

Ireland: Hotel services

The provision of a Booking Engine, Reservations, Ticketing and CRM Platform

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Rásaíocht Con Éireann

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: Recreation, culture and religion

2 Procedure

2.1 Procedure

Title: The provision of a Booking Engine, Reservations, Ticketing and CRM Platform

Description: Rásaíocht Con Éireann / Greyhound Racing Ireland (GRI) invites tender submissions from suitably qualified and experienced service providers for the provision of a modern, cloud-based booking engine and customer engagement platform.

Procedure identifier: 8cb19e54-5510-4036-91ac-8e5beb375437

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 55100000 Hotel services

Additional classification (cpv): 55000000 Hotel, restaurant and retail trade services

Additional classification (cpv): 79342321 Customer-loyalty programme

Additional classification (cpv): 79342300 Customer services

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

Additional classification (cpv): 79342320 Customer-care services

2.1.2 Place of performance

Country subdivision (NUTS): A Coruña (ES111)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 350 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5 Lot

5.1 Lot: LOT-0001

Title: The provision of a Booking Engine, Reservations, Ticketing and CRM Platform

Description: Rásaíocht Con Éireann / Greyhound Racing Ireland (GRI) invites tender submissions from suitably qualified and experienced service providers for the provision of a modern, cloud-based booking engine and customer engagement platform.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 55100000 Hotel services

Additional classification (cpv): 55000000 Hotel, restaurant and retail trade services

Additional classification (cpv): 79342321 Customer-loyalty programme

Additional classification (cpv): 79342300 Customer services

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

Additional classification (cpv): 79342320 Customer-care services

5.1.2 Place of performance

Country subdivision (NUTS): A Coruña (ES111)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 7 Year

5.1.5 Value

Estimated value excluding VAT: 350 000 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: 14/07/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8464581>

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=8464581>

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: 21/07/2026 13:00 +01:00

Duration during which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 21/07/2026 13:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=8464581>

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: Rásaíocht Con Éireann

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

Organisation receiving requests to participate: Rásaíocht Con Éireann

Organisation processing tenders: Rásaíocht Con Éireann

8 Organisations

8.1 ORG-0001

Official name: Rásaíocht Con Éireann

Registration number: 0532995u

Postal address: Greenpark, Dock Road

Town: Limerick

Postcode: v94y17x

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

Email: procurement@grireland.ie

Telephone: 061448000

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

Buyer profile: <https://grireland.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

Notice information

Notice identifier/version: ac171858-2be1-4251-a312-18bd3c68b3cc - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 19/06/2026 17:28 +01:00
Languages in which this notice is officially available: English