

## **Ireland: IT software development services**

### **Managed Support Partner to provide professional support services for the Department of Agriculture Food and the Marine's Laboratory Information Management System (LIMS)**

Contract or concession notice – standard regime

#### 1 Buyer

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##### **1.1 Buyer**

*Official name:* Department of Agriculture Food and the Marine

*Legal type of the buyer:* Central government authority

*Activity of the contracting authority:* General public services

#### 2 Procedure

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##### **2.1 Procedure**

*Title:* Managed Support Partner to provide professional support services for the Department of Agriculture Food and the Marine's Laboratory Information Management System (LIMS)

*Description:* To support the continued excellence and modernisation of this laboratory infrastructure, the Department invests in advanced technologies and professional services that enhance operational efficiency and scientific capability. A key component of this modernisation is the upgrading of its Laboratory Information Management System (LIMS), which underpins the digital management of laboratory workflows, data, reporting and sample lifecycle. In this context, this Request for Tender (RFT) is issued for the procurement of a Managed Support Partner to provide professional support services for the DAFM Laboratory Information Management System (LIMS). The services required include support for the current LIMS 1 (Nautilus) system and the new LIMS 2 (LabVantage) system, which is intended to replace our LIMS 1. The role will involve supporting the day-to-day running of LIMS 1 and 2 as third-line support, assisting in the rollout of LIMS 2 with the transition from LIMS 1, and further developing LIMS 2 modules and functionality ultimately transitioning into a third-line support role to provide expert-level assistance for complex issues escalated by the internal support teams. It is expected that there will be 1.5 equivalents for approximately 18 months before transitioning to the 3rd line support role.

*Procedure identifier:* 839a4d87-37f5-49ea-908a-e01f8f3d1d2d

*Type of procedure:* Open

*The procedure is accelerated:* no

##### **2.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 72212517 IT software development services

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

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

##### **2.1.2 Place of performance**

*Country:* Ireland

Anywhere in the given country

##### **2.1.3 Value**

*Estimated value excluding VAT:* 2 000 000 Euro

##### **2.1.4 General information**

*Legal basis:*

## 2.1.6 Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

### 5 Lot

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#### 5.1 Lot technical ID: LOT-0001

*Title:* Managed Support Partner to provide professional support services for the Department of Agriculture Food and the Marine's Laboratory Information Management System (LIMS)

*Description:* To support the continued excellence and modernisation of this laboratory infrastructure, the Department invests in advanced technologies and professional services that enhance operational efficiency and scientific capability. A key component of this modernisation is the upgrading of its Laboratory Information Management System (LIMS), which underpins the digital management of laboratory workflows, data, reporting and sample lifecycle. In this context, this Request for Tender (RFT) is issued for the procurement of a Managed Support Partner to provide professional support services for the DAFM Laboratory Information Management System (LIMS). The services required include support for the current LIMS 1 (Nautilus) system and the new LIMS 2 (LabVantage) system, which is intended to replace our LIMS 1. The role will involve supporting the day-to-day running of LIMS 1 and 2 as third-line support, assisting in the rollout of LIMS 2 with the transition from LIMS 1, and further developing LIMS 2 modules and functionality ultimately transitioning into a third-line support role to provide expert-level assistance for complex issues escalated by the internal support teams. It is expected that there will be 1.5 equivalents for approximately 18 months before transitioning to the 3rd line support role.

*Internal identifier:* 0

##### 5.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 72212517 IT software development services

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

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

##### 5.1.2 Place of performance

*Country:* Ireland

Anywhere in the given country

*Additional information:*

##### 5.1.3 Estimated duration

*Duration:* 60 Month

##### 5.1.5 Value

*Estimated value excluding VAT:* 2 000 000 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

##### 5.1.9 Selection criteria

*Sources of selection criteria:* Procurement Document

### **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:* 11/11/2025 17:00 +01:00

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6804209>

### **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=6804209>

*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:* 21/11/2025 17:00 +01:00

*Deadline until which the tender must remain valid:* 120 Day

*Information about public opening:*

*Opening date:* 21/11/2025 17:30 +01:00

*Place:* <https://www.etenders.gov.ie/epps/cft/prepareViewCFTWS.do?resourceId=6804209>

*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:* no

### **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:* Department of Agriculture Food and the Marine

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

*Organisation receiving requests to participate:* Department of Agriculture Food and the Marine

*Organisation processing tenders:* Department of Agriculture Food and the Marine

## **8 Organisations**

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### **8.1 ORG-0001**

*Official name:* Department of Agriculture Food and the Marine

*Registration number:* IE4773186Q

*Postal address:* Agriculture House Kildare Street

*Town:* Dublin

*Postcode:* D02 WK12

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

*Country:* Ireland

*Email:* [procurement@agriculture.gov.ie](mailto:procurement@agriculture.gov.ie)

Telephone: +35316072000

Internet address: <https://www.agriculture.gov.ie>

Buyer profile: <https://www.agriculture.gov.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*

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*Notice identifier/version:* 536c6ce3-50f4-47b3-b4ca-60134a540c09 - 01

*Form type:* Competition

*Notice type:* Contract or concession notice – standard regime

*Notice dispatch date:* 17/10/2025 17:06 +01:00

*Languages in which this notice is officially available:* English