

## Ireland: Customer services

# TEN2500144 - RFT For the provision, installation, hosting and support of a secure cloud-based Customer Relationship Management (CRM) System for Cavan County Council

Contract or concession notice – standard regime

## 1 Buyer

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### 1.1 Buyer

*Official name:* Cavan County Council

*Legal type of the buyer:* Local authority

*Activity of the contracting authority:* General public services

## 2 Procedure

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### 2.1 Procedure

*Title:* TEN2500144 - RFT For the provision, installation, hosting and support of a secure cloud-based Customer Relationship Management (CRM) System for Cavan County Council

*Description:* TEN2500144 - RFT For the provision, installation, hosting and support of a secure cloud-based Customer Relationship Management (CRM) System with an integrated Digital Forms Platform, a Customer Web Portal and Booking System for Cavan County Council. Please Refer to Tender Documents for further details

*Procedure identifier:* d5e89462-2825-44cc-ae4c-f386b1ed5f24

*Type of procedure:* Open

*The procedure is accelerated:* no

#### 2.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 79342300 Customer services

*Additional classification (cpv):* 72212445 Customer Relation Management software development services

*Additional classification (cpv):* 48445000 Customer Relation Management software package

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

*Additional classification (cpv):* 79342320 Customer-care services

*Additional classification (cpv):* 22822000 Business forms

*Additional classification (cpv):* 30211300 Computer platforms

*Additional classification (cpv):* 34514700 Mobile platforms

*Additional classification (cpv):* 48222000 Web server software package

#### 2.1.2 Place of performance

*Country subdivision (NUTS):* Border (IE041)

*Country:* Ireland

#### 2.1.3 Value

*Estimated value excluding VAT:* 770 000 Euro

#### 2.1.4 General information

*Legal basis:*

Directive 2014/24/EU

## 5 Lot

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## **5.1 Lot technical ID: LOT-0001**

*Title:* TEN2500144 - RFT For the provision, installation, hosting and support of a secure cloud-based Customer Relationship Management (CRM) System for Cavan County Council

*Description:* TEN2500144 - RFT For the provision, installation, hosting and support of a secure cloud-based Customer Relationship Management (CRM) System with an integrated Digital Forms Platform, a Customer Web Portal and Booking System for Cavan County Council. Please Refer to Tender Documents for further details

*Internal identifier:* 0

### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 79342300 Customer services

*Additional classification (cpv):* 72212445 Customer Relation Management software development services

*Additional classification (cpv):* 48445000 Customer Relation Management software package

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

*Additional classification (cpv):* 79342320 Customer-care services

*Additional classification (cpv):* 22822000 Business forms

*Additional classification (cpv):* 30211300 Computer platforms

*Additional classification (cpv):* 34514700 Mobile platforms

*Additional classification (cpv):* 48222000 Web server software package

### **5.1.2 Place of performance**

*Country subdivision (NUTS):* Border (IE041)

*Country:* Ireland

*Additional information:*

### **5.1.3 Estimated duration**

*Duration:* 7 Year

### **5.1.5 Value**

*Estimated value excluding VAT:* 770 000 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

*Deadline for requesting additional information:* 03/09/2025 12:00 +01:00

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6161598>

### **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=6161598>

*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:* 17/09/2025 12:00 +01:00

*Deadline until which the tender must remain valid:* 12 Month

*Information about public opening:*

*Opening date:* 17/09/2025 12:30 +01:00

*Place:* <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6161598>

*Terms of contract:*

*The execution of the contract must be performed within the framework of sheltered employment programmes:* Not yet known

*Electronic invoicing:* Required

*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

*Organisation providing offline access to the procurement documents:* Cavan County Council

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

*Organisation receiving requests to participate:* Cavan County Council

*Organisation processing tenders:* Cavan County Council

## **8 Organisations**

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### **8.1 ORG-0001**

*Official name:* Cavan County Council

*Registration number:* 47731481

*Postal address:* Cavan County Council, Cavan Courthouse, Farnham Street, Cavan, County Cavan

*Town:* Cavan

*Postcode:* H12 R6V2

*Country subdivision (NUTS):* Border (IE041)

*Country:* Ireland

*Email:* [kevingsmith@cavancoco.ie](mailto:kevingsmith@cavancoco.ie)

*Telephone:* +35349 4378366

*Internet address:* <https://www.cavancoco.ie>

*Buyer profile:* <https://www.cavancoco.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](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-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](mailto:eproc-esender@eurodyn.com)  
*Telephone:* +30 2108094500  
*Roles of this organisation:*  
    *TED eSender*

#### *Notice information*

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*Notice identifier/version:* 1161790a-b873-49fa-990f-278d1e9cbe7a - 01  
*Form type:* Competition  
*Notice type:* Contract or concession notice – standard regime  
*Notice dispatch date:* 22/07/2025 10:07 +01:00  
*Languages in which this notice is officially available:* English