

Ireland: Customer Relation Management software development services Call for tenders for the provision of an Integrated Customer Relationship Management (CRM) and Online Payment system to the Rehab Group

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: The Rehab Group

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2 Procedure

2.1 Procedure

Title: Call for tenders for the provision of an Integrated Customer Relationship Management (CRM) and Online Payment system to the Rehab Group

Description: The Contracting Authority is inviting tenders from providers capable of supplying, installing, customising, integrating, maintaining, upgrading, and supporting a secure, scalable, and future-ready CRM and Online Payments System for the Rehab Group. The proposed solution must be hosted, robust, and resilient, with minimal downtime and full compliance with GDPR and industry security standards. It should support centralised management of Service Users, staff, and associated operational workflows across multiple service areas within National Learning Network (NLN) and the broader Rehab Group. The system should be capable of adapting to organisational growth and evolving needs, including the capacity to scale the number of users, integrate with third-party systems, and support future enhancements in line with technological innovation and best practices.

Procedure identifier: 25d9b11e-fc35-416f-ac06-6034668cca6e

Previous notice: 682d09cb-6c87-4e93-bd40-1e788d7c53ef-01

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

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

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

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 180 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Call for tenders for the provision of an Integrated Customer Relationship Management (CRM) and Online Payment system to the Rehab Group

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

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

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

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 7 Year

5.1.5 Value

Estimated value excluding VAT: 180 000 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: Overall Functionality / User Interface

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

Award criterion number: 2 000

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: The Rehab Group

6 Results

Value of all contracts awarded in this notice: 226 439,98 Euro

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: MTX Consulting UK Limited

Tender:

Tender identifier: 000133061

Identifier of lot or group of lots: LOT-0001

Value of the tender: 226 439,98 Euro

Subcontracting: No

Contract information:

Identifier of the contract: 433748

Date on which the winner was chosen: 04/12/2025

Date of the conclusion of the contract: 23/12/2025

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 2

8 Organisations

8.1 ORG-0001

Official name: The Rehab Group

Registration number: Rehab Group

Postal address: 10D Beckett Way, Park West Business Park

Town: Dublin 12

Postcode: D12 K276

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: gary.gartland@rehab.ie

Telephone: 012057200

Internet address: <https://rehab.ie>

Buyer profile: <https://rehab.ie>

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: MTX Consulting UK Limited

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

Registration number: 15258408

Postal address: 33 Dawlish Drive
Town: Pinner
Postcode: HA5 5LL
Country: United Kingdom
Email: kamal@mtx europe.com
Telephone: +447856687161
Internet address: <https://www.mtx europe.com>
Roles of this organisation:
 Tenderer
 Winner of these lots: LOT-0001

8.1 ORG-0003

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-0004

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: 74cd9bc8-4952-418a-8885-c7c705667f1a - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 06/01/2026 12:03 +00:00
Languages in which this notice is officially available: English