

169136-2026 - Result

Ireland – IT services: consulting, software development, Internet and support – Provision of CRM Support services

OJ S 49/2026 11/03/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Environmental Protection Agency

Email: p.fanning@epa.ie

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Environmental protection

2. Procedure

2.1. Procedure

Title: Provision of CRM Support services

Description: Provision of CRM Support services

Procedure identifier: 53fe4f71-9974-4a57-a985-cf95ac4bfdeb

Internal identifier: M000037

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: 400 055,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Provision of CRM Support services

Description: Provision of 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

5.1.5. Value

Estimated value excluding VAT: 400 055,00 EUR

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: Tenderer is asked to demonstrate how they will champion sustainability in the delivery of the service

Approach to reducing environmental impacts: Other

Green Procurement Criteria: National Green Public Procurement criteria

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Cost @ 35%

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

Award criterion number: 35

Criterion:

Type: Quality

Description: Quality @ 65%

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

Award criterion number: 65

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

6. Results

Value of all contracts awarded in this notice: 400 055,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: PnP CRM Solutions (Trading as Ecleva Ireland)

Tender:

Tender identifier: PnP Solutions

Identifier of lot or group of lots: LOT-0001

Value of the tender: 400 055,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: PnP Contract

Date on which the winner was chosen: 18/02/2026

Date of the conclusion of the contract: 09/03/2026

6.1.4. Statistical information**Received tenders or requests to participate:**

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

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 (Trading as Ecleva Ireland)

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

Registration number: 9660115F

Town: Tubber

Postcode: N37YX90

Country subdivision (NUTS): Midland (IE063)

Country: Ireland

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

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