Ireland: IT services: consulting, software development, Internet and support
Provision of a Customer Relationship Management (CRM) System built on Microsoft Dynamics in a client tenant

Contract or concession notice – standard regime

1 *Buyer*

1.1 *Buyer*

Official name: Irish Red Cross
Legal type of the buyer: Body governed by public law
Activity of the contracting authority: Health

2 *Procedure*

2.1 *Procedure*

Title: Provision of a Customer Relationship Management (CRM) System built on Microsoft Dynamics in a client tenant
Description: The Irish Red Cross seeks to procure a comprehensive and scalable Customer Relationship Management (CRM) system that will support the organisation's evolving needs in volunteer and member engagement, training, and donor relationship management. The basic requirement is for a Customer Relationship Management System built on Microsoft Dynamics within the Irish Red Cross Microsoft 365 Tenant. The proposed solution must: ● Provide a centralised, secure database for all supporter types. ● Automate and streamline workflows across departments. ● Enable volunteer self-service for registration, training and availability. ● Improve oversight of local activities and branch coordination. ● Enhance donor and volunteer engagement through personalised journeys. ● Support training and event management with integration to Moodle. ● Enable data-driven decision-making through real-time reporting and analytics. In general, delivery is expected to be phased, with an initial focus on developing a Minimum Viable Product that can then be iteratively developed over the duration of the contract. Specifically, the CRM should fulfil the following objectives: 1. Centralised Database Management Establish a secure, centralised database to manage comprehensive records of volunteers, members, training participants and donors. This will eliminate duplication, improve data accuracy and support efficient access to up-to-date information across all organisational levels. 2. Automation and Streamlining of Processes Replace current manual and fragmented workflows with automated, integrated processes across registration, onboarding, training, renewals and reporting. This will improve internal efficiencies, reduce administrative burden and minimise delays - especially during times of high demand or crisis response. 3. Volunteer Self-Service Functionality Enable volunteers to access a self-service portal where they can: o Register and update personal information o Track and log volunteer hours o Register for training and events o View eligibility for roles or advanced training based on participation 4. Oversight and Coordination of Local Activities Provide real-time visibility into local branch activities and volunteer engagement levels, allowing national and regional staff to better support, coordinate and align activities across the organisation. 5. Enhanced Volunteer and Donor Engagement Facilitate more efficient and personalised communication through the creation of tailored volunteer and donor engagement journeys. The CRM should support segmentation, scheduling, and tracking of communications and interactions to build stronger relationships and increase retention. 6. Training and Event Management Enable effective planning, delivery, and tracking of training and events, including demand analysis by location and prerequisites such as volunteer qualifications. This will support strategic training delivery and resource allocation. 7. Data-Driven Decision Making Provide real-time dashboards, analytics, and reporting capabilities to allow evidence-based decision-making, impact measurement, and proactive engagement at local and national levels. Tenderers should refer to the tender documentation for more detailed information.
Procedure identifier: 8a80beae-3959-4d39-91bb-eb945ff1bcc7
Type of procedure: Open

The procedure is accelerated: *no*

2.1.1 *Purpose*

Main nature of the contract: Services
Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support
Additional classification (cpv): 72200000 Software programming and consultancy services
Additional classification (cpv): 72600000 Computer support and consultancy services
Additional classification (cpv): 72500000 Computer-related services

2.1.2 *Place of performance*

Town: Dublin
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland

2.1.3 *Value*

Estimated value excluding VAT: 175 000 *Euro*

2.1.4 *General information*

Legal basis:
Directive 2014/24/EU

2.1.6 *Grounds for exclusion*

Sources of grounds for exclusion: Procurement Document

5 *Lot*

5.1 *Lot technical ID*: LOT-0001

Title: Provision of a Customer Relationship Management (CRM) System built on Microsoft Dynamics in a client tenant
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Internal identifier: 0

5.1.1 *Purpose*

Main nature of the contract: Services
Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support
Additional classification (cpv): 72200000 Software programming and consultancy services
Additional classification (cpv): 72600000 Computer support and consultancy services
Additional classification (cpv): 72500000 Computer-related services

5.1.2 *Place of performance*

Town: Dublin
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Additional information:

5.1.3 *Estimated duration*

Duration: 24 *Month*

5.1.5 *Value*

Estimated value excluding VAT: 175 000 *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: 05/12/2025 17:00 +00:00
Address of the procurement documents: https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6999275

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=6999275
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: 15/12/2025 17:00 +00:00
Deadline until which the tender must remain valid: 12 *Day*
Information about public opening:
Opening date: 15/12/2025 17:30 +00:00
Place: https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6999275
Terms of contract:
The execution of the contract must be performed within the framework of sheltered employment programmes: No
Electronic invoicing: Required
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: Irish Red Cross
Organisation providing more information on the review procedures: The High Court of Ireland
Organisation receiving requests to participate: Irish Red Cross
Organisation processing tenders: Irish Red Cross

8 *Organisations*

8.1 ORG-0001

Official name: Irish Red Cross
Registration number: RCN20005184
Postal address: 16 Merrion Square, Dublin 2, D02XF75
Town: Dublin
Postcode: D02XF75
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: mkeane@redcross.ie
Telephone: 0872227922
Internet address: www.redcross.ie
Buyer profile: www.redcross.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: 780d9ddb-c776-4c0a-97d6-5b8e06e8839c - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 14/11/2025 17:03 +00:00
Languages in which this notice is officially available: English