

206283-2026 - Result

Ireland – Customer services – TEN2500144 - RFT For the provision, installation, hosting and support of a secure cloud-based Customer Relationship Management (CRM) System for Cavan County Council

OJ S 59/2026 25/03/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Cavan County Council

Email: kevingsmith@cavancoco.ie

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: TEN2500144 - RFT For the provision, installation, hosting and support of a secure cloud-based Customer Relationship Management (CRM) System for Cavan County Council

Description: TEN2500144 - RFT For the provision, installation, hosting and support of a secure cloud-based Customer Relationship Management (CRM) System with an integrated Digital Forms Platform, a Customer Web Portal and Booking System for Cavan County Council.

Please Refer to Tender Documents for further details

Procedure identifier: d5e89462-2825-44cc-ae4c-f386b1ed5f24

Previous notice: 1161790a-b873-49fa-990f-278d1e9cbe7a-01

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342300 Customer services

Additional classification (cpv): 72212445 Customer Relation Management software development services, 48445000 Customer Relation Management software package,

72000000 IT services: consulting, software development, Internet and support, 79342320

Customer-care services, 22822000 Business forms, 30211300 Computer platforms, 34514700

Mobile platforms, 48222000 Web server software package

2.1.2. Place of performance

Country subdivision (NUTS): Border (IE041)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 770 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: TEN2500144 - RFT For the provision, installation, hosting and support of a secure cloud-based Customer Relationship Management (CRM) System for Cavan County Council

Description: TEN2500144 - RFT For the provision, installation, hosting and support of a secure cloud-based Customer Relationship Management (CRM) System with an integrated Digital Forms Platform, a Customer Web Portal and Booking System for Cavan County Council.

Please Refer to Tender Documents for further details

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342300 Customer services

Additional classification (cpv): 72212445 Customer Relation Management software development services, 48445000 Customer Relation Management software package,

72000000 IT services: consulting, software development, Internet and support, 79342320

Customer-care services, 22822000 Business forms, 30211300 Computer platforms, 34514700

Mobile platforms, 48222000 Web server software package

5.1.2. Place of performance

Country subdivision (NUTS): Border (IE041)

Country: Ireland

5.1.3. Estimated duration

Duration: 7 Years

5.1.5. Value

Estimated value excluding VAT: 770 000,00 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: Cost

Description: The Cost Criterion

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

Award criterion number: 35

Criterion:

Type: Quality

Description: Criterion B - Functional and Technical Requirements

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

Award criterion number: 45

Criterion:

Type: Quality

Description: Criterion C - Implementation Services and Project Management

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Criterion D - Support, Maintenance and Training Services

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

Award criterion number: 10

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: Cavan County Council

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

6. Results

Value of all contracts awarded in this notice: 460 572,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: Granicus-Firmstep Limited_120402

Tender:

Tender identifier: 000132309

Identifier of lot or group of lots: LOT-0001

Value of the tender: 770 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: 438582

Date on which the winner was chosen: 17/09/2025

Date of the conclusion of the contract: 16/03/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 4

8. Organisations

8.1. ORG-0001

Official name: Cavan County Council

Registration number: 47731481

Postal address: Cavan County Council, Cavan Courthouse, Farnham Street, Cavan, County Cavan

Town: Cavan

Postcode: H12 R6V2

Country subdivision (NUTS): Border (IE041)

Country: Ireland

Email: kevingsmith@cavancoco.ie

Telephone: +353494378718

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Granicus-Firmstep Limited_120402

Size of the economic operator: Medium

The organisation is a natural person

Registration number: 04283951

Postal address: 7 Harp Lane

Town: London

Postcode: EC3R 6DP

Country: United Kingdom

Email: finlay.wallace@granicus.com

Telephone: 07551156388

Internet address: <https://granicus.uk/>

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: 0aeab828-58ce-46c7-80f5-fd1bb37ddd25 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 24/03/2026 13:11:38 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 206283-2026

OJ S issue number: 59/2026

Publication date: 25/03/2026