

# Ireland: IT services: consulting, software development, Internet and support

## The provision of ICT Support and Managed Services

Contract or concession award notice – standard regime

### 1 Buyer

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#### 1.1 Buyer

*Official name:* Housing Finance Agency plc

*Legal type of the buyer:* Body governed by public law

*Activity of the contracting authority:* Housing and community amenities

### 2 Procedure

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#### 2.1 Procedure

*Title:* The provision of ICT Support and Managed Services

*Description:* The HFA has adopted a cloud-first strategy and at this point, has a hybrid on-premise (Microsoft Active Directory) and public-cloud (Azure Active Directory / Entra AD) infrastructure. Also, some specialist applications are delivered as pure SaaS solutions. Going forward, cloud-based SaaS, PaaS, and IaaS services will be the preferred direction, as opposed to building or hosting solutions on-premise. The ICT Infrastructure is deemed extremely critical to the successful business operations at the HFA. The HFA's ICT team provides first level support for this infrastructure. Second level support and vendor escalation are currently outsourced to a number of MSPs. Over time, MSP services have overlapped, and the HFA have outgrown the incumbent MSPs. As a result of this CfT, the HFA is aiming to appoint a single MSP to provide an end-to-end managed service focusing on Microsoft cloud services.

*Procedure identifier:* 57904191-b8d1-4ca7-aca7-845bc20ade56

*Previous notice:* b59fde09-34b9-4d7b-9bda-9a3ef2b22fac-01

*Type of procedure:* Open

*The procedure is accelerated:* no

*Justification for the accelerated procedure:*

*Main features of the procedure:*

##### 2.1.1 Purpose

*Main nature of the contract:* Services

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

*Additional classification (cpv):* 72100000 Hardware consultancy services

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

*Additional classification (cpv):* 72300000 Data services

*Additional classification (cpv):* 72400000 Internet services

*Additional classification (cpv):* 72500000 Computer-related services

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

*Additional classification (cpv):* 72700000 Computer network services

*Additional classification (cpv):* 72800000 Computer audit and testing services

*Additional classification (cpv):* 72900000 Computer back-up and catalogue conversion services

##### 2.1.2 Place of performance

*Country:* Ireland

Anywhere in the given country

##### 2.1.3 Value

*Estimated value excluding VAT: 350 000 Euro*

#### **2.1.4 General information**

*Legal basis:*

Directive 2014/24/EU

5 Lot

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#### **5.1 Lot technical ID: LOT-0001**

*Title:* The provision of ICT Support and Managed Services

*Description:* The HFA has adopted a cloud-first strategy and at this point, has a hybrid on-premise (Microsoft Active Directory) and public-cloud (Azure Active Directory / Entra AD) infrastructure. Also, some specialist applications are delivered as pure SaaS solutions. Going forward, cloud-based SaaS, PaaS, and IaaS services will be the preferred direction, as opposed to building or hosting solutions on-premise. The ICT Infrastructure is deemed extremely critical to the successful business operations at the HFA. The HFA's ICT team provides first level support for this infrastructure. Second level support and vendor escalation are currently outsourced to a number of MSPs. Over time, MSP services have overlapped, and the HFA have outgrown the incumbent MSPs. As a result of this CfT, the HFA is aiming to appoint a single MSP to provide an end-to-end managed service focusing on Microsoft cloud services.

*Internal identifier:* 0

##### **5.1.1 Purpose**

*Main nature of the contract:* Services

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

*Additional classification (cpv):* 72100000 Hardware consultancy services

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

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*Additional classification (cpv):* 72800000 Computer audit and testing services

*Additional classification (cpv):* 72900000 Computer back-up and catalogue conversion services

##### **5.1.2 Place of performance**

*Country:* Ireland

Anywhere in the given country

*Additional information:*

##### **5.1.5 Value**

*Estimated value excluding VAT: 350 000 Euro*

##### **5.1.6 General information**

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

*Approach to reducing environmental impacts:* Other

##### **5.1.10 Award criteria**

*Criterion:*

Type: Cost

Name:

Description: Cost @ 25%

Weight (percentage, exact): 25

Criterion:

Type: Quality

Name:

Description: Quality @ 75%

Weight (percentage, exact): 75

Description of the method to be used if weighting cannot be expressed by criteria:

Justification for not indicating the weighting of the award criteria:

#### **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: Housing Finance Agency plc

TED eSender: European Dynamics S.A.

## **6 Results**

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Value of all contracts awarded in this notice: 364 296 Euro

### **6.1 Result lot Identifier: LOT-0001**

At least one winner was chosen.

#### **6.1.2 Information about winners**

Winner:

Official name: EVAD Technology Group Limited

Tender:

Tender identifier: 000064045

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

Contract information:

Identifier of the contract: 412783

Date on which the winner was chosen: 11/09/2024

Date of the conclusion of the contract: 11/11/2024

The contract is awarded within a framework agreement: no

## **8 Organisations**

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### **8.1 ORG-0001**

Official name: Housing Finance Agency plc

Registration number: Housing Finance Agency

Postal address: 46 St Stephens Green, Dublin 2

Town: Dublin  
Postcode: D02 WK60  
Country subdivision (NUTS): Dublin (IE061)  
Country: Ireland  
Email: [cosec@hfa.ie](mailto:cosec@hfa.ie)  
Telephone: 018725722  
Internet address: [www.hfa.ie](http://www.hfa.ie)  
Buyer profile: [www.hfa.ie](http://www.hfa.ie)  
Roles of this organisation:  
    Buyer  
    Organisation providing offline access to the procurement documents

#### **8.1 ORG-0002**

Official name: EVAD Technology Group Limited  
Registration number: EVAD Technology Group Limited  
Town: Dublin  
Country subdivision (NUTS): Dublin (IE061)  
Country: Ireland  
Email: [david.mahon@evad.ie](mailto:david.mahon@evad.ie)  
Telephone: (01) 426 6800  
Roles of this organisation:  
    Tenderer  
    Winner of these lots: LOT-0001

#### **8.1 ORG-0003**

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](mailto:HighCourtCentralOffice@courts.ie)  
Telephone: +353 1 8886000  
Roles of this organisation:  
    Review organisation

#### **8.1 ORG-0004**

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](mailto:eproc-esender@eurodyn.com)  
Telephone: +30 2108094500  
Roles of this organisation:  
    TED eSender

**11.1 Notice information**

*Notice identifier/version:* 7c9d44bb-e333-4e87-9bc0-029089388235 - 01

*Form type:* Result

*Notice type:* Contract or concession award notice – standard regime

*Notice dispatch date:* 28/11/2024 13:44 +00:00

*Languages in which this notice is officially available:* English

**11.2 Publication information**