

Ireland: System and support services

Microsoft Cloud, Software Development, System Support and Operational services for SEAI as a Managed Service

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Sustainable Energy Authority of Ireland

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Environmental protection

2 Procedure

2.1 Procedure

Title: Microsoft Cloud, Software Development, System Support and Operational services for SEAI as a Managed Service

Description: The objective of this Request for Tender is to invite proposals from a suitably qualified Service Provider for the provision of a range of managed IT services as outlined below to support several Business Process Information Systems within Dynamics 365, SharePoint online, Microsoft Azure environments. This RFT contains service levels/ metrics (Service Level Objectives as defined in the Managed Service Agreement attached as an Appendix). SEAI reserves, at its sole discretion, the right during the term of the contract to use alternative service providers to provide services detailed. SEAI further reserves the right to exclude any element of the requirements during the lifetime of the contract and hence requires that these individual elements are separately costed.

Procedure identifier: 8428e729-2441-4edf-a9e8-c86748f8938f

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

Additional classification (cpv): 72212600 Database and operating software development services

Additional classification (cpv): 72224000 Project management consultancy services

Additional classification (cpv): 72222300 Information technology services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72260000 Software-related services

Additional classification (cpv): 72300000 Data services

Additional classification (cpv): 72267100 Maintenance of information technology software

Additional classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72261000 Software support services

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 7 500 000 Euro

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 technical ID: LOT-0001

Title: Microsoft Cloud, Software Development, System Support and Operational services for SEAI as a Managed Service

Description: The objective of this Request for Tender is to invite proposals from a suitably qualified Service Provider for the provision of a range of managed IT services as outlined below to support several Business Process Information Systems within Dynamics 365, SharePoint online, Microsoft Azure environments. This RFT contains service levels/metrics (Service Level Objectives as defined in the Managed Service Agreement attached as an Appendix). SEAI reserves, at its sole discretion, the right during the term of the contract to use alternative service providers to provide services detailed. SEAI further reserves the right to exclude any element of the requirements during the lifetime of the contract and hence requires that these individual elements are separately costed.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

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5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Duration: 5 Year

5.1.5 Value

Estimated value excluding VAT: 7 500 000 Euro

5.1.6 General information

Reserved participation: Participation is not reserved.

Procurement Project not 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: 20/10/2025 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6662971>

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=6662971>

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: 30/10/2025 12:00 +01:00

Deadline until which the tender must remain valid: 12 Month

Information about public opening:

Opening date: 30/10/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6662971>

Terms of contract:

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

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

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: Sustainable Energy Authority of Ireland

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

Organisation receiving requests to participate: Sustainable Energy Authority of Ireland

Organisation processing tenders: Sustainable Energy Authority of Ireland

8 Organisations

8.1 ORG-0001

Official name: Sustainable Energy Authority of Ireland

Registration number: 231664

Postal address: Three Park Place, Upper Hatch Street, Dublin 2

Town: Dublin

Postcode: D02FX65
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: procurement@seai.ie
Telephone: 018082100
Internet address: <https://www.seai.ie/>
Buyer profile: <https://www.seai.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: f6fad51b-7b96-462d-9bb1-be3442d429d8 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 30/09/2025 15:04 +01:00
Languages in which this notice is officially available: English