

87740-2026 - Contract modification

Ireland – Software-related services – Microsoft Dynamics AX Support Services and Development Framework

OJ S 26/2026 06/02/2026

Contract modification notice - Change notice

1. Buyer

1.1. Buyer

Official name: EirGrid plc

Email: Sinead.Connolly@eirgrid.com

2. Procedure

2.1. Procedure

Title: Microsoft Dynamics AX Support Services and Development Framework

Description: EirGrid has established a framework agreement for the provision of support and maintenance and development of all the instances of Microsoft Dynamics AX, and for all future system projects and change requests as required. The framework agreement period will be for an initial duration of 4 years with the option to extend annually for up to an additional 4 years, subject always to the satisfactory performance of the supplier. EirGrid envisages this project being a solution which will evolve over time and therefore intends awarding a contract with a potential maximum relationship of 20 years including options for renewal at various stages over the life of the arrangement.

Procedure identifier: 5594df2f-a74f-4395-8094-8f4301c37593

Internal identifier: ENQEIR645

2.1.1. Purpose

Main classification (cpv): 72260000 Software-related services

2.1.4. General information

Additional information: The total estimated spend of this contract is for the initial duration of 4 years and the option to extend annually for up to an additional 4 years.

Legal basis:

Directive 2014/25/EU

5. Lot

5.1. Lot: LOT-0000

Title: Microsoft Dynamics AX Support Services and Development Framework

Description: EirGrid has established a framework agreement for the provision of support and maintenance and development of all the instances of Microsoft Dynamics AX, and for all future system projects and change requests as required. This contract will include but not be limited to the provision of: — MS Dynamics AX support and maintenance services for all current and future instances of the product, — support and maintenance of ZAP BI and advice on reporting strategy, — best practice advice/assist EirGrid in developing Roadmap for future Microsoft Dynamics AX expansion, — all future Microsoft Dynamics AX projects, — all future system change requests. The framework agreement period will be for an initial duration of 4 years with

the option to extend annually for up to an additional 4 years, subject always to the satisfactory performance of the supplier. EirGrid envisages qualifying up to 5 candidates from this pre-qualification process, subject to the quality of responses received.

5.1.1. Purpose

Main classification (cpv): 72260000 Software-related services

Additional classification (cpv): 48440000 Financial analysis and accounting software package, 48441000 Financial analysis software package, 48442000 Financial systems software package, 48812000 Financial information systems, 72212440 Financial analysis and accounting software development services, 72212441 Financial analysis software development services, 72212442 Financial systems software development services

Options:

Description of the options: The framework agreement period will be for an initial duration of 4 years with the option to extend annually for up to an additional 4 years, subject always to the satisfactory performance of the supplier. Under Article 50.F as set out in Council Directive 2014/25/EU as transposed into Irish law by the European Union Award of Contracts by Utility Undertakings) Regulations 2016 (S.I. 286 of 2016) (the 'Regulations') and given the complexity of EirGrid system set-up, the software installed may become embedded into EirGrid systems architecture. This may lead to future contracts for continuous support. Therefore EirGrid may award future contracts for continuous support up to the maximum allowed 20 years, subject always to the satisfactory performance of the supplier.

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

Additional information: The total estimated spend of this contract is for the initial duration of 4 years and the option to extend annually for up to an additional 4 years.

5.1.16. Further information, mediation and review

Review organisation: The High Court

Organisation providing additional information about the procurement procedure: EirGrid plc

Organisation providing offline access to the procurement documents: EirGrid plc

6. Results

Value of all contracts awarded in this notice: 7 400 000,00 EUR

6.1. Result lot identifier: LOT-0000

6.1.2. Information about winners

Winner:

Official name: Hitachi Solutions Europe Ltd

Tender:

Tender identifier: Hitachi

Identifier of lot or group of lots: LOT-0000

Value of the tender: 7 400 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: Hitachi

Title: Microsoft Dynamics AX Support Services and Development Framework

Date of the conclusion of the contract: 06/12/2019

7. Modification

7.1. Modification

Identifier of the previous contract award notice: 604350-2019

Identifier of the modified contract: Hitachi

Reason for modification: Need for additional works, services or supplies by the original contractor.

