

Ireland: IT services: consulting, software development, Internet and support

CRU MC637: Organisation Change Management and Transformation Consultancy Services

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Commission for Regulation of Utilities

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: CRU MC637: Organisation Change Management and Transformation Consultancy Services

Description: The Commission for the Regulation of Utilities has a crucial and transformative role in regulating Ireland's energy and water sectors, and ensuring that essential services are delivered efficiently, safely, and in line with national policy objectives. The Commission also has a central role in ensuring that decarbonisation of the Irish economy and transformation towards 'Net Zero' is achieved in a secure and cost-effective manner, while at the same time protecting all consumers. The CRU has an extensive work programme, and an increasing enduring mandate to be delivered across multiple areas, which are all undergoing significant transformation, in line with Ireland's national policy goals. To meet this expanding mandate, the Commission requires highly specialised, industry-leading expertise, new functions to support the delivery of its mandate, as well as enhanced legal, communication and data analysis capabilities, supported by the optimal use of contracted services. sanction has been approved for Sanction has recently been received for 60 new posts bringing the total headcount to 263 (60 to be recruited over 24 months). The new posts are to be assigned across specific functional areas and grades. This level of sanction has implications for the proposed organisation design and still requires a significant transformation. The transformation necessitates consideration of organisation structure, how we operate and also how we accommodate increased staff numbers. It will be essential that we achieve buy-in and ownership for the transformation by the entirety of the CRU. Implementation of the sanction will require a time investment by the teams in Operations and Organisational Development and the senior management team to inform, refine and implement the plan in support of its organisational strategy and objectives. The The CRU requires expert advice and support to: a) conduct a review of the organisation "As Is" advising particularly on capacity to deliver annual work plans; b) based on sanction approved to define organisational structure and target operating model for the CRU ; a) provide recommendations for necessary required business and infrastructure changes; b) develop an implementation plan for the transformation of the organisation over the next three years; and c) oversee delivery of that implementation plan. Please see attached SRFT for further details.

Procedure identifier: 5c3885fe-3806-49ee-a911-d4f627d0ea1c

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): 72212331 Project management software development services

Additional classification (cpv): 72212517 IT software development services

Additional classification (cpv): 72220000 Systems and technical consultancy services

Additional classification (cpv): 72221000 Business analysis consultancy services

Additional classification (cpv): 72222000 Information systems or technology strategic review and planning services

Additional classification (cpv): 72222100 Information systems or technology strategic review services
Additional classification (cpv): 72222200 Information systems or technology planning services
Additional classification (cpv): 72223000 Information technology requirements review services
Additional classification (cpv): 72224000 Project management consultancy services
Additional classification (cpv): 72246000 Systems consultancy services
Additional classification (cpv): 72266000 Software consultancy services
Additional classification (cpv): 72590000 Computer-related professional services
Additional classification (cpv): 72600000 Computer support and consultancy services
Additional classification (cpv): 73000000 Research and development services and related consultancy services
Additional classification (cpv): 73100000 Research and experimental development services
Additional classification (cpv): 73200000 Research and development consultancy services
Additional classification (cpv): 73210000 Research consultancy services
Additional classification (cpv): 73220000 Development consultancy services
Additional classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security
Additional classification (cpv): 79311400 Economic research services
Additional classification (cpv): 79311410 Economic impact assessment
Additional classification (cpv): 79313000 Performance review services
Additional classification (cpv): 79314000 Feasibility study
Additional classification (cpv): 79315000 Social research services
Additional classification (cpv): 79400000 Business and management consultancy and related services
Additional classification (cpv): 79410000 Business and management consultancy services
Additional classification (cpv): 79411000 General management consultancy services
Additional classification (cpv): 79411100 Business development consultancy services
Additional classification (cpv): 79412000 Financial management consultancy services
Additional classification (cpv): 79413000 Marketing management consultancy services
Additional classification (cpv): 79414000 Human resources management consultancy services
Additional classification (cpv): 79415000 Production management consultancy services
Additional classification (cpv): 79415200 Design consultancy services
Additional classification (cpv): 79416200 Public relations consultancy services
Additional classification (cpv): 79419000 Evaluation consultancy services
Additional classification (cpv): 79420000 Management-related services
Additional classification (cpv): 79421000 Project-management services other than for construction work
Additional classification (cpv): 79421100 Project-supervision services other than for construction work
Additional classification (cpv): 79421200 Project-design services other than for construction work
Additional classification (cpv): 79900000 Miscellaneous business and business-related services
Additional classification (cpv): 79990000 Miscellaneous business-related services
Additional classification (cpv): 90713000 Environmental issues consultancy services
Additional classification (cpv): 90714200 Corporate environmental auditing services
Additional classification (cpv): 90714300 Sectoral environmental auditing services
Additional classification (cpv): 98110000 Services furnished by business, professional and specialist organisations
Additional classification (cpv): 98112000 Services furnished by professional organisations
Additional classification (cpv): 98113000 Services furnished by specialist organisations

