

# Ireland: Customer-care services

## DCU-25055-S Social Media Monitoring Services

Contract or concession notice – standard regime

### 1 Buyer

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#### 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

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#### 2.1 Procedure

*Title:* DCU-25055-S Social Media Monitoring 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

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

*Title:* DCU-25055-S Social Media Monitoring 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 +00:00

*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:* 10/04/2026 16:00 +00:00

*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**

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### **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](mailto: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](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:* da853d37-3617-4ff8-820b-cda8dca3ec37 - 01

*Form type:* Competition

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

*Notice dispatch date:* 06/03/2026 12:28 +00:00

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