

Ireland: Information technology services

Provision of Microsoft Services Support and Associated Services (Ref 0384)

Contract or concession notice – standard regime - Change

1 Buyer

1.1 Buyer

Official name: Pobal

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Provision of Microsoft Services Support and Associated Services (Ref 0384)

Description: The Contracting Authority seeks to establish a Framework Agreement with a suitably qualified tenderer to meet the requirements for the support and maintenance of Microsoft and associated services. The Contracting Authority ICT infrastructure is a closely integrated ecosystem, uniquely configured to meet the organisation's operational needs. While the Contracting Authority ICT staff possess expertise across the majority of the Microsoft product suite and related technologies, external support remains a critical component in ensuring the efficient and uninterrupted operation of day-to-day services. The Contracting Authority invites responses from suitably qualified tenderers to be appointed as their Enterprise ICT Microsoft Services Framework Agreement partner, in accordance with the specific requirements outlined in the tender documentation. It should be noted that these requirements reflect the current Microsoft-based environment, and the Framework must allow for flexibility to accommodate additional or alternative software and services related to Microsoft applications and associated technologies.

Procedure identifier: 1b0298cc-a124-45ca-a3b5-673c3b91b153

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: As stated in the tender documentation.

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72222300 Information technology services

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

Additional classification (cpv): 72610000 Computer support services

Additional classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72600000 Computer support and consultancy services

Additional classification (cpv): 72540000 Computer upgrade services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72220000 Systems and technical consultancy services

Additional classification (cpv): 72250000 System and support services

Additional classification (cpv): 72260000 Software-related services

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

Additional classification (cpv): 72267200 Repair of information technology software

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 1 500 000 Euro

Maximum value of the framework agreement: 1 500 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Provision of Microsoft Services Support and Associated Services (Ref 0384)

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72222300 Information technology services

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

Additional classification (cpv): 72610000 Computer support services

Additional classification (cpv): 72611000 Technical computer support services

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Additional classification (cpv): 72260000 Software-related services

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

Additional classification (cpv): 72267200 Repair of information technology software

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 4 Year

5.1.5 Value

Estimated value excluding VAT: 1 500 000 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: Reduction of environmental impacts

Description: Award Criteria includes: Environmental, Social and Governance Tenderers must outline their measures for integrating environmental and social considerations into the service. Any measure proposed must be concrete, pertinent to the subject matter, and verifiable. They may relate but are not limited to: Promoting accessibility Ethical use of technology and data For each measure, please outline roles and responsibilities and provide a methodology for monitoring and reporting the implementation to the Contracting Authority. Marks will be awarded based on the scope, level of detail and verifiability of the measures. Any measure accepted by the Contracting Authority will form part of the terms and conditions of the contract with the successful tenderer.

Approach to reducing environmental impacts: Other

Green Procurement Criteria: Other Green Public Procurement criteria

5.1.9 Selection criteria

Sources of selection criteria: Procurement Document

5.1.10 Award criteria

Criterion:

Name: Award criteria as stated in the tender documentation.

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: 14/11/2025 12:00 +00:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6688382>

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=6688382>

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: 24/11/2025 12:00 +00:00

Deadline until which the tender must remain valid: 12 Month

Information about public opening:

Opening date: 24/11/2025 12:30 +00:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6688382>

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: yes

Electronic payment will be used: yes

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

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: Pobal

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

Organisation receiving requests to participate: Pobal

Organisation processing tenders: Pobal

8 Organisations

8.1 ORG-0001

Official name: Pobal

Registration number: 194360

Postal address: Holbrook House, Holles Street, Dublin 2,

Town: Dublin

Postcode: D02 EY84

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: tenders@pobal.ie

Telephone: +353 1 5117000

Internet address: <https://www.pobal.ie/>

Buyer profile: <https://www.pobal.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

10 Change

Version of the previous notice to be changed: 9b8eb5d0-9e01-4bd0-9db0-221d8ef67d65-01

Main reason for change: Information updated

Description: The Tender Submission deadline has been extended (from 24 November 2025) by 7 days to 1 December 2025 at 12.00 noon (Irish time).

Notice information

Notice identifier/version: 1b823a6a-6e31-43cf-be56-2e074f2b8ab3 - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 13/11/2025 12:46 +00:00

Languages in which this notice is officially available: English