

414071-2026 - Direct award preannouncement

Ireland – Business organisation services – DR2602 - Direct Award for the Provision of NDLS Front Office Network Services
OJ S 115/2026 17/06/2026
Voluntary ex-ante transparency notice
Services

1. Buyer

1.1. Buyer

Official name: Road Safety Authority (RSA)

Email: bwalsh@rsa.ie

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: DR2602 - Direct Award for the Provision of NDLS Front Office Network Services

Description: The Road Safety Authority is responsible for providing the Driver Theory Test Services (DTTS) and the National Driver Licence Service (NDLS) in Ireland. On 8 July 2020, a contract was awarded to SGS Ireland Ltd (SGS) for the provision of a network of front offices to support the NDLS in Ireland. This contract is due to expire in December 2026. In accordance with this contract, SGS currently performs all front office operations of the NDLS, i. e. secure processing of driver licence applications, registration, document validation and payment processing (NDLS FO Services). These operations include 34 customer centres nationwide as well as staff and front-office technology to verify applicants. In March 2026, the RSA commenced a procurement process for the provision of DTTS and NDLS under a new, amalgamated contract which will comprise front office, back office, DTTS and other elements of the NDLS (OJEU reference: OJ S 61/2026). It is envisaged that the new, amalgamated NDLS contract will be awarded to the preferred tender in Q3 2027 and that a transitional period of at least 18 months will then be required to transition to the new contract. In order to bridge the gap between the expiry of the NDLS FO Services contract in December 2026 and the commencement of the new amalgamated contract, RSA has to award an interim contract to perform the essential and important NDLS FO Services. The duration of this interim contract will be for a short interim period of approximately 28 months with a 6 month termination clause to facilitate the completion of the procurement process for the new amalgamated contract and to allow for a transitional period. RSA intends to award this interim contract to SGS as it considers that, due to technical, legal and operational constraints, it is not possible for another entity to perform the NDLS FO Services for such a short period of time.

Procedure identifier: 053e0d4e-3b82-42e0-bda8-8eed16b53bf4

Internal identifier: DR2602

Type of procedure: Negotiated without prior call for competition

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79996000 Business organisation services

Additional classification (cpv): 75100000 Administration services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79342300 Customer services, 79500000 Office-support services, 98110000 Services furnished by business, professional and specialist organisations

2.1.2. Place of performance

Country: Ireland
Anywhere in the given country

2.1.4. General information

Legal basis:
Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: DR2602 - Direct Award for the Provision of NDLS Front Office Network Services
Description: The Road Safety Authority is responsible for providing the Driver Theory Test Services (DTTS) and the National Driver Licence Service (NDLS) in Ireland. On 8 July 2020, a contract was awarded to SGS Ireland Ltd (SGS) for the provision of a network of front offices to support the NDLS in Ireland. This contract is due to expire in December 2026. In accordance with this contract, SGS currently performs all front office operations of the NDLS, i. e. secure processing of driver licence applications, registration, document validation and payment processing (NDLS FO Services). These operations include 34 customer centres nationwide as well as staff and front-office technology to verify applicants. In March 2026, the RSA commenced a procurement process for the provision of DTTS and NDLS under a new, amalgamated contract which will comprise front office, back office, DTTS and other elements of the NDLS (OJEU reference: OJ S 61/2026). It is envisaged that the new, amalgamated NDLS contract will be awarded to the preferred tender in Q3 2027 and that a transitional period of at least 18 months will then be required to transition to the new contract. In order to bridge the gap between the expiry of the NDLS FO Services contract in December 2026 and the commencement of the new amalgamated contract, RSA has to award an interim contract to perform the essential and important NDLS FO Services. The duration of this interim contract will be for a short interim period of approximately 28 months with a 6 month termination clause to facilitate the completion of the procurement process for the new amalgamated contract and to allow for a transitional period. RSA intends to award this interim contract to SGS as it considers that, due to technical, legal and operational constraints, it is not possible for another entity to perform the NDLS FO Services for such a short period of time.

Internal identifier: DR2602

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79996000 Business organisation services

Additional classification (cpv): 75100000 Administration services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 79342300 Customer services, 79500000 Office-support services, 98110000 Services furnished by business, professional and specialist organisations

5.1.2. Place of performance

Country: Ireland
Anywhere in the given country

5.1.6. General information

The procurement is covered by the Government Procurement Agreement (GPA): yes
Additional information: Note: the stated estimated contract value figure of €12.2million is not a fixed value and is an estimate only. The figure is based on projections of the number of applications that may be received through the NDLS Front Office channel over the contract term. The actual contract value may be higher or lower in practice depending on usage of the Service.

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

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

Value of all contracts awarded in this notice: 12 200 000,00 EUR

Direct award

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Justification for direct award: The contract can be provided only by a particular economic operator because of an absence of competition for technical reasons

Other justification: The proposed contract award to SGS is justified on the basis that the required services can only be provided by SGS due to an absence of competition for technical reasons. This direct award is made strictly in compliance with Article 32(2)(b)(ii) and Article 32(2)(b)(iii) of Directive 2014/24/EU. It is not feasible to run a new and compliant procurement process for the provision of NDLS FO Services, and to transition the NDLS FO Services contract to a new provider, before the expiry of the contract with SGS in December 2026. In any event, given the extensive physical and technical infrastructure required to perform the NDLS FO Services contract, it is not feasible for another entity to perform the NDLS FO Services for a short interim period until the commencement of the new, amalgamated NDLS contract. In particular, it is not economically feasible for any replacement provider to invest in the technology and operational centres required for such a short interim period. In addition, a change in provider for this short interim period would disrupt continuity of service and would compromise the RSA's ability to carry out the NDLS, which is a key state service required under legislation.

6.1. Result lot identifier: LOT-0001

6.1.2. Information about winners

Winner:

Official name: SGS Ireland Ltd

Tender:

Tender identifier: SGS Ireland Ltd.

Identifier of lot or group of lots: LOT-0001

Contract information:

Identifier of the contract: DR2602 - Direct Award - Provision of NDLS Front Office Network Services

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): West (IE042)
Country: Ireland
Email: bwalsh@rsa.ie
Telephone: +353 96 25000
Internet address: <http://www.rsa.ie>
Buyer profile: <http://www.rsa.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: SGS Ireland Ltd
Size of the economic operator: Large
Registration number: 350215
Town: Hazel House, Millennium Park, Naas, Co. Kildare
Postcode: W91 PXP3
Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

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