

Ireland: Customer-care services Social Media Monitoring and Advisory Services

Contract or concession notice – standard regime - Change

1 Buyer

1.1 Buyer

Official name: Dublin City University

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2 Procedure

2.1 Procedure

Title: Social Media Monitoring and Advisory Services

Description: DCU is seeking to engage the services of a suitably qualified supplier who can monitor the University's social media channels and engagement and manage and mitigate any risks that may arise.

Procedure identifier: fce07cae-2a84-4839-b5c3-cc789044f4be

Type of procedure: Restricted

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

Additional classification (cpv): 72212500 Communication and multimedia software development services

Additional classification (cpv): 79416000 Public relations services

Additional classification (cpv): 72310000 Data-processing services

Additional classification (cpv): 71700000 Monitoring and control services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 350 000 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: Social Media Monitoring and Advisory Services

Description: DCU is seeking to engage the services of a suitably qualified supplier who can monitor the University's social media channels and engagement and manage and mitigate any risks that may arise.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

Additional classification (cpv): 72212500 Communication and multimedia software development services

Additional classification (cpv): 79416000 Public relations services

Additional classification (cpv): 72310000 Data-processing services

Additional classification (cpv): 71700000 Monitoring and control services

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: 350 000 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

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 5

The procedure will take place in successive stages. At each stage, some participants may be eliminated

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: 26/03/2026 16:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7651314>

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=7651314>

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 requests to participate: 22/04/2026 16:00 +01:00

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: 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: Dublin City University

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

Organisation receiving requests to participate: Dublin City University

Organisation processing tenders: Dublin City University

8 Organisations

8.1 ORG-0001

Official name: Dublin City University

Registration number: IE6517957E

Postal address: Glasnevin, Dublin 9

Town: Dublin

Postcode: D09 DXA0

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@dcu.ie

Telephone: 017008343

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

Buyer profile: <https://www.dcu.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

10 Change

Version of the previous notice to be changed: da853d37-3617-4ff8-820b-cda8dca3ec37-01

Main reason for change: Information updated

Description: Extension of Tender Deadline to Wednesday 22 April 2026 at 16:00 (Irish Time)

Notice information

Notice identifier/version: 2ad7ded1-c0e5-4a71-b922-8b8e2b1524c9 - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 10/04/2026 11:35 +01:00

Languages in which this notice is officially available: English