

Ireland: IT services: consulting, software development, Internet and support

9191 INTERNAL COMMUNICATIONS PLATFORM

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Iarnród Éireann-Irish Rail

Legal type of the buyer: Public undertaking

Activity of the contracting entity: Railway services

2 Procedure

2.1 Procedure

Title: 9191 INTERNAL COMMUNICATIONS PLATFORM

Description: Iarnród Éireann (IE) seeks an established and proven high availability mobile-first internal communications platform, delivered as a fully managed SaaS service, to support a geographically dispersed workforce of approximately 5,200–8,000 employees. The solution must be cloud-hosted within the EEA/UK, integrate with Microsoft 365 and enterprise identity systems, support secure authentication, and comply with applicable Irish and EU legislative and regulatory requirements, including data protection, AI, privacy and information security obligations. Suppliers must demonstrate experience delivering, operating, and supporting similar employee communications platforms at comparable scale, including implementation, integration, training, ongoing support, and service management. The solution should support effective employee communications, engagement, audience targeting, and a consistent branded user experience across mobile and web channels. This procurement will establish a long-term contract for the provision, configuration, operation, maintenance, and support of the platform. Suppliers must provide a managed service offering including implementation, configuration, training, support, service management, and documented service levels.

Procedure identifier: 75f0994a-4c46-424d-bb04-256ef0018cd4

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

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

Additional classification (cpv): 48100000 Industry specific software package

Additional classification (cpv): 48300000 Document creation, drawing, imaging, scheduling and productivity software package

Additional classification (cpv): 48500000 Communication and multimedia software package

Additional classification (cpv): 48700000 Software package utilities

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems

Additional classification (cpv): 48600000 Database and operating software package

Additional classification (cpv): 48400000 Business transaction and personal business software package

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 850 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/25/EU

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5 Lot

5.1 Lot: LOT-0001

Title: 9191 INTERNAL COMMUNICATIONS PLATFORM

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

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

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5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 8 Year

5.1.4 Renewal

Maximum renewals: 3

5.1.5 Value

Estimated value excluding VAT: 850 000 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: 04/09/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8854762>

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=8854762>

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 requests to participate: 14/09/2026 12:00 +01:00

Terms of contract:

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

Conditions relating to the performance of the contract: Procurement Documents

Financial arrangement: Procurement Document

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 additional information about the procurement procedure: Iarnród Éireann-Irish Rail

Organisation providing offline access to the procurement documents: Iarnród Éireann-Irish Rail

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

Organisation receiving requests to participate: Iarnród Éireann-Irish Rail

Organisation processing tenders: Iarnród Éireann-Irish Rail

8 Organisations

8.1 ORG-0001

Official name: Iarnród Éireann-Irish Rail

Registration number: 119571

Postal address: Inchicore

Town: Dublin

Postcode: Dublin 8

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: leone.gorman@irishrail.ie

Telephone: 01 7034000

Internet address: <https://www.irishrail.ie>

Buyer profile: <https://www.irishrail.ie>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

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: 76477258-ad13-4a7e-afff-f1629a448238 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 14/08/2026 15:46 +01:00

Languages in which this notice is officially available: English