

Ireland: Database and operating software development services

Direct Award of Contract for hosting, support and upgrade to Roadworks Control online Entry 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 for hosting, support and upgrade to Roadworks Control online Entry system

Description: Dublin City Council has invoked Article 32.2(b) (ii) and (iii) for a derogation from public procurement whereby the works, supplies or services can be provided only by a particular economic operator as (ii) competition is absent for technical reasons and (iii) the protection of exclusive rights, including intellectual property rights. Dublin City Council awarded a contract to Viatel Ireland Limited for a period of 2 years. The maximum value of this contract is €100,000 ex VAT. This notice details the intention of Dublin City Council (DCC) to award a contract to Viatel Ireland Ltd for critical system upgrades and ongoing support for the Roadworks Control Online Entry system (RCOE), a custom legacy application. The award will be made without a prior call for competition, in accordance with Article 32.2(b)(ii) and (iii) of Directive 2014/24/EU, due to the absence of competition for technical reasons.

Procedure identifier: 20d051b2-f4e8-46b3-8c5a-f0a815ec0e82

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

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 100 000 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 for hosting, support and upgrade to Roadworks Control online Entry system

Description: Dublin City Council has invoked Article 32.2(b) (ii) and (iii) for a derogation from public procurement whereby the works, supplies or services can be provided only by a particular economic operator as (ii) competition is absent for technical reasons and (iii) the protection of exclusive rights, including intellectual property rights. Dublin City Council awarded a contract to Viatel Ireland Limited for a period of 2 years. The maximum value of this contract is €100,000 ex VAT. This notice details the intention of Dublin City Council (DCC) to award a contract to Viatel Ireland Ltd for critical system upgrades and ongoing support for the Roadworks Control Online Entry system (RCOE), a custom legacy application. The award will be made without a prior call for competition, in accordance with Article 32.2(b)(ii) and (iii) of Directive 2014/24/EU, due to the absence of competition for technical reasons.

Internal identifier: 1

5.1.1 Purpose

Main nature of the contract: Services

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

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.5 Value

Estimated value excluding VAT: 100 000 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: 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

6 Results

Value of all contracts awarded in this notice: 100 000 Euro

Direct award:

Justification for direct award: Extreme urgency brought about by events unforeseeable for the buyer

Other justification: Dublin City Council has invoked Article 32.2(b) (ii) and (iii) for a derogation from public procurement whereby the works, supplies or services can be provided only by a particular economic operator as (ii) competition is absent for technical reasons and (iii) the protection of exclusive rights, including intellectual property rights. Dublin City Council awarded a contract to Viatel Ireland Limited for a period of 2 years. The maximum value of this contract is €100,000 ex VAT. This notice details the intention of Dublin City Council (DCC) to award a contract to Viatel Ireland Ltd for critical system upgrades and ongoing support for the Roadworks Control Online Entry system (RCOE), a custom legacy application. The award will be made without a prior call for competition, in accordance with Article 32.2(b)(ii) and (iii) of Directive 2014/24/EU, due to the absence of competition for technical reasons. The RCOE system is a critical business application used for issuing licenses and retrieving data for court purposes and the continued functionality is essential to DCC's business operations. Any system failure or data loss would result in extremely high financial and reputational risks for Dublin City Council. The system is currently hosted on an older operating system which is currently in the process of an upgrade. While an ongoing national program to migrate all utility companies to a new system, Map Road Licensing (MRL) exists, this migration has been subject to significant and unforeseen delays, leaving the mission-critical RCOE system operational for the immediate future. The RCOE system's integrity is compromised by several factors that collectively create a unique and complex technical challenge. The application's critical role in issuing licenses and supporting court cases makes a comprehensive upgrade mandatory and any disruption could have severe legal and operational consequences. In summary, it is not technically feasible, practical or secure to migrate the service to a new supplier until urgent remedial work and upgrades are completed and any delay is to jeopardise the continuity of a critical service. The services for the necessary upgrade and support can only be supplied by a single economic operator, for the following technical reasons: - The current support partners have exclusive knowledge of the RCOE system's complex and undocumented environment. - The current hosting partner is the 661590-2025 Page 2/6 only supplier with proven expertise, having delivered all recent modifications and migrations of the application. Replacing them now would disrupt established collaboration with the application support teams, increase complexity, and create accountability risks when issues arise. - An urgent upgrade and migration project is underway, with the system having been successfully moved to the UAT environment. The current support partners are the only parties who have been involved from the start of this complex and ongoing process. Discontinuing this work to initiate a new tender would introduce unacceptable delays and significantly increase the risk of system failure and data loss. Due to the criticality and unstable nature of the current environment, it is not feasible to wait for a competitive procurement process. The urgent remedial work and upgrades, already in progress, must be completed by the only suppliers with the necessary technical expertise and historical knowledge of the system. In order to safeguard the integrity of a critical public service and to mitigate immediate and significant operational, security, and financial risks, this contract award will be for a fixed term to stabilise the environment. DCC have initiated a procurement plan to procure future hosting and support services. Upon successful completion of the RCOE system, DCC will initiate a new, open tender process for future hosting and support services. Article 32 of Directive 2014/24/EU Section 2. Provides for the award of contract without prior publication of a call for competition (b) where the works, supplies or services can be supplied only by a particular economic operator for any of the following reasons: (ii) competition is absent for technical reasons; (iii) the protection of exclusive rights, including intellectual property rights;

6.1 Result lot Identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Viatel Ireland Limited

Tender:

Tender identifier: Viatel Ireland Limited

Identifier of lot or group of lots: LOT-0001

Value of the tender: 100 000 Euro

Subcontracting: No

Contract information:

Identifier of the contract: Direct Award of Contract for hosting, support and upgrade to Roadworks Control online Entry system

Date of the conclusion of the contract: 08/12/2025

Organisation signing the contract: Dublin City Council

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

8 Organisations

8.1 ORG-0001

Official name: Dublin City Council

Registration number: IE4773215U

Postal address: Civic Offices, Wood Quay

Town: Dublin

Postcode: D08 RF3F

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: James Moore

Email: james.moore@dublincity.ie

Telephone: 01 2223808

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: Viatel Ireland Limited
Size of the economic operator: Micro, small, or medium
Registration number: 327562
Town: Unit 1 College Business and Technology Park, Blanchardstown, Dublin 15 D15 PEC4
Postcode: D15 PEC4
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Telephone: 0818 660660
Roles of this organisation:
Tenderer
Winner of these lots: LOT-0001

Notice information

Notice identifier/version: a6387c7d-13aa-4e1e-b8d1-189e7f7423f0 - 01
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