

Ireland: Software package and information systems

9324 Emergency Response System

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Iarnród Éireann-Irish Rail

Legal type of the buyer: Public undertaking

Activity of the contracting entity: Railway services

2 Procedure

2.1 Procedure

Title: 9324 Emergency Response System

Description: Iarnród Éireann, as the national railway operator in Ireland, is seeking to procure an Emergency Response Solution (ERS) that will enhance the management of a rail incident by the relevant business functions through to resolution and the restoration of service. These functions include the Infrastructure Management Office (IMO) and the National Train Control Centre (NTCC). The ERS will be expected to facilitate the initial creation and ongoing management of an incident from a mobile device by the assigned Incident Officer (IÉIO). A key objective is to establish a central, secure digital repository for all data relating to a rail incident while ensuring relevant stakeholders have appropriate access to updates and information in real time. The solution must offer capabilities such as incident creation, categorisation of incidents, change of categorisation, configurable data access for users based on incident category, allowing typed updates from mobile devices, capture and secure storage of photographs and video footage, secure two-way communication, configurable checklist functions for incident closure, two-stage incident closure process with authorised approvers and generation of incident reports after closure. The procurement process for the award of this Contract consists of two distinct stages: a pre-qualification stage and a tender stage (or award stage). The pre-qualification process, conditions, and selection criteria are detailed in this document. All Applicants will be treated equally and will have an opportunity to pre-qualify.

Procedure identifier: a52c07f3-510e-4193-9e2c-c03d532d8b3d

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48140000 Railway traffic control software package

Additional classification (cpv): 48600000 Database and operating software package

Additional classification (cpv): 48800000 Information systems and servers

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems

Additional classification (cpv): 48700000 Software package utilities

Additional classification (cpv): 48210000 Networking software package

Additional classification (cpv): 48220000 Internet and intranet software package

Additional classification (cpv): 48310000 Document creation software package

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.4 General information

Legal basis:

Directive 2014/25/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: 9324 Emergency Response System

Description: Iarnród Éireann, as the national railway operator in Ireland, is seeking to procure an Emergency Response Solution (ERS) that will enhance the management of a rail incident by the relevant business functions through to resolution and the restoration of service. These functions include the Infrastructure Management Office (IMO) and the National Train Control Centre (NTCC). The ERS will be expected to facilitate the initial creation and ongoing management of an incident from a mobile device by the assigned Incident Officer (IÉIO). A key objective is to establish a central, secure digital repository for all data relating to a rail incident while ensuring relevant stakeholders have appropriate access to updates and information in real time. The solution must offer capabilities such as incident creation, categorisation of incidents, change of categorisation, configurable data access for users based on incident category, allowing typed updates from mobile devices, capture and secure storage of photographs and video footage, secure two-way communication, configurable checklist functions for incident closure, two-stage incident closure process with authorised approvers and generation of incident reports after closure. The procurement process for the award of this Contract consists of two distinct stages: a pre-qualification stage and a tender stage (or award stage). The pre-qualification process, conditions, and selection criteria are detailed in this document. All Applicants will be treated equally and will have an opportunity to pre-qualify.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

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5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Duration: 10 Year

5.1.4 Renewal

Maximum renewals: 5

5.1.6 General information

Reserved participation: Participation is not reserved.

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: Reduction of carbon emissions and carbon footprint

Approach to reducing environmental impacts: Climate change mitigation

Green Procurement Criteria: EU Green Public Procurement criteria

5.1.11 Procurement documents

Languages in which the procurement documents are officially available: English

Languages in which the procurement documents (or their parts) are unofficially available: English

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6010584>

5.1.12 Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=6010584>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 30/07/2025 12:00 +01:00

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: See Documents

Legal form that must be taken by a group of tenderers that is awarded a contract: Contract

Financial arrangement: See procurement Documents

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

Information about review deadlines: See documents

Organisation providing additional information about the procurement procedure: Iarnród Eireann-Irish Rail

Organisation providing offline access to the procurement documents: Iarnród Eireann-Irish Rail

Organisation receiving requests to participate: Iarnród Eireann-Irish Rail

Organisation processing tenders: Iarnród Eireann-Irish Rail

8 Organisations

8.1 ORG-0001

Official name: Iarnród Eireann-Irish Rail

Registration number: 119571

Postal address: Inchicore

Town: Dublin

Postcode: Dublin 8

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: Leone.Gorman@irishrail.ie

Telephone: +353 1 703 4190

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

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

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

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

Notice information

Notice identifier/version: 3a5144c2-d7d8-42d5-a9fd-f7c81b783ee9 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 30/06/2025 10:02 +01:00

Languages in which this notice is officially available: English