

Ireland: Helpdesk and support services

IT3507C- CFT for the Provision of a Customer Support Software and Ticketing System for the Education Shared Business Services (ESBS)

Contract or concession notice – standard regime - Change

1 Buyer

1.1 Buyer

Official name: Education Procurement Service (EPS)

Legal type of the buyer: Central government authority

Activity of the contracting authority: Education

2 Procedure

2.1 Procedure

Title: IT3507C- CFT for the Provision of a Customer Support Software and Ticketing System for the Education Shared Business Services (ESBS)

Description: Education Shared Business Services ESBS is now seeking proposals from qualified tenderers for the supply, installation, configuration, and support of a Customer Support Software and Ticketing System. ESBS currently has five business units Higher Education Payroll Shared Services, ETB Apprentices and Learners, ETB Payroll, ETB Finance, ETB Data and Reporting Each Business unit operates independently and has unique workflows, processes, and support structures. Therefore, it is essential that the chosen software provides individual, configurable instances for each business unit, allowing for tailored configurations without compromising the consistency or integrity of the underlying platform. The system will be a single helpdesk software platform that can be deployed across all Five business units. This approach ensures operational flexibility for each business unit while maintaining platform consistency and leveraging shared IT resources efficiently in ESBS.

Procedure identifier: 778855b5-5235-4355-bc65-17cf341dfdc4

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 48445000 Customer Relation Management software package

Additional classification (cpv): 72260000 Software-related services

Additional classification (cpv): 72268000 Software supply services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 400 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5 Lot

5.1 Lot: LOT-0001

Title: IT3507C- CFT for the Provision of a Customer Support Software and Ticketing System for the Education Shared Business Services (ESBS)

Description: Education Shared Business Services ESBS is now seeking proposals from qualified tenderers for the supply, installation, configuration, and support of a Customer Support Software and Ticketing System. ESBS currently has five business units Higher Education Payroll Shared Services, ETB Apprentices and Learners, ETB Payroll, ETB Finance, ETB Data and Reporting Each Business unit operates independently and has unique workflows, processes, and support structures. Therefore, it is essential that the chosen software provides individual, configurable instances for each business unit, allowing for tailored configurations without compromising the consistency or integrity of the underlying platform. The system will be a single helpdesk software platform that can be deployed across all Five business units. This approach ensures operational flexibility for each business unit while maintaining platform consistency and leveraging shared IT resources efficiently in ESBS.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 48445000 Customer Relation Management software package

Additional classification (cpv): 72260000 Software-related services

Additional classification (cpv): 72268000 Software supply services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 60 Month

5.1.5 Value

Estimated value excluding VAT: 400 000 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: 10/04/2026 14:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7751595>

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=7751595>

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: 28/04/2026 14:00 +01:00

Duration during which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 28/04/2026 14:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=7751595>

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: Education Procurement Service (EPS)

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

Organisation receiving requests to participate: Education Procurement Service (EPS)

Organisation processing tenders: Education Procurement Service (EPS)

8 Organisations

8.1 ORG-0001

Official name: Education Procurement Service (EPS)

Registration number: IE 6609370 G

Postal address: Castletroy Limerick

Town: Limerick

Postcode: V94 DK53

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

Email: info@educationprocurementservice.ie

Telephone: 061 233715

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

Buyer profile: <https://www.educationprocurementservice.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: cf1caaf2-8e58-4196-a4c9-0f63a1aab26d-01

Main reason for change: Information updated

Description: The revised submission date and time is 28th April 2026 at 14:00 hrs. Please ensure all submissions are made by the updated deadline.

Notice information

Notice identifier/version: 2c768379-03ce-4e3c-8150-5a2d6fb5e262 - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 20/04/2026 15:13 +01:00

Languages in which this notice is officially available: English