

## 294030-2026 - Result

### Ireland – Information technology services – Provision of Microsoft Services Support and Associated Services (Ref 0384)

OJ S 83/2026 29/04/2026

Contract or concession award notice – standard regime  
Services

## 1. Buyer

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### 1.1. Buyer

Official name: Pobal

Email: [tenders@pobal.ie](mailto:tenders@pobal.ie)

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

## 2. Procedure

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### 2.1. Procedure

Title: Provision of Microsoft Services Support and Associated Services (Ref 0384)

Description: The Contracting Authority seeks to establish a Framework Agreement with a suitably qualified tenderer to meet the requirements for the support and maintenance of Microsoft and associated services. The Contracting Authority ICT infrastructure is a closely integrated ecosystem, uniquely configured to meet the organisation's operational needs. While the Contracting Authority ICT staff possess expertise across the majority of the Microsoft product suite and related technologies, external support remains a critical component in ensuring the efficient and uninterrupted operation of day-to-day services. The Contracting Authority invites responses from suitably qualified tenderers to be appointed as their Enterprise ICT Microsoft Services Framework Agreement partner, in accordance with the specific requirements outlined in the tender documentation. It should be noted that these requirements reflect the current Microsoft-based environment, and the Framework must allow for flexibility to accommodate additional or alternative software and services related to Microsoft applications and associated technologies.

Procedure identifier: 1b0298cc-a124-45ca-a3b5-673c3b91b153

Previous notice: 1b823a6a-6e31-43cf-be56-2e074f2b8ab3-02

Internal identifier: 0384

Type of procedure: Open

The procedure is accelerated: no

#### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72222300 Information technology services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72610000 Computer support services, 72611000 Technical computer support services, 72600000 Computer support and consultancy services, 72540000 Computer upgrade services, 72500000 Computer-related services, 72220000 Systems and technical consultancy services, 72250000 System and support services, 72260000 Software-related services, 72267100 Maintenance of information technology software, 72267200 Repair of information technology software

### 2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

### 2.1.3. Value

Estimated value excluding VAT: 1 500 000,00 EUR

Maximum value of the framework agreement: 1 500 000,00 EUR

### 2.1.4. General information

#### Legal basis:

Directive 2014/24/EU

## 5. Lot

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### 5.1. Lot: LOT-0001

Title: Provision of Microsoft Services Support and Associated Services (Ref 0384)

Description: The Contracting Authority seeks to establish a Framework Agreement with a suitably qualified tenderer to meet the requirements for the support and maintenance of Microsoft and associated services. The Contracting Authority ICT infrastructure is a closely integrated ecosystem, uniquely configured to meet the organisation's operational needs. While the Contracting Authority ICT staff possess expertise across the majority of the Microsoft product suite and related technologies, external support remains a critical component in ensuring the efficient and uninterrupted operation of day-to-day services. The Contracting Authority invites responses from suitably qualified tenderers to be appointed as their Enterprise ICT Microsoft Services Framework Agreement partner, in accordance with the specific requirements outlined in the tender documentation. It should be noted that these requirements reflect the current Microsoft-based environment, and the Framework must allow for flexibility to accommodate additional or alternative software and services related to Microsoft applications and associated technologies.

Internal identifier: 0384

#### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72222300 Information technology services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72610000 Computer support services, 72611000 Technical computer support services, 72600000 Computer support and consultancy services, 72540000 Computer upgrade services, 72500000 Computer-related services, 72220000 Systems and technical consultancy services, 72250000 System and support services, 72260000 Software-related services, 72267100 Maintenance of information technology software, 72267200 Repair of information technology software

#### 5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

#### 5.1.3. Estimated duration

Duration: 4 Years

#### 5.1.5. Value

Estimated value excluding VAT: 1 500 000,00 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: Reduction of environmental impacts

Description: Award Criteria includes: Environmental, Social and Governance (ESG) 5%

Tenderers must outline their measures for integrating environmental and social considerations into the service.

Approach to reducing environmental impacts: Other

Green Procurement Criteria: Other Green Public Procurement criteria

Social objective promoted: Other

#### 5.1.10. Award criteria

##### Criterion:

Type: Cost

Description: Cost 30%

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

Award criterion number: 30

##### Criterion:

Type: Quality

Description: Quality Criteria include: Delivery of Service 20% Contract Management Approach

10% Quality, expertise and structure of the team proposed 30% Added Value / Innovation 5%

Environmental, Social and Governance (ESG) 5%

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

Award criterion number: 70

#### 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 offline access to the procurement documents: Pobal

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

## 6. Results

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Approximate value of the framework agreements

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1 500 000,00

EUR

#### 6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

##### Framework agreement:

Re-estimated value of the framework agreement: 1 500 000,00 EUR

### 6.1.2. Information about winners

**Winner:**

Official name: VE3

**Tender:**

Tender identifier: 000146303

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

**Contract information:**

Identifier of the contract: 439764

Date on which the winner was chosen: 28/01/2026

Date of the conclusion of the contract: 26/03/2026

### 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: 3

## 8. Organisations

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### 8.1. ORG-0001

Official name: Pobal

Registration number: 194360

Postal address: Holbrook House, Holles Street, Dublin 2,

Town: Dublin

Postcode: D02 EY84

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: [tenders@pobal.ie](mailto:tenders@pobal.ie)

Telephone: 353 1 5117000

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

Buyer profile: <https://www.pobal.ie/>

**Roles of this organisation:**

Buyer

Organisation providing offline access to the procurement documents

### 8.1. ORG-0002

Official name: VE3

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

Registration number: 07343436

Postal address: 86-90 Paul Street, London

Town: London

Postcode: EC2A 4NE

Country: United Kingdom

Email: [team@ve3.global](mailto:team@ve3.global)

Telephone: +44 (0) 20 4552 0840

Internet address: <https://www.ve3.global/>

**Roles of this organisation:**

Tenderer

**Winner of these lots: LOT-0001**

### 8.1. ORG-0003

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](mailto:HighCourtCentralOffice@courts.ie)

Telephone: +353 1 8886000

**Roles of this organisation:**

Review organisation

Organisation providing more information on the review procedures

**8.1. ORG-0004**

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](mailto:eproc-esender@eurodyn.com)

Telephone: +30 2108094500

**Roles of this organisation:**

TED eSender

## Notice information

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Notice identifier/version: 309bea43-eb29-4394-9fd0-bd3b93a3798e - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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