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 225 000 Euro

2.1.4 General information

Legal basis:

Other

5 Lot

5.1 Lot: LOT-0001

Title: Lot 8 - Organisational Change Management and Transformation (over €140,000)

Description: The Commission for the Regulation of Utilities has a crucial and transformative role in regulating Ireland's energy and water sectors, and ensuring that essential services are delivered efficiently, safely, and in line with national policy objectives. The Commission also has a central role in ensuring that decarbonisation of the Irish economy and transformation towards 'Net Zero' is achieved in a secure and cost-effective manner, while at the same time protecting all consumers. The CRU has an extensive work programme, and an increasing enduring mandate to be delivered across multiple areas, which are all undergoing significant transformation, in line with Ireland's national policy goals. To meet this expanding mandate, the Commission requires highly specialised, industry-leading expertise, new functions to support the delivery of its mandate, as well as enhanced legal, communication and data analysis capabilities, supported by the optimal use of contracted services. sanction has been approved for Sanction has recently been received for 60 new posts bringing the total headcount to 263 (60 to be recruited over 24 months). The new posts are to be assigned across specific functional areas and grades. This level of sanction has implications for the proposed organisation design and still requires a significant transformation. The transformation necessitates consideration of organisation structure, how we operate and also how we accommodate increased staff numbers. It will be essential that we achieve buy-in and ownership for the transformation by the entirety of the CRU. Implementation of the sanction will require a time investment by the teams in Operations and Organisational Development and the senior management team to inform, refine and implement the plan in support of its organisational strategy and objectives. The The CRU requires expert advice and support to: a) conduct a review of the organisation "As Is" advising particularly on capacity to deliver annual work plans; b) based on sanction approved to define organisational structure and target operating model for the CRU ; a) provide recommendations for necessary required business and infrastructure changes; b) develop an implementation plan for the transformation of the organisation over the next three years; and c) oversee delivery of that implementation plan. Please see attached SRFT for further details.

Internal identifier: 12

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): 72212331 Project management software development services

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Additional classification (cpv): 98110000 Services furnished by business, professional and specialist organisations
Additional classification (cpv): 98112000 Services furnished by professional organisations
Additional classification (cpv): 98113000 Services furnished by specialist organisations

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 36 Month

5.1.5 Value

Estimated value excluding VAT: 225 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

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: Commission for Regulation of Utilities

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

6 Results

6.1 Result lot identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Indecon International Economic and Strategic Consultants

Tender:

Tender identifier: 000165897

Identifier of lot or group of lots: LOT-0001

The tender was ranked: yes

Rank in the list of winners: 1

Contract information:

Identifier of the contract: 440543

Date on which the winner was chosen: 21/04/2026

Date of the conclusion of the contract: 30/04/2026

8 Organisations

8.1 ORG-0001

Official name: Commission for Regulation of Utilities

Registration number: Commission for Regulation of Utilities

Postal address: The Exchange, Belgard Sq North, Tallaght

Town: Dublin

Postcode: D24 PXW0

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@cru.ie

Telephone: +35314000800

Internet address: www.cru.ie

Buyer profile: www.cru.ie

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Indecon International Economic and Strategic Consultants

Size of the economic operator: Small

Registration number: 761982

Postal address: Indecon House, 4 Clyde Road

Town: Dublin

Postcode: D04 XP99

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: whbatt@indecon.ie

Telephone: 016777144

Internet address: www.indecon.ie

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: 6c258fab-344e-4001-838e-225a9b20b4c5 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 19/05/2026 12:11 +01:00

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