ticket cannot be resolved offsite by the vendor, assign it to the appropriate RTÉ Resolver Group.
- Work with RTÉ resolver teams to proactively drive the volume of tickets lower and to enable end users to self-service where possible and provide service desk portal software for end users and service management.

II.2.5. Award criteria

Price

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 073-195788](#)

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:**

RTÉ IT Helpdesk and Managed Support Services

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

08/11/2022

V.2.2. Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 6

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

V.2.3. Name and address of the contractor

Official name: Atos IT Solutions and Services Limited

Postal address: Level 5, Block 4, Dundrum Towncentre, Sandyford Road.Dublin 16 D16 DX96

Town: Dublin 16

NUTS code: IE Éire / Ireland

Postal code: D16 DX96

Country: Ireland

The contractor is an SME: no

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

Lowest offer: 251 412,00 EUR / Highest offer: 1 230 000,00 EUR taken into consideration

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 Courts Service

Postal address: 15-24 Phoenix St

Town: Dublin

Postal code: D07 X028

Country: Ireland

Telephone: +353 18886426

VI.5. Date of dispatch of this notice

11/11/2022