

# Ireland: Database software development services

## Request for Tenders for the Provision of a Cloud-based organisational wide Case Management System (CMS)

Contract or concession notice – standard regime

### 1 Buyer

---

#### 1.1 Buyer

*Official name:* Competition and Consumer Protection Commission (CCPC)

*Legal type of the buyer:* Body governed by public law

*Activity of the contracting authority:* General public services

### 2 Procedure

---

#### 2.1 Procedure

*Title:* Request for Tenders for the Provision of a Cloud-based organisational wide Case Management System (CMS)

*Description:* The Competition and Consumer Protection Commission (CCPC) seeks to establish a single-party framework agreement with a suitably qualified tenderer for the setup, design, configuration, development, testing, implementation and maintenance of a cloud-based organisational-wide Case Management System (“CMS”).

Once implemented successfully, the CCPC requires an end-to-end managed service to support the CMS. The system will track and manage all relevant workflows from start to end and must integrate easily to the existing Document Management and CRM systems. The CCPC expects the successful tenderer will leverage out-of-the-box functionalities as much as possible to meet the requirements (section 9) listed below and minimise customisation or third-party integrations.

*Procedure identifier:* a24a5529-63bb-4f86-9fbd-9f6e5b6a6643

*Type of procedure:* Open

*The procedure is accelerated:* no

##### 2.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 72212610 Database software development services

*Additional classification (cpv):* 72320000 Database services

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

*Additional classification (cpv):* 48331000 Project management software package

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

*Additional classification (cpv):* 48780000 System, storage and content management software package

*Additional classification (cpv):* 48781000 System management software package

*Additional classification (cpv):* 48517000 IT software package

*Additional classification (cpv):* 48983000 Development software package

*Additional classification (cpv):* 72243000 Programming services

*Additional classification (cpv):* 72200000 Software programming and consultancy services

*Additional classification (cpv):* 72210000 Programming services of packaged software products

*Additional classification (cpv):* 72211000 Programming services of systems and user software

*Additional classification (cpv):* 72212000 Programming services of application software

##### 2.1.2 Place of performance

*Country subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

### **2.1.3 Value**

*Estimated value excluding VAT: 3 750 000 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 Cloud-based organisational wide Case Management System (CMS)

*Description:* The Competition and Consumer Protection Commission (CCPC) seeks to establish a single-party framework agreement with a suitably qualified tenderer for the setup, design, configuration, development, testing, implementation and maintenance of a cloud-based organisational-wide Case Management System ("CMS"). Once implemented successfully, the CCPC requires an end-to-end managed service to support the CMS. The system will track and manage all relevant workflows from start to end and must integrate easily to the existing Document Management and CRM systems. The CCPC expects the successful tenderer will leverage out-of-the-box functionalities as much as possible to meet the requirements (section 9) listed below and minimise customisation or third-party integrations.

*Internal identifier:* 0

#### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 72212610 Database software development services

*Additional classification (cpv):* 72320000 Database services

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

*Additional classification (cpv):* 48331000 Project management software package

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

*Additional classification (cpv):* 48780000 System, storage and content management software package

*Additional classification (cpv):* 48781000 System management software package

*Additional classification (cpv):* 48517000 IT software package

*Additional classification (cpv):* 48983000 Development software package

*Additional classification (cpv):* 72243000 Programming services

*Additional classification (cpv):* 72200000 Software programming and consultancy services

*Additional classification (cpv):* 72210000 Programming services of packaged software products

*Additional classification (cpv):* 72211000 Programming services of systems and user software

*Additional classification (cpv):* 72212000 Programming services of application software

#### **5.1.2 Place of performance**

*Country subdivision (NUTS):* Dublin (IE061)

*Country:* Ireland

*Additional information:*

#### **5.1.3 Estimated duration**

*Duration:* 6 Year

#### **5.1.5 Value**

*Estimated value excluding VAT: 3 750 000 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:* 05/09/2025 12:00 +01:00

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6235890>

#### **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=6235890>

*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:* 19/09/2025 12:00 +01:00

*Deadline until which the tender must remain valid:* 6 Month

*Information about public opening:*

*Opening date:* 19/09/2025 12:30 +01:00

*Place:* <https://www.etenders.gov.ie/epps/cft/prepareViewCFTWS.do?resourceId=6235890>

*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:* no

*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:* Competition and Consumer Protection Commission (CCPC)

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

*Organisation receiving requests to participate:* Competition and Consumer Protection Commission (CCPC)

*Organisation processing tenders:* Competition and Consumer Protection Commission (CCPC)

## 8 Organisations

---

### **8.1 ORG-0001**

*Official name:* Competition and Consumer Protection Commission (CCPC)

Registration number: 0000  
Postal address: Bloom House, Railway Street  
Town: Dublin  
Postcode: D01 C576  
Country subdivision (NUTS): Dublin (IE061)  
Country: Ireland  
Email: [procurement@ccpc.ie](mailto:procurement@ccpc.ie)  
Telephone: 014025513  
Internet address: <https://www.ccpc.ie>  
Buyer profile: <https://www.ccpc.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

---

Notice identifier/version: 2816f5c0-d837-42fb-8220-61397f0589f8 - 01  
Form type: Competition  
Notice type: Contract or concession notice – standard regime

*Notice dispatch date:* 01/08/2025 12:29 +01:00  
*Languages in which this notice is officially available:* English