Ireland: Investigation and security services
Provision of a Case Management and Reporting Solution and Related Services

Contract or concession notice – standard regime

1 *Buyer*

1.1 *Buyer*

Official name: Fiosrú - Office of the Police Ombudsman
Legal type of the buyer: Central government authority
Activity of the contracting authority: General public services

2 *Procedure*

2.1 *Procedure*

Title: Provision of a Case Management and Reporting Solution and Related Services
Description: The focus for the procurement is on the delivery of a solution (referred to as CMS or Case Management System) based on a pre-existing platform/solution that is capable of being readily configured to meet the specific needs of Fiosrú , which will replace the existing systems to provide Fiosrú with a modern platform that not only supports the management of cases but also strengthens the organisation's ability to meet its strategic priorities of dealing with complaints in a timely, efficient and effective manner and promoting confidence in the process for resolving complaints and in investigations. The Case Management System will allow for the generation of key, accurate reports that will inform the organisation of its efficiency but also will identify trends and patterns in complaint types.
Procedure identifier: 02aeb87e-ae3b-4f91-b061-12efcb9de9f5
Type of procedure: Restricted
The procedure is accelerated: *no*

2.1.1 *Purpose*

Main nature of the contract: Services
Main classification (cpv): 79700000 Investigation and security services
Additional classification (cpv): 79720000 Investigation services
Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support
Additional classification (cpv): 72230000 Custom software development services
Additional classification (cpv): 72250000 System and support services
Additional classification (cpv): 72240000 Systems analysis and programming services
Additional classification (cpv): 48612000 Database-management system

2.1.2 *Place of performance*

Country subdivision (NUTS): Dublin (IE061)
Country: Ireland

2.1.3 *Value*

Estimated value excluding VAT: 12 500 000 *Euro*
Maximum value of the framework agreement: 12 500 000 *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

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Internal identifier: 0

5.1.1 *Purpose*

Main nature of the contract: Services

Main classification (cpv): 79700000 Investigation and security services

Additional classification (cpv): 79720000 Investigation services

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

Additional classification (cpv): 72230000 Custom software development services

Additional classification (cpv): 72250000 System and support services

Additional classification (cpv): 72240000 Systems analysis and programming services

Additional classification (cpv): 48612000 Database-management system

5.1.2 *Place of performance*

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 *Estimated duration*

Duration: 10 *Year*

5.1.5 *Value*

Estimated value excluding VAT: 12 500 000 *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

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 5

Maximum number of candidates to be invited for the second stage of the procedure: 8

The procedure will take place in successive stages. At each stage, some participants may be eliminated

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: 13/11/2026 12:00 +00:00
Address of the procurement documents: https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9395490

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=9395490
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: 30/11/2026 12:00 +00:00
Terms of contract:
The execution of the contract must be performed within the framework of sheltered employment programmes: No
Electronic invoicing: Allowed
Electronic ordering will be used: *no*
Electronic payment will be used: *no*

5.1.15 ***Techniques***

Framework agreement:
Framework agreement, without reopening of competition
Maximum number of participants: 1
Justification for the duration of the framework agreement: The maximum duration of the Framework Agreement will be 10 years. The extended duration for the framework has been selected for several reasons including: (a) There will be significant learning curves and associated developmental work with a new integrated digital platform to support the extensive operational area of case management and administration. This will require the investment of considerable time and effort in developing knowledge, learning and familiarity for successful operation on behalf of the vendor and Fiosrú. (b) The embedded and strategic nature of the proposed solution amounts to a core enterprise system and to replace and transition from such a system in a shorter period would cause significant disruption to the workings of Fiosrú and the delivery of services to members of the public reliant on such services. (c) The financial cost for Fiosrú in designing and implementing the proposed solution will amount to a significant investment and this investment could not be optimised and the necessary return achieved if the replacement of the system and transitioning from same was required in a shorter period and would not achieve value for money on behalf of the taxpayer. Fiosrú confirms that the period of any initial call off contract awarded will be defined at the Request for Tender stage, and/or discussed during the Negotiation Stage (if utilised). Contracts awarded under the Framework Agreement may extend beyond the maximum lifetime of the framework (10 years). The maximum end-to-end duration of any consecutively continuous contracts entered as part of this procurement process will not exceed 12 years.
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: Fiosrú - Office of the Police Ombudsman
Organisation providing more information on the review procedures: The High Court of Ireland
Organisation receiving requests to participate: Fiosrú - Office of the Police Ombudsman

Organisation processing tenders: Fiosrú - Office of the Police Ombudsman

8 *Organisations*

8.1 ORG-0001

Official name: Fiosrú - Office of the Police Ombudsman
Registration number: 4285872rh
Department: Police Ombudsman
Postal address: 150 Upper Abbey Street
Town: Dublin 1
Postcode: D01FT73
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: info@fiosru.ie
Telephone: 0877117919
Buyer profile: www.fiosru.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 identifier/version: b0fd09a1-813d-475d-b7b8-daf665c792af - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 29/10/2026 17:28 +00:00
Languages in which this notice is officially available: English