

Ireland: IT services: consulting, software development, Internet and support CRM Support Services (Q000151)

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Environmental Protection Agency

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Environmental protection

2 Procedure

2.1 Procedure

Title: CRM Support Services (Q000151)

Description: Lot 6 - Cascade procurement under EPA Framework for CRM Support Services

Procedure identifier: d21df739-f2c2-44f9-84b0-5a2b29288f45

Type of procedure: Open

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 subdivision (NUTS): South-East (IE052)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 32 160 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot: LOT-0001

Title: CRM Support Services (Q000151)

Description: Lot 6 - Cascade procurement under EPA Framework for CRM Support Services

Internal identifier: 1

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 subdivision (NUTS): South-East (IE052)

Country: Ireland

Additional information:

5.1.5 Value

Estimated value excluding VAT: 32 160 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: Reduction of environmental impacts

Description: Tenderers were asked to demonstrate how they will champion sustainability in the delivery of the services

Approach to reducing environmental impacts: Other

Green Procurement Criteria: National Green Public Procurement criteria

5.1.10 Award criteria

Criterion:

Type: Cost

Description: Cost @ 100%

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 100

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

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

6 Results

Maximum value of the framework agreements in this notice: 32 160 Euro

6.1 Result lot identifier: LOT-0001

At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 32 160 Euro

6.1.2 Information about winners

Winner:

Official name: PNP CRM SOLUTIONS LTD T/A ECLAVA IRELAND

Tender:

Tender identifier: PNP CRM SOLUTIONS LTD T/A ECLAVA IRELAND

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

Contract information:

Identifier of the contract: CRM Support Services (Q000151)

Date on which the winner was chosen: 24/06/2026
Date of the conclusion of the contract: 25/06/2026
The contract is awarded within a framework agreement: no

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders for which it has not been verified if they are admissible or inadmissible

Number of tenders or requests to participate received: 1

8 Organisations

8.1 ORG-0001

Official name: Environmental Protection Agency

Registration number: 6606490B

Postal address: Johnstown Castle Estate

Town: Wexford

Postcode: Y35 W821

Country subdivision (NUTS): South-East (IE052)

Country: Ireland

Email: p.fanning@epa.ie

Telephone: 0539160600

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

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

8.1 ORG-0004

Official name: PNP CRM SOLUTIONS LTD T/A ECLAVA IRELAND

Size of the economic operator: *Micro, small, or medium*

Registration number: 9660115F

Town: Moate

Postcode: N37YX90

Country subdivision (NUTS): Midland (IE063)

Country: Ireland

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: be01898b-802e-42f6-bad9-b5c0a3b77b72 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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