

Ireland: Customer Relation Management software development services Call for tenders for the provision of an Integrated Customer Relationship Management (CRM) and Online Payment system to the Rehab Group

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: The Rehab Group

Legal type of the buyer: Body governed by public law

The buyer is a contracting entity

Activity of the contracting authority: Health

2 Procedure

2.1 Procedure

Title: Call for tenders for the provision of an Integrated Customer Relationship Management (CRM) and Online Payment system to the Rehab Group

Description: The Contracting Authority is inviting tenders from providers capable of supplying, installing, customising, integrating, maintaining, upgrading, and supporting a secure, scalable, and future-ready CRM and Online Payments System for the Rehab Group. The proposed solution must be hosted, robust, and resilient, with minimal downtime and full compliance with GDPR and industry security standards. It should support centralised management of Service Users, staff, and associated operational workflows across multiple service areas within National Learning Network (NLN) and the broader Rehab Group. The system should be capable of adapting to organisational growth and evolving needs, including the capacity to scale the number of users, integrate with third-party systems, and support future enhancements in line with technological innovation and best practices.

Procedure identifier: 25d9b11e-fc35-416f-ac06-6034668cca6e

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

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

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

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 180 000 Euro

2.1.4 General information

Legal basis:

Other

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Call for tenders for the provision of an Integrated Customer Relationship Management (CRM) and Online Payment system to the Rehab Group

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

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

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

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 7 Year

5.1.5 Value

Estimated value excluding VAT: 180 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

This procurement is also suitable for small and medium-sized enterprises (SMEs): 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: 12/09/2025 00:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6331819>

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=6331819>

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: 24/09/2025 00:00 +01:00

Deadline until which the tender must remain valid: 365 Day

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: The Rehab Group

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

Organisation receiving requests to participate: The Rehab Group

Organisation processing tenders: The Rehab Group

8 Organisations

8.1 ORG-0001

Official name: The Rehab Group

Registration number: Rehab Group

Postal address: 10D Beckett Way, Park West Business Park

Town: Dublin 12

Postcode: D12 K276

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: gary.gartland@rehab.ie

Telephone: 012057200

Internet address: <https://rehab.ie>

Buyer profile: <https://rehab.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: 682d09cb-6c87-4e93-bd40-1e788d7c53ef - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 18/08/2025 16:30 +01:00
Languages in which this notice is officially available: English