Description: Regulation 97(1)(b) permits a modification for the provision of additional works /services or supplies (irrespective of their value) by the original contractor that have become necessary and which were not included in the original procurement where a change of contractor: • cannot be made for economic or technical reasons such as requirements of interchangeability or interoperability with existing equipment, software, services or installations procured under the initial procurement; and • would cause significant inconvenience or substantial duplication of costs for the contracting entity. (i) Additional works/services/supplies to be provided by existing contractor Microsoft introduced mandatory annual scheduled upgrades for Dynamics 365 Previously, upgrades were done on a more optional basis wherein EirGrid had a choice whether to stay “locked” in on a current version of the system or undergo a major version upgrade. These mandatory upgrades were rolled out by Microsoft to ensure companies are running the latest and most secure compliant version of the software. Remaining on an older version opens the system to cyber security risks. As a result, the contractor had to provide impact assessment for each of the upgrades which included reviewing functionality changes and how they will impact the EirGrid system, end to end testing in two testing environments, deployments across all EirGrid environments from “Development to Live”, and hyper care. The contractor had to deploy an additional team to support EirGrid with any issues, bug fixes, and inquiries, in a timely and efficient manner to ensure system stability. The contractor also assisted EirGrid to re-design test plans as a result of technical implementation issues with the upgrade and transition from the on-premises “Microsoft Dynamics AX 2012 R3” to the Cloud based “Microsoft Dynamics 365 Finance and Operations. (ii) requirements of interchangeability.....with existing equipment, software, services or installations; Introducing a new contractor at this stage is not feasible due to the extensive knowledge and familiarity the contractor has with EirGrid's systems. A new contractor would not guarantee resolution of existing technical issues and would likely cause delays due to onboarding and transition processes. The Contractor has been working with EirGrid since 2019 on all Microsoft upgrades required for the EirGrid systems. They possess the critical technical knowledge and expertise necessary for resolving ongoing issues, as they have implemented circa 800 customisations in Dynamics since its inception and creating special functionalities for EirGrid. Transferring this knowledge to a new contractor would risk disrupting the system, complicate, and delay the implementation time. (i) requirements of..... interoperability with existing equipment, software, services or installations; The contractor has worked with EirGrid since 2019 and have deep business knowledge and familiarity with certain core mission critical systems. They understand EirGrid's operational requirements, which allows them to deliver efficiently and in a timely manner. Replacing the contractor at this stage would compromise interoperability and continuity in EirGrid. The knowledge that the contractor have of EirGrid operational requirements is not easily transferrable in a short duration of time and would put EirGrid at significant risk if we were to transition to a new contractor prior to the completion of the new tender. The contractor is embedded in the delivery of the Microsoft Dynamics upgrades, which include issues, bug fixes, and inquiries, in a timely and efficient manner to ensure system stability. Halting or reassigning this work would risk delays to key programme and introduce significant remobilisation and knowledge transfer challenges.

Therefore, continuity of service and contractor involvement is essential to ensure timely and cost-effective delivery of these upgrades. (iv) Duplication of costs and inconvenience; Changing the existing contractor at this stage would cause significant inconvenience and lead to substantial duplication of costs. EirGrid's contractor have already gone through onboarding, built up domain knowledge, and developed tailored solutions for our programmes. If EirGrid switched contractor, EirGrid would need to repeat onboarding, transfer knowledge, and rebuild systems already in progress. This would be economically unviable. Financial Impacts: A failure to increase the contract value at this point would also mean EirGrid halting the critical upgrades and integrations currently underway to another set of mission critical systems, the costs of which would be substantial. Time constraints: EirGrid faced time constraints to go live with the upgraded finance business system, making it imperative to continue working with the Contractor to fix the technical errors rather than switching contractors. Operational Impacts: The critical nature of having a functioning financial system for EirGrid, as it has significant operational impact to the business employees, suppliers and its external customers. It affects payments to suppliers, purchase orders, and recording timesheets. Failure to resolve these issues could lead to significant inconvenience and additional costs for EirGrid.

7.1.1. Change

Description of modifications: In 2024, the contract value was increased by €2.5M (from €4.5M to €7M), as a result of Microsoft declaring in 2022 that the on-premise version of Dynamics was at end of life and would no longer be supported into the future which necessitated the transition from the on-premises "Microsoft Dynamics AX 2012 R3" to the Cloud based "Microsoft Dynamics 365 Finance and Operations". EirGrid modified the contract under Article 89.1 (c) Utilities Directive and published a Contract Modification Notice 05 August 2024. The initial contract period expired 1st December 2025 and has two further extension options available until the contract expires in full 1st December 2027. EirGrid is progressing a new public procurement process to cover these services. However, to bridge the gap between now until the new contract is awarded (and any onboarding required), the contract needs to be extended by 12 months for a value of €400K to continue availing of the maintenance and support under this contract. This modification is an increase in value of €400K from €7 Million - €7.4 Million

8. Organisations

8.1. ORG-0001

Official name: EirGrid plc

Registration number: N/A

Postal address: Block 2 — The Oval, 160 Shelbourne Road

Town: Ballsbridge

Postcode: Dublin 4

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: Sinéad Connolly

Email: Sinead.Connolly@eirgrid.com

Telephone: +353 12370335

Internet address: <http://www.eirgrid.com>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Hitachi Solutions Europe Ltd
Registration number: GB 830 5295 39
Postal address: 25 Old Broad Street
Town: London
Postcode: 0
Country: United Kingdom
Email: cwilkinson@hitachisolutions.com
Internet address: <http://www.hitachi-solutions.com>

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

8.1. ORG-0003

Official name: The High Court
Registration number: 000
Postal address: Four Courts
Town: Dublin
Postcode: Dublin
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Telephone: +353 18886000
Internet address: <http://www.courts.ie>

Roles of this organisation:

Review organisation

8.1. ORG-0000

Official name: Publications Office of the European Union
Registration number: PUBL
Town: Luxembourg
Postcode: 2417
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Email: ted@publications.europa.eu
Telephone: +352 29291
Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

10. Change

Version of the previous notice to be changed

:

469682-2024

Main reason for change

:

Buyer correction

Notice information

Notice identifier/version: 6d50c963-a6a7-4507-b929-d85caec3f534 - 01

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Notice type: Contract modification notice

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