

130938-2026 - Result

Ireland – IT services: consulting, software development, Internet and support – TR1678 - Business Transformation Operating Model and Customer Platform (CRM and Billing)

OJ S 39/2026 25/02/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Electricity Supply Board (ESB)

Email: www.procurement@esb.ie

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: TR1678 - Business Transformation Operating Model and Customer Platform (CRM and Billing)

Description: ESB Customer Solutions (Retail Utility arm of ESB) are undergoing a major transformation programme and are tendering for the design, implementation and delivery of a new Customer Centric multi-disciplinary type Operating Model which will be enabled and supported by the implementation of a Proven fully integrated cloud-based SaaS CRM and Billing Solution. This new business model will be built around the customer, incorporating out of the box, business processes and associated customer journeys. It is anticipated that post the initial implementation / delivery phase, we will operate via a managed service offering for ongoing support.

Procedure identifier: cafb5287-440b-46ca-bb3c-aab7279ae25f

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Town: Ireland

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 47300000. EUR

2.1.4. General information

Legal basis:

Other

5. Lot

5.1. Lot: LOT-0001

Title: TR1678 - Business Transformation Operating Model and Customer Platform (CRM and Billing)

Description: ESB Customer Solutions (Retail Utility arm of ESB) are undergoing a major transformation programme and are tendering for the design, implementation and delivery of a new Customer Centric multi-disciplinary type Operating Model which will be enabled and supported by the implementation of a Proven fully integrated cloud-based SaaS CRM and Billing Solution. This new business model will be built around the customer, incorporating out of the box, business processes and associated customer journeys. It is anticipated that post the initial implementation / delivery phase, we will operate via a managed service offering for ongoing support.

Internal identifier: TR1678

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.5. Value

Estimated value excluding VAT: 47300000. EUR

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: Quality

Description: Most economically advantageous Tender

Category of award threshold criterion: Minimum score

Award criterion number: 1 200

Criterion:

Type: Quality

Description: Most economically advantageous Tender

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

Award criterion number: 100

Category of award fixed criterion: Fixed value (per unit)

Award criterion number: 60

Category of award threshold criterion: Minimum score

Award criterion number: 60

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

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

6. Results

Maximum value of the framework agreements in this notice: 47300000. EUR

Approximate value of the framework agreements

:

47300000.

EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 47300000. EUR

Re-estimated value of the framework agreement: 47300000. EUR

6.1.2. Information about winners

Winner:

Official name: Kraken Technology Limited

Tender:

Tender identifier: 12014731

Identifier of lot or group of lots: LOT-0001

Subcontracting: Not yet known

Contract information:

Identifier of the contract: TR1678

Date on which the winner was chosen: 15/12/2025

Date of the conclusion of the contract: 19/12/2025

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

8. Organisations

8.1. ORG-0001

Official name: Electricity Supply Board (ESB)

Registration number: 8f52100v

Postal address: 27 Fitzwilliam Street Lower, Dublin

Town: Dublin

Postcode: D02 KT92

Country subdivision (NUTS): Extra-Regio NUTS 3 (ALZZZ)

Country: Ireland

Email: www.procurement@esb.ie

Telephone: 000000
Internet address: <https://www.esb.ie>
Buyer profile: <https://www.esb.ie>

Roles of this organisation:

Buyer

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: Kraken Technology Limited
Size of the economic operator: Medium
Registration number: 12014731
Town: UK House, 5th Floor, 164-182 Oxford Street, London, United Kingdom W1D 1NN
Postcode: UK House, 5th Floor, 164-182 Oxford Street, London, United Kingdom W1D 1NN
Country: United Kingdom

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: 93585f0f-d560-4788-827d-34a4f6586c8e - 01
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