

Ireland: Contact management software development services CFT 3942 - Provision of a Digital Services Platform VERSION 2

Contract or concession notice – standard regime - Change

1 Buyer

1.1 Buyer

Official name: South Dublin County Council

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: CFT 3942 - Provision of a Digital Services Platform VERSION 2

Description: SDCC are seeking to implement a new Digital Services Platform to enhance customer care and issue resolution processes. The goal is to build a more efficient and effective system capable of handling the increasing volume and complexity of customer requests.

Procedure identifier: 91a87e6f-1a87-449a-a95d-4c433110c448

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72212333 Contact management software development services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 5 000 000 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: CFT 3942 - Provision of a Digital Services Platform VERSION 2

Description: SDCC are seeking to implement a new Digital Services Platform to enhance customer care and issue resolution processes. The goal is to build a more efficient and effective system capable of handling the increasing volume and complexity of customer requests.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72212333 Contact management software development services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 120 Month

5.1.5 Value

Estimated value excluding VAT: 5 000 000 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: Reduction of environmental impacts

Description: Tenderers must provide information to enable South Dublin County Council to assess their offer under this criterion covering considerations such as Green Procurement/Sustainable Procurement/Circular Procurement/ Life Cycle Costing/Carbon footprint. Formal compliance with standards for example ISO14001 are expected to yield higher marks in the criteria. Maximum length of response is 5 A4 pages in total including any illustrations, screen captures, diagrams, etc.

Approach to reducing environmental impacts: The transition to a circular economy

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: 22/04/2026 16:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7846698>

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=7846698>

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: 05/05/2026 16:00 +01:00

Duration during which the tender must remain valid: 12 Month

Information about public opening:

Opening date: 05/05/2026 16:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=7846698>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

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: South Dublin County Council

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

Organisation receiving requests to participate: South Dublin County Council

Organisation processing tenders: South Dublin County Council

8 Organisations

8.1 ORG-0001

Official name: South Dublin County Council

Registration number: 9509808P

Postal address: County Hall, Tallaght, Dublin 24, D24 YNN5

Town: Dublin

Postcode: D24 YNN5

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@sdblincoco.ie

Telephone: +3531 4149320

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

Buyer profile: <https://www.sdcc.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: 0c612dbf-03f3-452d-b752-12ee414b7920-01

Main reason for change: Information updated

Description: Tender submission deadline extended to 5th May 2026 at 16:00.

Notice information

Notice identifier/version: 4e51038c-5e2d-45a0-a06b-9af35229824a - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 29/04/2026 15:50 +01:00

Languages in which this notice is officially available: English