

Ireland: Database and operating software development services

Direct Award of Contract to Zipporah Limited for Provision of a Cloud Hosted Online Booking System

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Dublin City Council

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Direct Award of Contract to Zipporah Limited for Provision of a Cloud Hosted Online Booking System

Description: Dublin City Council has awarded a Contract for a period of two years to Zipporah Limited for the provision of a cloud hosted online booking system. The Zipporah Booking Room System is an application that is currently only used by the Arts Offices. For customers to book, pay and self-manage their bookings. A more comprehensive Corporate Solutions will be sought via Tender. Due to developmental issues, and constraints within the current system, the booking system is only used by the Arts Offices. The Arts Offices customers use it to book, pay and self-manage their bookings. The application allows users to book a Studio, as a single or multi booking, move, cancel or pay for the bookings. The system has been in operation since 2023. This contract also includes the cloud-based hosting of the application. Dublin City Council intends to award the contract to Zipporah Ltd for a period of 2 years. It is expected to go to tender for a full Corporate Solution within that time frame and allowance must also be made to migrate the data from the current system to a new solution.

Procedure identifier: 7aabc5ff-46f1-4936-92ce-13453eaffa5c

Type of procedure: Negotiated without prior call for competition

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72212600 Database and operating software development services

Additional classification (cpv): 72320000 Database services

Additional classification (cpv): 72415000 World wide web (www) site operation host services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 20 629,58 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Direct Award of Contract to Zipporah Limited for Provision of a Cloud Hosted Online Booking System

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Internal identifier: 1

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72212600 Database and operating software development services

Additional classification (cpv): 72320000 Database services

Additional classification (cpv): 72415000 World wide web (www) site operation host services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.5 Value

Estimated value excluding VAT: 20 629,58 Euro

5.1.6 General information

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

5.1.10 Award criteria

Criterion:

Type: Cost

Description: Cost @ 100%

Category of award threshold criterion: Weight (percentage, exact)

Award criterion number: 100

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

Organisation signing the contract: Dublin City Council

Value of all contracts awarded in this notice: 20 629,58 Euro

Direct award:

Justification for direct award: The contract can be provided only by a particular economic operator because of an absence of competition for technical reasons

Other justification: The service currently provided by Zipporah is integral to the functioning of Room Booking System used by the Arts Offices venue in Dublin City Council. Due to the technical configuration, integration with existing systems, and bespoke nature of the solution, the current supplier remains the only economic operator capable of ensuring continuity of service without significant disruption or risk. Any attempt to transition to an alternative supplier in the short term would require a complete system migration or redevelopment, including data transfer, integration with existing infrastructure, user retraining, and potential downtime. This would involve disproportionate technical and financial effort, without guaranteeing immediate added value. It would also pose a risk to service continuity and regulatory compliance. A public procurement process is being prepared to competitively tender for a new long-term contract and corporate solution. When a new vendor for a Corporate Solution for all of the DCC venues is appointed, we will still need Zipporah for migration of the data to a new host. However, this process – including needs assessment, drafting of specifications, tender publication, evaluation, and transition – requires significant planning and resources to ensure value for money and compliance. During this period, continued service from the current provider is necessary to avoid disruption. In accordance with Article 32(2)(b) of Directive 2014/24/EU (ii) competition is absent for technical reasons; and (iii) the protection of exclusive rights, including intellectual property rights, and given the absence of suitable alternatives for the short term due to technical and operational considerations, the direct award to Zipporah is lawful and proportionate. A competitive procurement process will be undertaken in due course to ensure future competition and transparency.

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Zipporah Limited

Tender:

Tender identifier: Zipporah Limited

Identifier of lot or group of lots: LOT-0001

Value of the tender: 20 629,58 Euro

Subcontracting: No

Contract information:

Identifier of the contract: Direct Award of Contract to Zipporah Limited for Provision of a Cloud Hosted Online Booking System

Date of the conclusion of the contract: 29/09/2025

Organisation signing the contract: Dublin City Council

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions: Requests to participate

Number of tenders or requests to participate received: 1

8.1 ORG-0001

Official name: Dublin City Council

Registration number: IE47732154U

Postal address: Civic Offices, Wood Quay

Town: Dublin

Postcode: D08 RF3F

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: elaine.walsh@dublincity.ie

Telephone: 01 2222222

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

Buyer profile: <https://www.dublincity.ie>

Roles of this organisation:

Buyer

Organisation signing the contract

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

8.1 ORG-0004

Official name: Zipporah Limited

Size of the economic operator: Micro, small, or medium

Registration number: 233609

Postal address: St Mellons Business Park, Quest House, Fortran Road, St Mellons

Town: Cardiff

Postcode: CF3 OEY
Country: United Kingdom
Contact point: Scott Burton
Email: scottburton@zipporah.co.uk
Roles of this organisation:
 Tenderer
 Winner of these lots: LOT-0001

Notice information

Notice identifier/version: e98af142-2255-41d9-9b33-b7dc9a059890 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 30/09/2025 12:01 +01:00
Languages in which this notice is officially available: English