

Ireland: Customer Relation Management software package

Tender for the Provision of an Alumni Customer Relationship Management Platf

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Munster Technological University.

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2 Procedure

2.1 Procedure

Title: Tender for the Provision of an Alumni Customer Relationship Management Platf

Description: The proposed Alumni CRM platform must support alumni engagement, communications and relationship management, with the capability to support fundraising and donor management as part of an CRM solution. MTU recognises that most modern CRM platforms are modular, allowing such functionality to be enabled in line with institutional priorities.

Procedure identifier: 3c462e74-8252-4e5a-8653-602d7171a475

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Supplies

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

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

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

Additional classification (cpv): 72260000 Software-related services

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

2.1.2 Place of performance

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 0 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: Tender for the Provision of an Alumni Customer Relationship Management Platf

Description: The proposed Alumni CRM platform must support alumni engagement, communications and relationship management, with the capability to support fundraising and donor management as part of an CRM solution. MTU recognises that most modern CRM platforms are modular, allowing such functionality to be enabled in line with institutional priorities.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Supplies

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

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

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

Additional classification (cpv): 72260000 Software-related services

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

5.1.2 Place of performance

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 60 Month

5.1.5 Value

Estimated value excluding VAT: 0 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: 02/11/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9278972>

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=9278972>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Allowed

Deadline for receipt of tenders: 16/11/2026 12:00 +01:00

Duration during which the tender must remain valid: 180 Day

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: Munster Technological University.

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

Organisation receiving requests to participate: Munster Technological University.

Organisation processing tenders: Munster Technological University.

8 Organisations

8.1 ORG-0001

Official name: Munster Technological University.

Registration number: 3714786EH

Postal address: Clash

Town: Tralee

Postcode: V92 CX88

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

Email: tenders@mtu.ie

Telephone: +353 667145615

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

Buyer profile: <https://www.mtu.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: 07271cff-1381-4e1e-838e-40603cafbcb6a - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 12/10/2026 17:32 +01:00

Languages in which this notice is officially available: English