

Ireland: Computer support and consultancy services

Merchant Quay Ireland- Request for Tenders for The Provision of Unit4 ERP Implementation, Hypercare And Application Support Services.

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Merchants Quay Ireland CLG

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Social protection

2 Procedure

2.1 Procedure

Title: Merchant Quay Ireland- Request for Tenders for The Provision of Unit4 ERP Implementation, Hypercare And Application Support Services.

Description: MQI intends to appoint a single Tenderer to deliver: – implementation of the Unit4 ERP finance solution; – associated implementation services; – post go-live hypercare; and – ongoing application management, advisory and configuration support services following implementation. Tenderers should note that core Unit4 SaaS platform support, incident management and product support will continue to be provided by Unit4 under the relevant Unit4 support arrangements.

Procedure identifier: c52ac2d6-7813-4688-a307-d5ce014148d2

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72600000 Computer support and consultancy services

Additional classification (cpv): 72610000 Computer support services

Additional classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72261000 Software support services

Additional classification (cpv): 72262000 Software development services

Additional classification (cpv): 72263000 Software implementation services

Additional classification (cpv): 72264000 Software reproduction services

Additional classification (cpv): 72265000 Software configuration services

Additional classification (cpv): 72266000 Software consultancy services

Additional classification (cpv): 72267000 Software maintenance and repair services

Additional classification (cpv): 72267100 Maintenance of information technology software

Additional classification (cpv): 72267200 Repair of information technology software

Additional classification (cpv): 72268000 Software supply services

Additional classification (cpv): 72251000 Disaster recovery services

Additional classification (cpv): 72252000 Computer archiving services

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 72253200 Systems support services

Additional classification (cpv): 72254000 Software testing
Additional classification (cpv): 72254100 Systems testing services
Additional classification (cpv): 72212442 Financial systems software development services
Additional classification (cpv): 72212443 Accounting software development services
Additional classification (cpv): 72212441 Financial analysis software development services
Additional classification (cpv): 72212440 Financial analysis and accounting software development services
Additional classification (cpv): 72200000 Software programming and consultancy services

2.1.2 Place of performance

Town: Dublin
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Additional information: Mainly Dublin but throughout Ireland

2.1.3 Value

Estimated value excluding VAT: 200 000 Euro

2.1.4 General information

Legal basis:
Other

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Notice
Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure: The grounds for exclusion are described in the procurement documents and will be confirmed by tenderers through the submission of the ESPD and any supporting documentation requested by the Contracting Authority.

5 Lot

5.1 Lot: LOT-0001

Title: Merchant Quay Ireland- Request for Tenders for The Provision of Unit4 ERP Implementation, Hypercare And Application Support Services.

Description: MQI intends to appoint a single Tenderer to deliver: – implementation of the Unit4 ERP finance solution; – associated implementation services; – post go-live hypercare; and – ongoing application management, advisory and configuration support services following implementation. Tenderers should note that core Unit4 SaaS platform support, incident management and product support will continue to be provided by Unit4 under the relevant Unit4 support arrangements.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services
Main classification (cpv): 72600000 Computer support and consultancy services
Additional classification (cpv): 72610000 Computer support services
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Additional classification (cpv): 72212441 Financial analysis software development services
Additional classification (cpv): 72212440 Financial analysis and accounting software development services
Additional classification (cpv): 72200000 Software programming and consultancy services
Quantity: 1 hour

5.1.2 Place of performance

Town: Dublin
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Additional information:

5.1.3 Estimated duration

Duration: 72 Month

5.1.5 Value

Estimated value excluding VAT: 200 000 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

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: 21/08/2026 12:00 +01:00
Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8842218>

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=8842218>

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: 31/08/2026 12:00 +01:00

Duration during which the tender must remain valid: 90 Day

5.1.15 Techniques

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: Merchants Quay Ireland CLG

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

Organisation receiving requests to participate: Merchants Quay Ireland CLG

Organisation processing tenders: Merchants Quay Ireland CLG

8 Organisations

8.1 ORG-0001

Official name: Merchants Quay Ireland CLG

Registration number: Merchants Quay Ireland

Postal address: Merchants Quay Ireland, 24 Merchants Court Merchants Quay, Dublin ·

Town: Dublin 8

Postcode: D08 XY19

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@mqi.ie

Telephone: 0861086473

Buyer profile: www.mqi.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: 9053af04-f90a-4f8b-9917-eb8148b9d661 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 17/08/2026 09:18 +01:00

Languages in which this notice is officially available: English