

85984-2026 - Competition

Ireland – Computer back-up services – Provision of ICT Managed Service for Fold Housing

OJ S 25/2026 05/02/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: FOLD Housing Association Ireland

Email: tina.donaghy@foldireland.ie

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Housing and community amenities

2. Procedure

2.1. Procedure

Title: Provision of ICT Managed Service for Fold Housing

Description: The objective of this RFT is to appoint a qualified ICT Managed Service Provider (MSP) to provide Level 1, Level 2 and Level 3 support for all of the Contracting Authority's ICT systems and equipment in line with ITIL v4 best practices. The MSP will be responsible for ensuring operational efficiency, service continuity and user satisfaction for Fold's 130 users using PCs/laptops/mobile for access to M365 and SharePoint services.

Procedure identifier: c5fb1cef-3320-463e-803d-ff6dad72a038

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72910000 Computer back-up services

Additional classification (cpv): 72611000 Technical computer support services, 72610000 Computer support services

2.1.2. Place of performance

Town: Dublin, Ireland

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 300 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0001

Title: Provision of ICT Managed Service for Fold Housing

Description: The objective of this RFT is to appoint a qualified ICT Managed Service Provider (MSP) to provide Level 1, Level 2 and Level 3 support for all of the Contracting Authority's ICT systems and equipment in line with ITIL v4 best practices. The MSP will be responsible for ensuring operational efficiency, service continuity and user satisfaction for Fold's 130 users using PCs/laptops/mobile for access to M365 and SharePoint services.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72910000 Computer back-up services

Additional classification (cpv): 72611000 Technical computer support services, 72610000 Computer support services

5.1.2. Place of performance

Town: Dublin

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 5 Years

5.1.5. Value

Estimated value excluding VAT: 300 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project fully or partially financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: English

Languages in which the procurement documents (or their parts) are unofficially available: English

Deadline for requesting additional information: 06/03/2026 13:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7448085>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=7448085>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 13/03/2026 13:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 13/03/2026 13:30:00 (UTC+00:00) Western European Time, GMT

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=7448085>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing offline access to the procurement documents: FOLD Housing Association Ireland

Organisation providing more information on the review procedures: The High Court of Ireland

Organisation receiving requests to participate: FOLD Housing Association Ireland

Organisation processing tenders: FOLD Housing Association Ireland

8. Organisations

8.1. ORG-0001

Official name: FOLD Housing Association Ireland

Registration number: 357889

Postal address: BLOCK A THE CRESCENT BUILDING NORTHWOOD CRESCENT
NORTHWOOD DUBLIN 9

Town: Dublin

Postcode: D09 X8W3

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: Finance Officer

Email: tina.donaghy@foldireland.ie

Telephone: +353 1 8228804

Buyer profile: www.foldhousing.ie

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

8.1. ORG-0002

Official name: The High Court of Ireland
Registration number: The High Court of Ireland
Department: The High Court of Ireland
Postal address: Four Courts, Inns Quay, Dublin 7
Town: Dublin
Postcode: D07 WDX8
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: HighCourtCentralOffice@courts.ie
Telephone: +353 1 8886000

Roles of this organisation:

Review organisation
Organisation providing more information on the review procedures

8.1. ORG-0003

Official name: European Dynamics S.A.
Registration number: 002024901000
Department: European Dynamics S.A.
Town: Athens
Postcode: 15125
Country subdivision (NUTS): Βόρειος Τομέας Αθηνών (EL301)
Country: Greece
Email: eproc-esender@eurodyn.com
Telephone: +30 2108094500

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: ff9e5163-0311-4987-8b4c-43505cf2805a - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
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Notice publication number: 85984-2026
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