

Ireland: IT services: consulting, software development, Internet and support 2026/025 Provision and implementation of a cloud based ITSM (IT Service Management) platform to Enterprise Ireland

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Enterprise Ireland

Legal type of the buyer: Body governed by public law

The buyer is a contracting entity

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: 2026/025 Provision and implementation of a cloud based ITSM (IT Service Management) platform to Enterprise Ireland

Description: Provision and implementation of a cloud based ITSM (IT Service Management) platform to Enterprise Ireland

Procedure identifier: 70a2592c-85d5-4448-be6d-ee2c95ee351b

Type of procedure: Open

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): 72500000 Computer-related services

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

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 195 000 Euro

2.1.4 General information

Legal basis:

Other

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5 Lot

5.1 Lot: LOT-0001

Title: 2026/025 Provision and implementation of a cloud based ITSM (IT Service Management) platform to Enterprise Ireland

Description: Provision and implementation of a cloud based ITSM (IT Service Management) platform to Enterprise Ireland

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): 72500000 Computer-related services

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

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 48 Month

5.1.5 Value

Estimated value excluding VAT: 195 000 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: 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: 02/10/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9106232>

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=9106232>

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: 09/10/2026 12:00 +01:00

Duration during which the tender must remain valid: 12 Month

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: Enterprise Ireland

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

Organisation receiving requests to participate: Enterprise Ireland

Organisation processing tenders: Enterprise Ireland

8 Organisations

8.1 ORG-0001

Official name: Enterprise Ireland

Registration number: 00000000

Postal address: The Plaza, East Point Business Park

Town: Dublin

Postcode: D3 E5R6

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: ecoin.wallace@enterprise-ireland.com

Telephone: 01 7272000

Internet address: <https://www.enterprise-ireland.com/en/>

Buyer profile: <https://www.enterprise-ireland.com/en/>

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: c17e0811-e0c4-470d-970c-8a3d8a7ce70a - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 18/09/2026 12:12 +01:00
Languages in which this notice is officially available: English