

Ireland: Customer Relation Management software development services ET2603 - Licencing, Support, and Maintenance of the RSA's Query and Knowledge Management Solution

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Road Safety Authority (RSA)

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: ET2603 - Licencing, Support, and Maintenance of the RSA's Query and Knowledge Management Solution

Description: The RSA is seeking tenders from interested parties for the Licencing, Support, and Maintenance of its Sugar CRM Query and Knowledge Management Solution. Further information can be found in the RFT documents attached to this notice. The RSA intends to hold an in-person Tenderers Briefing on the morning of Wednesday 12 August 2026 in Dublin, Ireland during which the RFT documentation and Tender submission requirements will be explained in order to aid Tenderers in the preparation of their Tenders - please refer to section 4.6 of the RFT for more information. Note: all communications regarding this competition must be submitted via the Messaging Facility on eTenders.

Procedure identifier: fd4a1d24-49ca-414b-946c-93253ef5b61f

Internal identifier: ET2603

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72212445 Customer Relation Management software development services

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

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

Additional classification (cpv): 72212311 Document management software development services

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

2.1.2 Place of performance

Anywhere in the European Economic Area

2.1.3 Value

Estimated value excluding VAT: 3 000 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5.1 Lot: LOT-0001

Title: ET2603 - Licencing, Support, and Maintenance of the RSA's Query and Knowledge Management Solution

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5.1.1 Purpose

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5.1.2 Place of performance

Anywhere in the European Economic Area

Additional information:

5.1.3 Estimated duration

Duration: 84 Month

5.1.5 Value

Estimated value excluding VAT: 3 000 000 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: 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: 19/08/2026 17:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8723538>

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=8723538>

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: 10/09/2026 10:00 +01:00

Duration during which the tender must remain valid: 6 Month

Information about public opening:

Opening date: 10/09/2026 10:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=8723538>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

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: Road Safety Authority (RSA)

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

Organisation receiving requests to participate: Road Safety Authority (RSA)

Organisation processing tenders: Road Safety Authority (RSA)

8 Organisations

8.1 ORG-0001

Official name: Road Safety Authority (RSA)

Registration number: Road Safety Authority (RSA)

Postal address: Moy Valley Business Park, Primrose Hill

Town: Ballina

Postcode: F26 V6E4

Country subdivision (NUTS): West (IE042)

Country: Ireland

Email: PCMO@rsa.ie

Telephone: +353 96 25000

Internet address: <http://www.rsa.ie>

Buyer profile: <http://www.rsa.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: 307b5eb2-4ca1-4052-aa0d-11d848625f49 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 24/07/2026 16:58 +01:00

Languages in which this notice is officially available: English