

Ireland: IT services: consulting, software development, Internet and support RFT for the provision of a Queue Management System in the Department of Social Protection

Contract or concession notice – standard regime - Change

1 Buyer

1.1 Buyer

Official name: Department of Social Protection_349

Legal type of the buyer: Central government authority

Activity of the contracting authority: Social protection

2 Procedure

2.1 Procedure

Title: RFT for the provision of a Queue Management System in the Department of Social Protection

Description: In summary, the Services comprise: the supply, delivery, installation, commissioning and maintenance of a Queue Management System in the Department of Social Protection, as listed in Appendix 1, as a fully managed service.

Procedure identifier: 21c20d33-c5f9-4fb6-bee0-c6b0549158b6

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

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

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

Additional classification (cpv): 48800000 Information systems and servers

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 3 900 000 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: RFT for the provision of a Queue Management System in the Department of Social Protection

Description: In summary, the Services comprise: the supply, delivery, installation, commissioning and maintenance of a Queue Management System in the Department of Social Protection, as listed in Appendix 1, as a fully managed service.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

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

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

Additional classification (cpv): 48800000 Information systems and servers

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 6 Year

5.1.5 Value

Estimated value excluding VAT: 3 900 000 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: As per RFT document

Approach to reducing environmental impacts: Other

Green Procurement Criteria: Other 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: 16/06/2026 15:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8128586>

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=8128586>

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: 02/07/2026 15:00 +01:00

Duration during which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 02/07/2026 15:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=8128586>

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: Department of Social Protection_349

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

Organisation receiving requests to participate: Department of Social Protection_349

Organisation processing tenders: Department of Social Protection_349

8 Organisations

8.1 ORG-0001

Official name: Department of Social Protection_349

Registration number: 4000094U

Postal address: Áras Mhic Dhiarmada, Store Street,

Town: Dublin 1

Postcode: D01 WY03

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: ProjectOffice@welfare.ie

Telephone: 017043000

Internet address: <https://www.gov.ie/en/organisation/departement-of-social-protection/>

Buyer profile: <https://www.gov.ie/en/organisation/departement-of-social-protection/>

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: ff9c7bd3-8f45-45e3-b6b4-c77ee2857c42-01

Main reason for change: Information updated

Description: Date for receipt of clarifications updated from 15.00 on 02/06/2026 to 15.00 on 16/06/2026 Date for receipt of responses extended to 15.00 on 02/07/2026

Notice information

Notice identifier/version: 60c8e28e-b93a-4f2a-b660-c8fd5fc7f8d0 - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 08/06/2026 15:27 +01:00

Languages in which this notice is officially available: English