

Ireland: Technical computer support services Invitation to Tender (ITT) for the provision of Content Manager Support and Maintenance, Licensing, and Professional Services

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Commission for Regulation of Utilities

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Invitation to Tender (ITT) for the provision of Content Manager Support and Maintenance, Licensing, and Professional Services

Description: CRU is currently undertaking a full independent Electronic Document and Records Management System (EDRMS) Review to assess the suitability of all software applications currently used by the organisation. The outcome of this review will determine the future EDRMS requirements for CRU. This procurement is primarily focused on providing support, maintenance, license renewals and ad-hoc professional service days for the ongoing day-to-day use of OpenText Content Manager.

Procedure identifier: 28330375-ff41-445c-bb73-3237cb6b9660

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72610000 Computer support services

Additional classification (cpv): 48311000 Document management software package

Additional classification (cpv): 48170000 Compliance software package

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

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 190 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

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5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 12 Month

5.1.5 Value

Estimated value excluding VAT: 190 000 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: 22/08/2025 17:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6290342>

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=6290342>

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: 02/09/2025 12:00 +01:00

Deadline until which the tender must remain valid: 160 Day

Information about public opening:

Opening date: 02/09/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6290342>

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: Commission for Regulation of Utilities

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

Organisation receiving requests to participate: Commission for Regulation of Utilities

Organisation processing tenders: Commission for Regulation of Utilities

8 Organisations

8.1 ORG-0001

Official name: Commission for Regulation of Utilities

Registration number: Commission for Regulation of Utilities

Postal address: The Exchange, Belgard Sq North, Tallaght

Town: Dublin

Postcode: D24 PXW0

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@cru.ie

Telephone: +35314000800

Internet address: www.cru.ie

Buyer profile: www.cru.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

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: ccfa7cbb-c205-4180-91ce-ff2b512deb79 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 12/08/2025 09:00 +01:00

Languages in which this notice is officially available: English