

## 213930-2026 - Competition

### Ireland – Driving-test services – ET2604 - Provision of Driver Theory Test and National Driver Licence Services

OJ S 61/2026 27/03/2026

Contract or concession notice – standard regime  
Services

## 1. Buyer

---

### 1.1. Buyer

Official name: Road Safety Authority (RSA)

Email: [kcoyne@rsa.ie](mailto:kcoyne@rsa.ie)

Legal type of the buyer: Body governed by public law

The buyer is a contracting entity

Activity of the contracting authority: General public services

## 2. Procedure

---

### 2.1. Procedure

Title: ET2604 - Provision of Driver Theory Test and National Driver Licence Services

Description: The Road Safety Authority (Authority) is responsible for providing the Driver Theory Test Services (DTTS) in Ireland through which the Authority ensures that all potential drivers demonstrate essential knowledge of road rules, risk perception, hazard awareness and safe driving practices as part of the driver licensing process. The Authority is also responsible for providing the National Driver Licence Service (NDLS) in Ireland. NDLS is responsible for the provision of learner permits and driving licences in Ireland including issuance, renewals, category changes, replacement and exchange application for foreign licences. The Authority intends to procure a supplier to provide the DTTS and NDLS services under a new fully integrated contract with this integrated service transformation underpinned by a technology solution that aims to integrate, streamline and improve access to online services with an improved customer registration and application experience. The supplier will be responsible for providing services for the delivery of all types of driver theory tests and driving licences and learner permits in Ireland. Under this integrated DTTS and NDLS service contract there will also be a requirement for a consolidated real estate network of Authority centres. Each centre will integrate both DTTS and NDLS service delivery, allowing them to operate from within a single, combined facility. Interested parties should note that driving license and learner permit card production (also including the provision of tachograph cards and may also include certificate of professional competency or approved driving instructor cards), will remain a separate contract and be procured under a separate procurement process. A requirement of the services under the integrated DTT and NDLS contract will be the subsequent integration with this separate card production contract The process will be conducted under the Award of Concession Contracts Regulations and will be akin to a competitive dialogue procedure with a pre-qualification questionnaire stage, followed by an invitation to participate in competitive dialogue to shortlisted candidates as further detailed below.

Procedure identifier: 3fd2657d-9574-4a5c-b83c-5cf395091c59

Internal identifier: ET2604

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): 80411100 Driving-test services

Additional classification (cpv): 22454000 Driving licences, 48218000 License management software package, 72212218 License management software development services, 60000000 Transport services (excl. Waste transport), 60100000 Road transport services, 71311200 Transport systems consultancy services, 71600000 Technical testing, analysis and consultancy services, 72212000 Programming services of application software, 72416000 Application service providers, 70332000 Non-residential property services, 79342300 Customer services

### **2.1.2. Place of performance**

Country: Ireland

Anywhere in the given country

### **2.1.3. Value**

Estimated value excluding VAT: 607 000 000,00 EUR

### **2.1.4. General information**

**Legal basis:**

Directive 2014/23/EU

### **2.1.6. Grounds for exclusion**

Sources of grounds for exclusion: Procurement Document

## **5. Lot**

---

### **5.1. Lot: LOT-0001**

Title: ET2604 - Provision of Driver Theory Test and National Driver Licence Services

Description: The Road Safety Authority (Authority) is responsible for providing the Driver Theory Test Services (DTTS) in Ireland through which the Authority ensures that all potential drivers demonstrate essential knowledge of road rules, risk perception, hazard awareness and safe driving practices as part of the licensing process. The Authority is also responsible for providing the National Driver Licence Service (NDLS) in Ireland. NDLS is responsible for the provision of learner permits and driving licences in Ireland including issuance, renewals, category changes, replacement and exchange application for foreign licences. The Authority intends to procure a supplier to provide the DTTS and NDLS services under a new fully integrated contract with this integrated service transformation underpinned by a technology solution that aims to integrate, streamline and improve access to online services with an improved customer registration and application experience. The supplier will be responsible for providing services for the delivery of all types of driver theory tests, driving licences and learner permits in Ireland. This new contract will also include integrated customer support services. Under this integrated DTTS and NDLS service contract there will be a requirement for a consolidated real estate network of Authority centres. Each centre will integrate both DTTS and NDLS service delivery, allowing them to operate from within a single, combined facility. The consolidation aims to create efficiencies, optimise resource utilisation, and enhance customer experience and convenience while ensuring that high standards of customer service quality are maintained. There is a requirement to have at least one centre in each county. These centres should be strategically located to ensure that 95% of the population resides within 50 km of an Authority centre. Furthermore, each centre must be within 0.5 km of a public transport link, facilitating accessibility for all customers. The real

