

Ireland: Database and operating software development services

Service User/Service Delivery Database for Western Care Association

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Western Care Association

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2 Procedure

2.1 Procedure

Title: Service User/Service Delivery Database for Western Care Association

Description: The Organisation seeks to procure a modern, secure, cloud-based Service User Database System to support service delivery, governance, safeguarding, and regulatory compliance. The purpose of this Request for Tender is to appoint a suitably qualified and experienced contractor to design, configure, implement, migrate and support a Service User Database to support service delivery, built on the Microsoft Dynamics 365 / Power Platform.

- **Modernisation and Transformation:** Implement a modern, cloud ready Solution that replaces Western Care's existing system and significantly improves upon it. Tenderers are expected to leverage contemporary digital tools and approaches to deliver a user friendly, mobile enabled Solution that supports automation, flexibility, and future innovation. The Solution should maximise the potential of modern platforms to improve how staff work across settings, including effective use on mobile devices.
- **Integrated Operations:** Provide Western Care staff with a single, integrated view of each service user, consolidating relevant information to support joined up working, holistic care, and informed decision making.
- **Collaboration and Communication:** Enable improved collaboration by ensuring the Solution works effectively alongside Western Care's existing communication and productivity tools. This should support coordinated working, task management, and access to relevant organisational guidance and information at the point of work, through familiar collaboration environments.
- **Security and Data Protection:** Ensure the Solution meets high standards of security, data protection, and GDPR compliance, safeguarding sensitive personal data while strengthening Western Care's ability to govern, audit, and report on information in line with legal and regulatory obligations.

Procedure identifier: 588f9e60-44ee-404d-aa29-6645c6adfb28

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72212600 Database and operating software development services

Additional classification (cpv): 72212610 Database software development services

Additional classification (cpv): 72320000 Database services

Additional classification (cpv): 72321000 Added-value database services

Additional classification (cpv): 79400000 Business and management consultancy and related services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 51 000 Euro

2.1.4 General information

Legal basis:

Other

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5 Lot

5.1 Lot: LOT-0001

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72212600 Database and operating software development services

Additional classification (cpv): 72212610 Database software development services

Additional classification (cpv): 72320000 Database services

Additional classification (cpv): 72321000 Added-value database services

Additional classification (cpv): 79400000 Business and management consultancy and related services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 24 Month

5.1.5 Value

Estimated value excluding VAT: 51 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

This procurement is also suitable for small and medium-sized enterprises (SMEs): 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: 26/06/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8352538>

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=8352538>

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: 12/07/2026 12:00 +01:00

Duration during which the tender must remain valid: 180 Day

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: Western Care Association

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

Organisation receiving requests to participate: Western Care Association

Organisation processing tenders: Western Care Association

8 Organisations

8.1 ORG-0001

Official name: Western Care Association

Postal address: John Moore Road

Town: Castlebar

Postcode: F23H726

Country subdivision (NUTS): West (IE042)

Country: Ireland

Email: tcrowley@westerncare.com

Telephone: 0872889232

Internet address: www.westerncare.com

Buyer profile: www.westerncare.com

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

Notice information

Notice identifier/version: 12631183-44d8-460b-b27d-eb43f9f2b1ed - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 09/06/2026 09:18 +01:00

Languages in which this notice is officially available: English