

Ireland: Educational software development services

RFT for the Provision of an Artificial Intelligence (AI) Powered Virtual Assistant (Chatbot) to TUS

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Technological University of the Shannon: Midlands Midwest (TUSMM)

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2 Procedure

2.1 Procedure

Title: RFT for the Provision of an Artificial Intelligence (AI) Powered Virtual Assistant (Chatbot) to TUS

Description: The University is seeking proposals from qualified vendors for the design, development, implementation, and support of an AI-powered chatbot platform. This virtual assistant will serve students, staff, and visitors by delivering instant, accurate, and context-aware responses across academic, administrative, and technical areas.

The platform will establish a foundation for advanced AI capabilities to analyse historical data, uncover patterns, and enhance student success. The aim of this tender is to select a vendor with a proven track record, capable of delivering and supporting an AI-driven Student Engagement Platform. The virtual assistant will provide 24/7 multilingual support for over 20,000 students across a multi-campus environment, improving access to key services and information.

Procedure identifier: d83f6965-b41a-4167-a93b-32752615ceb1

Previous notice: e9dd62c6-cea7-4e44-8f3b-5bfb73933980-01

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72212190 Educational software development services

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

Additional classification (cpv): 72267100 Maintenance of information technology software

Additional classification (cpv): 72300000 Data services

Additional classification (cpv): 72315000 Data network management and support services

2.1.2 Place of performance

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 82 630 Euro

2.1.4 General information

Legal basis:

Other

5 Lot

5.1 Lot: LOT-0001

Title: RFT for the Provision of an Artificial Intelligence (AI) Powered Virtual Assistant (Chatbot) to TUS

Description: The University is seeking proposals from qualified vendors for the design, development, implementation, and support of an AI-powered chatbot platform. This virtual assistant will serve students, staff, and visitors by delivering instant, accurate, and context-aware responses across academic, administrative, and technical areas. The platform will establish a foundation for advanced AI capabilities to analyse historical data, uncover patterns, and enhance student success. The aim of this tender is to select a vendor with a proven track record, capable of delivering and supporting an AI-driven Student Engagement Platform. The virtual assistant will provide 24/7 multilingual support for over 20,000 students across a multi-campus environment, improving access to key services and information.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72212190 Educational software development services

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

Additional classification (cpv): 72267100 Maintenance of information technology software

Additional classification (cpv): 72300000 Data services

Additional classification (cpv): 72315000 Data network management and support services

5.1.2 Place of performance

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 3 Year

5.1.5 Value

Estimated value excluding VAT: 82 630 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

5.1.7 Strategic procurement

Aim of strategic procurement: Reduction of environmental impacts

Description: Reduction of environmental impacts

Approach to reducing environmental impacts: Other

Green Procurement Criteria: National Green Public Procurement criteria

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: Technological University of the Shannon: Midlands Midwest (TUSMM)

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

6.1 Result lot identifier: LOT-0001

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: LearnWise Software International BV

Tender:

Tender identifier: 000129130

Identifier of lot or group of lots: LOT-0001

Contract information:

Identifier of the contract: 442580

Date on which the winner was chosen: 23/10/2025

Date of the conclusion of the contract: 18/11/2025

8 Organisations

8.1 ORG-0001

Official name: Technological University of the Shannon: Midlands Midwest (TUSMM)

Registration number: 20206335

Postal address: Moylish Park

Town: Limerick

Postcode: V94 EC5T

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

Email: barry.coleman@tus.ie

Telephone: +353 61 293 255

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: LearnWise Software International BV

Size of the economic operator: Small

Registration number: 90064011

Postal address: Nieuwezijds Voorburgwal 158 II 1012 SJ AMSTERDAM Netherlands

Town: Amsterdam

Postcode: 1012 SJ

Country subdivision (NUTS): Groot-Amsterdam (NL32B)

Country: Netherlands

Email: vlad@learnwise.ai

Telephone: +31626326771

Internet address: <https://learnwise.ai/>

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: f3d1740a-177b-4a6e-989e-63bec9e36f32 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice dispatch date: 16/06/2026 09:38 +01:00

Languages in which this notice is officially available: English