

Ireland: IT services: consulting, software development, Internet and support RFP2607 - The Provision of ManageEngine Service Desk Tickets

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: RFP2607 - The Provision of ManageEngine Service Desk Tickets

Description: Having previously conducted a request for proposal process, the RSA awarded a contract as further described in this Contract Award Notice.

Procedure identifier: 794c5a1a-0270-418b-9851-942d7b48e404

Internal identifier: RFP2607

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): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 27 015 Euro

2.1.4 General information

Legal basis:

Other

5 Lot

5.1 Lot: LOT-0001

Title: RFP2607 - The Provision of ManageEngine Service Desk Tickets

Description: Having previously conducted a request for proposal process, the RSA awarded a contract as further described in this Contract Award Notice

Internal identifier: RFP2607

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): Dublin (IE061)

Country: Ireland

Additional information:

5.1.5 Value

Estimated value excluding VAT: 27 015 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.16 Further information, mediation and review

Review organisation: The High Court of Ireland

Organisation providing additional information about the procurement procedure: Road Safety Authority (RSA)

Organisation providing offline access to the procurement documents: Road Safety Authority (RSA)

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

Organisation whose budget is used to pay for the contract: Road Safety Authority (RSA)

Organisation executing the payment: Road Safety Authority (RSA)

Organisation signing the contract: Road Safety Authority (RSA)

6 Results

Value of all contracts awarded in this notice: 27 015 Euro

6.1 Result lot identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Servaplex Ltd

Tender:

Tender identifier: TPA-0001

Identifier of lot or group of lots: LOT-0001

Contract information:

Identifier of the contract: Servaplex Ltd

Date of the conclusion of the contract: 24/04/2026

Organisation signing the contract: Road Safety Authority (RSA)

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 subdivision (NUTS): West (IE042)

Country: Ireland
Email: PCMO@rsa.ie
Telephone: +353 96 25000
Internet address: <http://www.rsa.ie>
Buyer profile: <http://www.rsa.ie>

Roles of this organisation:

- Buyer
- Organisation providing additional information about the procurement procedure
- Organisation providing offline access to the procurement documents
- Organisation signing the contract
- Organisation whose budget is used to pay for the contract
- Organisation executing the payment

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: Servaplex Ltd
Size of the economic operator: Medium
Postcode: Dublin
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: sales@servaplex.com

Roles of this organisation:

- Tenderer

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: ce4f8320-8ce8-41ab-8c11-6c39d7a87c8b - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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