

Ireland: IT services: consulting, software development, Internet and support Request for Tenders for the establishment of a Single Member Framework Agreement for the Provision of ICT Managed Services 2026-30 [609]

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: Request for Tenders for the establishment of a Single Member Framework Agreement for the Provision of ICT Managed Services 2026-30 [609]

Description: The CRU intends to appoint a single Managed Service Provider (MSP) through this Services Framework Agreement to deliver comprehensive ICT Managed Services. This will encompass the ICT Service Desk, Managed Security Operations Centre (SOC) as a Service, the provision of optional dedicated support resources, and ad-hoc professional service resources to assist with a range of ICT projects and some operational activities. The appointed Service Provider will be responsible for delivering all necessary technical support and expertise to manage the CRU's ICT needs, covering infrastructure, cloud services, both physical and virtual systems, as well as applications and services across Levels 1, 2, and 3. The framework agreement will initially run for two years, with the possibility of two further 12-month extensions, up to a total maximum duration of four years. The ICT Managed Services and SOC Services provided under this Services Framework Agreement will be needed continuously for the entire duration of the contract. Optional dedicated resources and ad-hoc project work will be engaged as required, with such assignments awarded through agreed Statements of Work (SoWs) at the sole discretion of the CRU.

Procedure identifier: ec444bd2-0eef-4ff0-be3d-3ce63ca6ccab

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): 72100000 Hardware consultancy services

Additional classification (cpv): 72110000 Hardware selection consultancy services

Additional classification (cpv): 72120000 Hardware disaster-recovery consultancy services

Additional classification (cpv): 72130000 Computer-site planning consultancy services

Additional classification (cpv): 72140000 Computer hardware acceptance testing consultancy services

Additional classification (cpv): 72150000 Computer audit consultancy and hardware consultancy services

Additional classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72210000 Programming services of packaged software products

Additional classification (cpv): 72211000 Programming services of systems and user software

Additional classification (cpv): 72212000 Programming services of application software

Additional classification (cpv): 72212211 Platform interconnectivity software development services

Additional classification (cpv): 72212213 Operating system enhancement software development services

Additional classification (cpv): 72212214 Network operating system software development services
Additional classification (cpv): 72212215 Networking developers software development services
Additional classification (cpv): 72212216 Network connectivity terminal emulation software development services
Additional classification (cpv): 72212219 Miscellaneous networking software development services
Additional classification (cpv): 72212220 Internet and intranet software development services
Additional classification (cpv): 72212311 Document management software development services
Additional classification (cpv): 72300000 Data services
Additional classification (cpv): 72310000 Data-processing services
Additional classification (cpv): 72311100 Data conversion services
Additional classification (cpv): 72311200 Batch processing services
Additional classification (cpv): 72315200 Data network management services
Additional classification (cpv): 72315100 Data network support services
Additional classification (cpv): 72322000 Data management services
Additional classification (cpv): 72500000 Computer-related services
Additional classification (cpv): 72510000 Computer-related management services
Additional classification (cpv): 72511000 Network management software services
Additional classification (cpv): 72512000 Document management services
Additional classification (cpv): 72600000 Computer support and consultancy services
Additional classification (cpv): 72610000 Computer support services
Additional classification (cpv): 72611000 Technical computer support services
Additional classification (cpv): 72700000 Computer network services
Additional classification (cpv): 72710000 Local area network services
Additional classification (cpv): 72720000 Wide area network services
Additional classification (cpv): 72800000 Computer audit and testing services
Additional classification (cpv): 72810000 Computer audit services
Additional classification (cpv): 72820000 Computer testing services
Additional classification (cpv): 72900000 Computer back-up and catalogue conversion services
Additional classification (cpv): 72910000 Computer back-up services
Additional classification (cpv): 72920000 Computer catalogue conversion services
Additional classification (cpv): 72250000 System and support services
Additional classification (cpv): 71356300 Technical support services
Additional classification (cpv): 72253000 Helpdesk and support services
Additional classification (cpv): 72315000 Data network management and support services
Additional classification (cpv): 72253200 Systems support services
Additional classification (cpv): 72261000 Software support services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 3 500 000 Euro

Maximum value of the framework agreement: 3 500 000 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

5.1 Lot technical ID: LOT-0001

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Internal identifier: 0

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Additional classification (cpv): 72500000 Computer-related 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: 48 Month

5.1.5 Value

Estimated value excluding VAT: 3 500 000 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: 16/02/2026 17:00 +00:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7429260>

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=7429260>

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: 03/03/2026 12:00 +00:00

Deadline until which the tender must remain valid: 160 Day

Information about public opening:

Opening date: 03/03/2026 12:30 +00:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=7429260>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Yes

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

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: a705eeb7-5fea-42e5-9126-e025f977305a - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 30/01/2026 12:32 +00:00

Languages in which this notice is officially available: English