

## Ireland: Ticket-issuing machines

# WCCC26 159 Supply and Install a Queue management System including all Hardware and Software at two locations

Contract or concession notice – standard regime

## 1 Buyer

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### 1.1 Buyer

*Official name:* Waterford City and County Council\_103683

*Legal type of the buyer:* Local authority

*Activity of the contracting authority:* General public services

## 2 Procedure

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### 2.1 Procedure

*Title:* WCCC26 159 Supply and Install a Queue management System including all Hardware and Software at two locations

*Description:* Supply and Installation of a Queue Management System (QMS) at two locations to include the following:

- Provide a QMS (cloud or on prem as specified) supporting multi site deployment across two locations in Waterford City and Dungarvan
- Supply, configure, and install required hardware (e.g., kiosks, ticket printers, displays and any other peripherals required to facilitate the efficient use of the system).
- Migrate/transition from current system solution
- Train staff (admins, supervisors, front line).
- Provide support and maintenance with agreed SLAs/KPIs.
- Deliver analytics and reporting capabilities.
- Document the solution design, operational integration and user interface.

*Procedure identifier:* e9811d92-5b3f-4e8f-abdb-27fc868b0190

*Type of procedure:* Open

*The procedure is accelerated:* no

#### 2.1.1 Purpose

*Main nature of the contract:* Supplies

*Main classification (cpv):* 30144200 Ticket-issuing machines

*Additional classification (cpv):* 42991230 Ticket printers

*Additional classification (cpv):* 50316000 Maintenance and repair of ticket-issuing machinery

*Additional classification (cpv):* 22459000 Tickets

*Additional classification (cpv):* 48100000 Industry specific software package

*Additional classification (cpv):* 30200000 Computer equipment and supplies

#### 2.1.2 Place of performance

*Country subdivision (NUTS):* South-East (IE052)

*Country:* Ireland

#### 2.1.3 Value

*Estimated value excluding VAT:* 60 000 Euro

#### 2.1.4 General information

*Legal basis:*

Other

#### 2.1.6 Grounds for exclusion

5 Lot

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**5.1 Lot: LOT-0001**

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- Train staff (admins, supervisors, front line).
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- Deliver analytics and reporting capabilities.
- Document the solution design, operational integration and user interface.

*Internal identifier:* 0

**5.1.1 Purpose**

*Main nature of the contract:* Supplies

*Main classification (cpv):* 30144200 Ticket-issuing machines

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*Additional classification (cpv):* 50316000 Maintenance and repair of ticket-issuing machinery

*Additional classification (cpv):* 22459000 Tickets

*Additional classification (cpv):* 48100000 Industry specific software package

*Additional classification (cpv):* 30200000 Computer equipment and supplies

**5.1.2 Place of performance**

*Country subdivision (NUTS):* South-East (IE052)

*Country:* Ireland

*Additional information:*

**5.1.3 Estimated duration**

*Duration:* 4 Year

**5.1.5 Value**

*Estimated value excluding VAT:* 60 000 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:* Reduction of environmental impacts

*Description:* as per the CfT Documents

*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: 26/06/2026 15:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8439468>

#### **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=8439468>

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: 03/07/2026 15:00 +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: Waterford City and County Council\_103683

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

Organisation receiving requests to participate: Waterford City and County Council\_103683

Organisation processing tenders: Waterford City and County Council\_103683

## 8 Organisations

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### **8.1 ORG-0001**

Official name: Waterford City and County Council\_103683

Postal address: City Hall, The Mall , Waterford City

Town: Waterford

Postcode: X91 PK15

Country subdivision (NUTS): South-East (IE052)

Country: Ireland

Email: [ifitzpatrick@waterfordcouncil.ie](mailto:ifitzpatrick@waterfordcouncil.ie)

Telephone: +353 873286162

Internet address: <https://waterfordcouncil.ie/>

Buyer profile: <https://waterfordcouncil.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:* 3f369a77-27de-4b70-9bdf-13e590e3bae3 - 01

*Form type:* Competition

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

*Notice dispatch date:* 17/06/2026 15:56 +01:00

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