

Ireland: Systems and technical consultancy services Provision of a Managed Service and Helpdesk Facility for the PeopleSoft HRMS and CRM Solutions

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: National Shared Services Office

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Provision of a Managed Service and Helpdesk Facility for the PeopleSoft HRMS and CRM Solutions

Description: The National Shared Services Office is seeking tender responses for the provision of a Managed Service and Helpdesk Facility for the PeopleSoft HRMS and CRM Solutions.

Procedure identifier: 79d53d3b-306a-4cbe-aa15-76ab43304aa1

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72220000 Systems and technical consultancy services

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

Additional classification (cpv): 72253200 Systems support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72500000 Computer-related services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 13 000 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Provision of a Managed Service and Helpdesk Facility for the PeopleSoft HRMS and CRM Solutions

Description: The National Shared Services Office is seeking tender responses for the provision of a Managed Service and Helpdesk Facility for the PeopleSoft HRMS and CRM Solutions.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72220000 Systems and technical consultancy services

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

Additional classification (cpv): 72253200 Systems support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72500000 Computer-related services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 60 Month

5.1.5 Value

Estimated value excluding VAT: 13 000 000 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: 10/09/2025 00:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6311797>

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=6311797>

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 00:00 +01:00

Deadline until which the tender must remain valid: 3 Month

Information about public opening:

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

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6311797>

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: National Shared Services Office

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

Organisation receiving requests to participate: National Shared Services Office

Organisation processing tenders: National Shared Services Office

8 Organisations

8.1 ORG-0001

Official name: National Shared Services Office

Registration number: 9849665s

Postal address: National Shared Services Office, Trinity Point, 10/11 South Leinster Street, Dublin 2, D02 EF85

Town: Dublin

Postcode: D02 EF85

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: andrew.devine@nssso.gov.ie

Telephone: 017738566

Buyer profile: <https://www.nssso.gov.ie/en/>

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: 8cc3bee4-d2b7-4387-b65b-ae749f0d07fb - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 14/08/2025 15:46 +01:00

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