

Ireland: Customer Relation Management software development services Provision of a Customer Relationship Management Solution for Tailte Éireann

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Tailte Éireann

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Provision of a Customer Relationship Management Solution for Tailte Éireann

Description: The development, testing and Go Live of a new Customer Relationship Management system.

Procedure identifier: 4cc6dcd0-c8c9-43e2-bc0e-cbb7499ef9ae

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

Additional classification (cpv): 72500000 Computer-related services

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

Additional classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 72212220 Internet and intranet software development services

Additional classification (cpv): 48810000 Information systems

Additional classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72600000 Computer support and consultancy services

Additional classification (cpv): 72610000 Computer support services

Additional classification (cpv): 72510000 Computer-related management services

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

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information: Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 950 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Provision of a Customer Relationship Management Solution for Tailte Éireann

Description: The development, testing and Go Live of a new Customer Relationship Management system.

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

Additional classification (cpv): 72500000 Computer-related services

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Additional classification (cpv): 72510000 Computer-related management services

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

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information: Anywhere in the given country

5.1.3 Estimated duration

Duration: 4 Year

5.1.5 Value

Estimated value excluding VAT: 950 000 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

Green Procurement Criteria: National Green Public Procurement criteria

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: 13/04/2026 13:00 +00:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7592121>

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=7592121>

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: 20/04/2026 13:00 +00:00

Deadline until which the tender must remain valid: 6 Month

Information about public opening:

Opening date: 21/04/2026 00:00 +00:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCftWS.do?resourceId=7592121>

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: yes

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: Tailte Éireann

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

Organisation receiving requests to participate: Tailte Éireann

Organisation processing tenders: Tailte Éireann

8 Organisations

8.1 ORG-0001

Official name: Tailte Éireann

Registration number: IE4102063G

Postal address: Chancery Street

Town: Dublin 7

Postcode: D07 T652

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@tailte.ie

Telephone: 051303000

Internet address: <https://www.tailte.ie>

Buyer profile: <https://www.tailte.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: 1066c0f6-934b-4553-aded-8f6dc642a26d - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 03/03/2026 12:43 +00:00

Languages in which this notice is officially available: English