

## 295851-2026 - Result

### Ireland – Computer-related management services – Request for Tenders for the provision of a Ticket Tracking System

OJ S 83/2026 29/04/2026

Contract or concession award notice – standard regime  
Services

## 1. Buyer

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### 1.1. Buyer

Official name: Office of the Revenue Commissioners\_366

Email: [publicprocurement@revenue.ie](mailto:publicprocurement@revenue.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

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### 2.1. Procedure

Title: Request for Tenders for the provision of a Ticket Tracking System

Description: This public procurement competition relates to the provision of a Ticket Tracking System and affiliate functionality to allow Revenue to modernise the internal handling of customer queries.

Procedure identifier: 6c5381bd-5866-4e2e-88b2-db03ebace856

Previous notice: 212d07a9-933a-4c40-8cbd-71be1f413ad8-01

Type of procedure: Open

The procedure is accelerated: no

#### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72510000 Computer-related management services

Additional classification (cpv): 72500000 Computer-related services, 72300000 Data services, 72590000 Computer-related professional services, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

#### 2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

#### 2.1.3. Value

Estimated value excluding VAT: 7 500 000,00 EUR

#### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

## 5. Lot

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## 5.1. Lot: LOT-0001

Title: Request for Tenders for the provision of a Ticket Tracking System

Description: This public procurement competition relates to the provision of a Ticket Tracking System and affiliate functionality to allow Revenue to modernise the internal handling of customer queries.

Internal identifier: 0

### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72510000 Computer-related management services

Additional classification (cpv): 72500000 Computer-related services, 72300000 Data services, 72590000 Computer-related professional services, 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

### 5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

### 5.1.3. Estimated duration

Duration: 96 Months

### 5.1.5. Value

Estimated value excluding VAT: 7 500 000,00 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: Quality

Description: MEAT

Description of the method to be used if weighting cannot be expressed by criteria: MEAT

### 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: Office of the Revenue Commissioners\_366

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

## 6. Results

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Value of all contracts awarded in this notice: 6 352 676,00 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: Deloitte Ireland LLP

**Tender:**

Tender identifier: 000127230

Identifier of lot or group of lots: LOT-0001

Value of the tender: 6 352 676,00 EUR

Subcontracting: Not yet known

**Contract information:**

Identifier of the contract: 439795

Date on which the winner was chosen: 16/04/2026

Date of the conclusion of the contract: 17/04/2026

#### 6.1.4. Statistical information

**Received tenders or requests to participate:**

Type of received submissions: Tenders

Number of tenders or requests to participate received: 3

## 8. Organisations

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### 8.1. ORG-0001

Official name: Office of the Revenue Commissioners\_366

Registration number: 4000001F

Postal address: Dublin Castle

Town: Dublin 2

Postcode: D02 R940

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: [publicprocurement@revenue.ie](mailto:publicprocurement@revenue.ie)

Telephone: 01000000

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

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

**Roles of this organisation:**

Buyer

Organisation providing offline access to the procurement documents

### 8.1. ORG-0002

Official name: Deloitte Ireland LLP

Size of the economic operator: Large

The organisation is a natural person

Registration number: NC001499

Postal address: Deloitte and Touche House

Town: Dublin 2

Postcode: D02 AY28

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: [tenders@deloitte.ie](mailto:tenders@deloitte.ie)

Telephone: 01 4172200  
Internet address: [www.deloitte.com/ie](http://www.deloitte.com/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](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-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](mailto:eproc-esender@eurodyn.com)  
Telephone: +30 2108094500

**Roles of this organisation:**

TED eSender

## Notice information

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Notice identifier/version: f1e015c8-3b30-46e7-bde6-ba4572d96a9d - 01

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