

Ireland-Wexford: Helpdesk and support services
OJ S 55/2023 17/03/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Environmental Protection Agency

National registration number: N/A

Postal address: Johnstown Castle Estate

Town: Wexford

NUTS code: IE Éire / Ireland

Postal code: Wexford

Country: Ireland

Contact person: Joan Redmond

E-mail: j.redmond@epa.ie

Telephone: +353 539160692

Internet address(es):

Main address: <http://www.epa.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/334>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Environment

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Dynamics 365 Support Services

Reference number: IE_EPA_2022_CRM

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

RFT for the supply of contract services for the support of Dynamics 365 applications and the Dynamics 365 environment.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 317 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72253100 Helpdesk services, 72253200 Systems support services, 72261000 Software support services, 72265000 Software configuration services, 72267000 Software maintenance and repair services, 72322000 Data management services

II.2.3. Place of performance

NUTS code: IE0 Ireland

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

RFT for the supply of contract services for the support of Dynamics 365 applications and the Dynamics 365 environment.

II.2.5. Award criteria

Quality criterion - Name: Quality / Weighting: 70%

Cost criterion - Name: Cost / Weighting: 30%

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 160-456841](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 1

Title:

Dynamics 365 Support Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

09/03/2023

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: PnP Solutions

National registration number: 9660115f

Postal address: Unit 4 Rockfield Business Park, Moate

Town: Moate

NUTS code: IE0 Ireland

Postal code: Co. Westmeath

Country: Ireland

E-mail: tom.egan@pnpsolutions.com

Telephone: +353 906448806

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 317 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Postal address: Four Courts

Town: Dublin

Postal code: 7

Country: Ireland

E-mail: highcourtcentraloffice@courts.ie

Telephone: +353 18886000

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

VI.4.2. Body responsible for mediation procedures

Official name: High Court

Town: Dublin
Country: Ireland

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Consult legal advisor
Town: As applicable
Country: Ireland

VI.5. Date of dispatch of this notice

13/03/2023