

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

Direct Award for Microsoft Support "Unified Support"

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Road Safety Authority (RSA)

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Direct Award for Microsoft Support "Unified Support"

Description: Direct Award of a 12 month contract to Microsoft Ireland Operations Ltd for Unified Support Services

Procedure identifier: f65014b3-8ee9-4cb7-b902-4fb3ce0fb924

Internal identifier: DR2402

Type of procedure: Negotiated without prior call for competition

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

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 200 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Direct Award for Provision of Microsoft Support "Unified Support"

Description: Direct Award for 12 months to Microsoft Ireland Operations Ltd for Provision of Microsoft Support "Unified Support". The support services are performed only by Microsoft Corporation or its affiliates. Direct award of contracts in case of sole supplier situation is permitted under Regulation 32 of the European Union (Award of Public Authority Contracts) Regulations 2016.

Internal identifier: DR2402

5.1.1 Purpose

Main nature of the contract: Services

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

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Start date: 31/01/2024

Duration end date: 31/01/2025

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

5.1.10 Award criteria

Criterion:

Type: Price

Name:

Description: Price

Weight (percentage, exact): 100

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

TED eSender: European Dynamics S.A.

6 Results

Value of all contracts awarded in this notice: 200 000 Euro

Approximate value of the framework agreements: 200 000 Euro

Direct award:

Justification for direct award: The contract can be provided only by a particular economic operator because of an absence of competition for technical reasons

Other justification: The technologies underpinning RSA operations and services is heavily reliant on Microsoft technology stack including Office 365, Teams, Sharepoint, Active Directory, Azure DevOps, PowerApps, Azure Cloud Services. With such a dependency on Microsoft technologies, it is vital that RSA TPS team have direct access to premium best in class Microsoft unified support to ensure access to 24x7 problem resolution support for RSA Microsoft technologies with pre agreed expected response times and getting best in class Microsoft

blackbelt engineers to resolve issues. Direct award of contracts in case of sole supplier situation as permitted under Regulation 32 of the European Union (Award of Public Authority Contracts) Regulations 2016.

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Microsoft Ireland Operations Limited

Tender:

Tender identifier: Microsoft Ireland Operations Limited

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

Contract information:

Identifier of the contract: Microsoft Ireland Operations Limited

Title: Direct Award for Microsoft Support "Unified Support"

Date on which the winner was chosen: 31/01/2024

Date of the conclusion of the contract: 31/01/2024

The contract is awarded within a framework agreement: no

8 Organisations

8.1 ORG-0001

Official name: Road Safety Authority (RSA)

Registration number: Road Safety Authority (RSA)

Postal address: Moy Valley Business Park, Primrose Hill

Town: Ballina

Postcode: F26 V6E4

Country: Ireland

Email: PCMO@rsa.ie

Telephone: +353 9625000

Internet address: <http://www.rsa.ie>

Buyer profile: <http://www.rsa.ie>

Roles of this organisation:

Buyer

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: Ireland

Email: HighCourtCentralOffice@courts.ie

Telephone: +353 1 8886000

Roles of this organisation:

Review organisation

8.1 ORG-0003

Official name: European Dynamics S.A.

Registration number: 002024901000

Department: European Dynamics S.A.

Town: Athens

Country: Greece

Email: eproc-esender@eurodyn.com

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

8.1 ORG-0004

Official name: Microsoft Ireland Operations Limited

Registration number: 256796

Postal address: 70 Sir John Rogerson's Quay

Town: Dublin 2

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: liamodowd@microsoft.com

Telephone: +49 (0) 1806 - 67 22 55

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

11 Notice information

11.1 Notice information

Notice identifier/version: ba88a311-e72a-4009-85ef-613bd1c7dff9 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 07/10/2024 17:26 +01:00

Languages in which this notice is officially available: English

11.2 Publication information