

233713-2026 - Result

Ireland – IT services: consulting, software development, Internet and support – CFT for the provision of CRM Support Services

OJ S 66/2026 03/04/2026

**Contract or concession award notice – standard regime
Services**

1. Buyer

1.1. Buyer

Official name: Department of Further and Higher Education Research Innovation and Science

Email: procurementDFHERIS@dfheris.gov.ie

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: CFT for the provision of CRM Support Services

Description: The Services comprise of the ongoing operation, support and maintenance of the MS Dynamics-based IEFAS CRM system including: Management and operation of the cloud hosting service Support and maintenance of the technical platform Support and maintenance of the IEFAS application in person where required Providing training and development services in person where required

Procedure identifier: 8500a80c-9392-483c-8aaa-195bb3618817

Internal identifier: ongoing operation, support and maintenance of the MS Dynamics-based IEFAS CRM system

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

Additional classification (cpv): 72510000 Computer-related management services

2.1.2. Place of performance

Postal address: DFHERIS, Marlborough Street, Dublin, D01 RC96. Marlborough Street, Dublin, D01 RC96.

Town: Dublin

Postcode: D01 RC96

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 1 400 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: CFT for the provision of CRM Support Services

Description: The Services comprise of the ongoing operation, support and maintenance of the MS Dynamics-based IEFAS CRM system including: Management and operation of the cloud hosting service Support and maintenance of the technical platform Support and maintenance of the IEFAS application in person where required Providing training and development services in person where required

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): Dublin (IE061)

Country: Ireland

5.1.5. Value

Estimated value excluding VAT: 1 400 000,00 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: No strategic procurement

5.1.10. Award criteria

Criterion:

Type: Cost

Description: MEAT

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

Award criterion number: 40

Criterion:

Type: Quality

Description: MEAT

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

Award criterion number: 60

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: 1 400 000,00 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: Storm Technology Limited

Tender:

Tender identifier: Storm Technology Limited

Identifier of lot or group of lots: LOT-0001

Value of the tender: 1 400 000,00 EUR

The tender was ranked: no

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: Storm Technology Limited

Date on which the winner was chosen: 05/02/2026

Date of the conclusion of the contract: 27/02/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Department of Further and Higher Education Research Innovation and Science

Registration number: IR9918912I

Postal address: 52 St. Stephen's Green

Town: Dublin

Postcode: D02 DR67

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurementDFHERIS@dfheris.gov.ie

Telephone: 01 889 2448

Internet address: <https://www.gov.ie/dfheris>

Buyer profile: <https://www.gov.ie/dfheris>

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: Storm Technology Limited

Size of the economic operator: Medium

Registration number: 8228144P

Town: Dublin

Postcode: D07 N977

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

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