Ireland: IT services: consulting, software development, Internet and support
Request for tenders for the provision of an IT Service Management Platform for the Central Statistics Office

Contract or concession notice – standard regime

1 *Buyer*

1.1 *Buyer*

Official name: Central Statistics Office
Legal type of the buyer: Central government authority
Activity of the contracting authority: General public services

2 *Procedure*

2.1 *Procedure*

Title: Request for tenders for the provision of an IT Service Management Platform for the Central Statistics Office
Description: In summary, the Services comprise: the provision of an IT Service Management (ITSM) Platform solution for the CSO
Procedure identifier: c043862f-7b13-4b1a-b020-34aa12c73171
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): South-West (IE053)
Country: Ireland

2.1.3 *Value*

Estimated value excluding VAT: 2 200 000 *Euro*

2.1.4 *General information*

Legal basis:
Directive 2014/24/EU

2.1.6 *Grounds for exclusion*

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5 *Lot*

5.1 *Lot*: LOT-0001

Title: Request for tenders for the provision of an IT Service Management Platform for the Central Statistics Office

Description: In summary, the Services comprise: the provision of an IT Service Management (ITSM) Platform solution for the CSO
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): South-West (IE053)
Country: Ireland
Additional information:

5.1.3 *Estimated duration*

Duration: 10 *Year*

5.1.5 *Value*

Estimated value excluding VAT: 2 200 000 *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: European Single Procurement Document (ESPD)

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: 04/12/2026 12:00 +00:00
Address of the procurement documents: https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9527859

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=9527859
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: 21/12/2026 12:00 +00:00
Duration during which the tender must remain valid: 120 *Day*
Information about public opening:
Opening date: 21/12/2026 12:30 +00:00
Place: https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=9527859
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: *yes*
Electronic payment will be used: *yes*

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: Central Statistics Office
Organisation providing more information on the review procedures: The High Court of Ireland
Organisation receiving requests to participate: Central Statistics Office
Organisation processing tenders: Central Statistics Office

8 *Organisations*

8.1 ORG-0001

Official name: Central Statistics Office
Registration number: 1271
Postal address: Central Statistics Office (CSO) Skehard Road, Cork
Town: Cork
Postcode: T12 X00E
Country subdivision (NUTS): South-West (IE053)
Country: Ireland
Email: technologyprocurement@cso.ie
Telephone: 021 453 5000
Internet address: https://www.cso.ie
Information exchange endpoint (URL): https://www.cso.ie
Buyer profile: https://www.cso.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: 5ec2a5c5-e954-42f8-868b-07287480d75d - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 18/11/2026 16:53 +00:00
Languages in which this notice is officially available: English