

Ireland: Computer-related management services

Request for Tenders for the provision of a Ticket Tracking System

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Office of the Revenue Commissioners_366

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Request for Tenders for the provision of a Ticket Tracking System

Description: This public procurement competition relates to the provision of a Ticket Tracking System and affiliate functionality to allow Revenue to modernise the internal handling of customer queries.

Procedure identifier: 6c5381bd-5866-4e2e-88b2-db03ebace856

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72300000 Data services

Additional classification (cpv): 72590000 Computer-related professional services

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

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 7 500 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Request for Tenders for the provision of a Ticket Tracking System

Description: This public procurement competition relates to the provision of a Ticket Tracking System and affiliate functionality to allow Revenue to modernise the internal handling of customer queries.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 72500000 Computer-related services

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

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Start date: 03/11/2025

Other duration: Unknown

5.1.5 Value

Estimated value excluding VAT: 7 500 000 Euro

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: No strategic procurement

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=6037855>

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=6037855>

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

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Allowed

Deadline for receipt of tenders: 13/08/2025 15:00 +01:00

Deadline until which the tender must remain valid: 6 Month

Information about public opening:

Opening date: 13/08/2025 15:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6037855>

Terms of contract:

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

Electronic invoicing: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

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: 30 days

Organisation providing offline access to the procurement documents: Office of the Revenue Commissioners_366

Organisation receiving requests to participate: Office of the Revenue Commissioners_366

Organisation processing tenders: Office of the Revenue Commissioners_366

8 Organisations

8.1 ORG-0001

Official name: Office of the Revenue Commissioners_366

Registration number: 4000098F

Postal address: Dublin Castle

Town: Dublin 2

Postcode: D02 R940

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: publicprocurement@revenue.ie

Telephone: 35316354000

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

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

Roles of this organisation:

Buyer

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: 212d07a9-933a-4c40-8cbd-71be1f413ad8 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 02/07/2025 16:39 +01:00

Languages in which this notice is officially available: English