estate network should be designed and established to be flexible that can adjust to changes in future NDLS and DTTS service demand over the contract period. Currently, approximately 60% of applications are processed online, and this number is anticipated to grow as users switch to the online channel, reducing the volume of applications handled at physical locations over time. On the other hand, for DTTS, the possibility of the introduction of hazard prediction and other driver education technology testing could increase footfall, while the possibility of the introduction of remote proctoring could lead to a decrease in footfall at Authority centres for DTTS customers. Hence the real estate network needs to be able to flex for these and any other future changes while ensuring it continues to meet required service levels. Through this notice, the Authority wishes to inform the market that it is commencing the procurement of a contract to provide the combined DTTS and NDLS service. The process will be held under the Award of Concession Contracts Regulations and will be akin to a competitive dialogue procedure with a pre-qualification questionnaire stage, followed by an invitation to participate in competitive dialogue to shortlisted candidates. The Authority intends to shortlist three candidates at the pre-qualification stage, however the Authority reserves the right to shortlist additional candidates. As part of the evaluation, among other requirements, interested candidates will be required to submit financial statements for each of the last two to three financial years for entities that are proposed as shareholders and if separate entities, the entities proposed to provide the DTTS services and the NDLS services. Interested candidates will be required to demonstrate how their experience can support the following or similar areas through the submission of case studies: • Design, development, implementation and operation of the following: o NDLS o DTTS o Customer Support Services • Transition of Services • Management of real estate network Interested candidates will be required to submit case studies of where it has provided the above listed services in the seven years preceding the date of publication of the Contract Notice. Interested parties should note that card production of driving license and learner permits (also including the provision of tachograph cards and may also include certificate of professional competency or approved driving instructor cards) will be a procured by way of a separate procurement process.

Internal identifier: ET2604

#### **5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 80411100 Driving-test services

Additional classification (cpv): 22454000 Driving licences, 48218000 License management software package, 72212218 License management software development services, 60000000 Transport services (excl. Waste transport), 60100000 Road transport services, 71311200 Transport systems consultancy services, 71600000 Technical testing, analysis and consultancy services, 72212000 Programming services of application software, 72416000 Application service providers, 70332000 Non-residential property services, 79342300 Customer services

#### **5.1.2. Place of performance**

Country: Ireland

Anywhere in the given country

#### **5.1.3. Estimated duration**

Duration: 156 Months

#### **5.1.5. Value**

Estimated value excluding VAT: 607 000 000,00 EUR

#### **5.1.6. General information**

**Reserved participation:**

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

Additional information: After the first 120 month contract duration the contract may be extended three times with each extension being for an additional 12 months. The €607m end user revenue referenced in this notice is a genuine estimate (ex VAT) of the total extended contract value in terms of revenue potential generated from the end users of the service, with actual revenue being dependent on the actual demand during the contract term. On a gross user charge basis, the end user revenue is estimated at €747m, which depending on VAT remuneration arrangements would equate to the Ex VAT €607m stated above. This estimated revenue from the contract over the contract period will primarily comprise revenue derived from the driver theory test and national driving license services from end users, including income from study materials and other ancillary income. Out of this estimated end user revenue, the contractor will need to discharge the following: (i) The contractor's retained portion, i.e. revenue, to cover the costs associated with the provision of services including contractor profits (estimated at Ex VAT €358m) (ii) Levies and royalties to be paid to the Authority (being the difference between the end user revenue and the contractor revenue). Total revenue will be dependent on the demand for services under the agreement and will be confirmed in the Contract Notice.

**5.1.9. Selection criteria**

Sources of selection criteria: Procurement Document

**5.1.11. Procurement documents**

Languages in which the procurement documents are officially available: English

Languages in which the procurement documents (or their parts) are unofficially available: English

Deadline for requesting additional information: 23/04/2026 12:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7782950>

**5.1.12. Terms of procurement****Terms of the procedure:**

Estimated date of dispatch of the invitations to submit tenders: 01/07/2026

**Terms of submission:**

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=7782950>

Languages in which tenders or requests to participate may be submitted: English

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of requests to participate: 30/04/2026 12:00:00 (UTC+00:00) Western European Time, GMT

**Terms of contract:**

The execution of the contract must be performed within the framework of sheltered employment programmes: No

**5.1.16. Further information, mediation and review**

Review organisation: The High Court of Ireland

Organisation providing additional information about the procurement procedure: Road Safety Authority (RSA)  
Organisation providing offline access to the procurement documents: Road Safety Authority (RSA)  
Organisation providing more information on the review procedures: The High Court of Ireland  
Organisation receiving requests to participate: Road Safety Authority (RSA)  
Organisation processing tenders: Road Safety Authority (RSA)

## 8. Organisations

---

### 8.1. ORG-0001

Official name: Road Safety Authority (RSA)  
Registration number: Road Safety Authority (RSA)  
Postal address: Moy Valley Business Park, Primrose Hill  
Town: Ballina  
Postcode: F26 V6E4  
Country subdivision (NUTS): Dublin (IE061)  
Country: Ireland  
Contact point: Katharina Coyne  
Email: [kcoyne@rsa.ie](mailto:kcoyne@rsa.ie)  
Telephone: +353 96 25000  
Internet address: <http://www.rsa.ie>  
Buyer profile: <http://www.rsa.ie>

#### **Roles of this organisation:**

Buyer  
Organisation providing additional information about the procurement procedure  
Organisation providing offline access to the procurement documents  
Organisation receiving requests to participate  
Organisation processing tenders

### 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](mailto: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](mailto:eproc-esender@eurodyn.com)

Telephone: +30 2108094500

**Roles of this organisation:**

TED eSender

## Notice information

---

Notice identifier/version: ae7c10d9-f312-4bd3-9ce3-46bf6f600fed - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 19

Notice dispatch date: 25/03/2026 15:13:48 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 213930-2026

OJ S issue number: 61/2026

Publication date: 27/03/2026