

Ireland: IT services: consulting, software development, Internet and support Support and Maintenance of NTA Dedicated Standalone ServiceNow Instances

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: National Transport Authority_1149

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

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Support and Maintenance of NTA Dedicated Standalone ServiceNow Instances

Description: The National Transport Authority (NTA) is seeking tenders from suitably qualified and experienced ServiceNow Elite Partners for the provision of support, maintenance, development, licensing, hosting and associated professional services for the Authority's dedicated standalone ServiceNow instances. The successful Tenderer will be required to provide a comprehensive managed service covering platform support and maintenance, system administration, configuration and development services, upgrades and releases, incident and problem management, security and governance, reporting, training, licensing management, integrations with third-party systems and transition services. The contract will support the ongoing operation, maintenance and enhancement of the NTA's ServiceNow environment and facilitate future platform developments and service improvements. The Services may include the provision of specialist ServiceNow resources and consultancy services as required throughout the contract term. Full details of the requirements are set out in the procurement documentation. The initial contract term is two years, with the option to extend for up to three additional periods of one year each, giving a maximum contract term of five years. Interested parties are invited to tender for this contract. While the Authority estimates the total value of this contract over its maximum term to be €5,242,299, it reserves the right to spend up to €6,552,874 to accommodate additional requirements, unforeseen demand and any permissible variations during the contract term.

Procedure identifier: 73548dce-40d4-4da5-adeb-cfd91daed773

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): 48000000 Software package and information systems

Additional classification (cpv): 48780000 System, storage and content management software package

Additional classification (cpv): 48781000 System management software package

Additional classification (cpv): 48783000 Content management software package

Additional classification (cpv): 48810000 Information systems

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

Additional classification (cpv): 48920000 Office automation software package

Additional classification (cpv): 48921000 Automation system

Additional classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72210000 Programming services of packaged software products

Additional classification (cpv): 72211000 Programming services of systems and user software

Additional classification (cpv): 72212000 Programming services of application software
Additional classification (cpv): 72212422 Software development services suites
Additional classification (cpv): 72212920 Office automation software development services
Additional classification (cpv): 72222000 Information systems or technology strategic review and planning services
Additional classification (cpv): 72222100 Information systems or technology strategic review services
Additional classification (cpv): 72222200 Information systems or technology planning services
Additional classification (cpv): 72222300 Information technology services
Additional classification (cpv): 72254000 Software testing
Additional classification (cpv): 72260000 Software-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): 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): 72268000 Software supply services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 5 242 299 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: Support and Maintenance of NTA Dedicated Standalone ServiceNow Instances

Description: The National Transport Authority (NTA) is seeking tenders from suitably qualified and experienced ServiceNow Elite Partners for the provision of support, maintenance, development, licensing, hosting and associated professional services for the Authority's dedicated standalone ServiceNow instances. The successful Tenderer will be required to provide a comprehensive managed service covering platform support and maintenance, system administration, configuration and development services, upgrades and releases, incident and problem management, security and governance, reporting, training, licensing management, integrations with third-party systems and transition services. The contract will support the ongoing operation, maintenance and enhancement of the NTA's ServiceNow environment and facilitate future platform developments and service improvements. The Services may include the provision of specialist ServiceNow resources and consultancy services as required throughout the contract term. Full details of the requirements are set out in the procurement documentation. The initial contract term is two years, with the option to extend for up to three additional periods of one year each, giving a maximum contract term of five years. Interested parties are invited to tender for this contract. While the Authority estimates the total value of this contract over its maximum term to be €5,242,299, it reserves the right to spend up to €6,552,874 to accommodate additional requirements, unforeseen demand and any permissible variations during the contract term.

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

Additional classification (cpv): 48780000 System, storage and content management software package

Additional classification (cpv): 48781000 System management software package

Additional classification (cpv): 48783000 Content management software package

Additional classification (cpv): 48810000 Information systems

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

Additional classification (cpv): 48920000 Office automation software package

Additional classification (cpv): 48921000 Automation system

Additional classification (cpv): 72200000 Software programming and consultancy services

Additional classification (cpv): 72210000 Programming services of packaged software products

Additional classification (cpv): 72211000 Programming services of systems and user software

Additional classification (cpv): 72212000 Programming services of application software

Additional classification (cpv): 72212422 Software development services suites

Additional classification (cpv): 72212920 Office automation software development services

Additional classification (cpv): 72222000 Information systems or technology strategic review and planning services

Additional classification (cpv): 72222100 Information systems or technology strategic review services

Additional classification (cpv): 72222200 Information systems or technology planning services

Additional classification (cpv): 72222300 Information technology services

Additional classification (cpv): 72254000 Software testing

Additional classification (cpv): 72260000 Software-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): 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): 72268000 Software supply services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 5 Year

5.1.5 Value

Estimated value excluding VAT: 5 242 299 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: 26/10/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9203633>

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=9203633>

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: 05/11/2026 12:00 +01:00

Duration during which the tender must remain valid: 6 Month

Information about public opening:

Opening date: 05/11/2026 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=9203633>

Terms of contract:

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

Electronic invoicing: Not allowed

Electronic ordering will be used: no

Electronic payment will be used: no

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: National Transport Authority_1149

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

Organisation receiving requests to participate: National Transport Authority_1149

Organisation processing tenders: National Transport Authority_1149

8 Organisations

8.1 ORG-0001

Official name: National Transport Authority_1149

Registration number: 119869

Postal address: Haymarket House Smithfield Dublin 7

Town: Dublin

Postcode: D07 CF98
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: procurement@nationaltransport.ie
Telephone: 018798300
Internet address: <https://www.nationaltransport.ie>
Buyer profile: <https://www.nationaltransport.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: bff82f9e-8a66-4e74-ba69-a08c1a196ac9 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 02/10/2026 10:32 +01:00
Languages in which this notice is officially available: English