

Ireland: Software programming and consultancy services TENDER FOR PROVISION OF CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM FOR BUS EIREANN FOR BUS ÉIREANN

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Bus Eireann/Irish Bus

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

Activity of the contracting entity: Urban railway, tramway, trolleybus or bus services

2 Procedure

2.1 Procedure

Title: TENDER FOR PROVISION OF CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM FOR BUS EIREANN FOR BUS ÉIREANN

Description: The Contracting Authority proposes to award a Contract for a Relationship Management System which will serve as a centralised platform for managing all customer contacts and interactions, with an emphasis on high usability and intelligent features. The primary objective is to enhance customer service and strengthen relationships by providing a unified view of customer information and communication history. This aligns with the company's strategic goal to improve customer satisfaction. By modernising customer relationship practices, the company aims to offer a modern, omnichannel experience to its clients.

Procedure identifier: 9ff431fa-13d7-434e-9b84-b7299a59df2c

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: Services

Main classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72500000 Computer-related services

2.1.2 Place of performance

Town: Dublin

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 1 000 000 Euro

Maximum value of the framework agreement: 1 000 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/25/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: TENDER FOR PROVISION OF CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM FOR BUS EIREANN FOR BUS ÉIREANN

Description: The Contracting Authority proposes to award a Contract for a Relationship Management System which will serve as a centralised platform for managing all customer contacts and interactions, with an emphasis on high usability and intelligent features. The primary objective is to enhance customer service and strengthen relationships by providing a unified view of customer information and communication history. This aligns with the company's strategic goal to improve customer satisfaction. By modernising customer relationship practices, the company aims to offer a modern, omnichannel experience to its clients.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72500000 Computer-related services

Options:

Description of the options: The Contract will be for an initial term of three (3) years with two (2) additional twelve (12) month extensions.

5.1.2 Place of performance

Town: Dublin

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 60 Month

5.1.4 Renewal

Maximum renewals: 2

5.1.5 Value

Estimated value excluding VAT: 1 000 000 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: 14/08/2025 00:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6197974>

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=6197974>

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 requests to participate: 28/08/2025 00:00 +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: Details in Procurement Document

Financial arrangement: Information in Procurement Document

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 additional information about the procurement procedure: Bus Eireann/Irish Bus

Organisation providing offline access to the procurement documents: Bus Eireann/Irish Bus

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

Organisation receiving requests to participate: Bus Eireann/Irish Bus

Organisation processing tenders: Bus Eireann/Irish Bus

8 Organisations

8.1 ORG-0001

Official name: Bus Eireann/Irish Bus

Registration number: n/a

Postal address: 21 Phibsboro Road, Dublin 7

Town: Dublin

Postcode: Dublin 7

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: John Angulin

Email: Procurement@buseireann.ie

Telephone: 01 7033400

Buyer profile: www.buseireann.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

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

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: dc8362ab-8cb6-4107-b7e8-235350699fc3 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 25/07/2025 17:46 +01:00

Languages in which this notice is officially available: English