

425632-2026 - Result

Ireland – Internet and intranet software package – Contract Modification for Digital Services and Customer Relationship Management Platform

OJ S 118/2026 22/06/2026

Contract or concession award notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: Cork County Council

Email: conor.ahern@corkcoco.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: Contract Modification for Digital Services and Customer Relationship Management Platform

Description: Cork County Council have agreed a 12-month extension for the provision of digital services and customer relationship platform to ensure the continuity of services in preparation for the re-procurement of such platform. The digital services portfolio resides within Corporate Services directorate and is managed by the Service rePublic unit there. This unit holds the service transformation and innovation brief and uses a service design approach to deliver its programme. The current online services and customer relationship management solution is the govService platform from Granicus. The Service rePublic unit are responsible for the ongoing development and delivery of digital services through this platform. The customer services section which comprises of the main county Hall switch and contact centre is also in the Corporate Services directorate. There are a total of 6 contact centre agents, a supervisor and a contact centre manager. The Council's out of hours emergency is also part of the customer services section, these calls are handled by an external company who input details onto the Council's CRM. A tender for the continued provision of an online customer experience platform and CRM is required to ensure continuity and expansion of the digital programme in Cork County Council. Cork County Council has a people-centred Corporate Plan in place underpinned by innovative digital and communications strategies. Cork County Council's vision is "A Council who leads through inclusiveness, agility and ambition, empowering our communities through our people and services." Digital has a key role to play in enabling and delivering this.

Procedure identifier: 9ceb2045-51b9-44d0-93bb-16dc47ccdbe8

Type of procedure: Other single stage procedure

Main features of the procedure: Contract modification under Article 72

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48220000 Internet and intranet software package

2.1.2. Place of performance

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 644 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Contract Modification for Digital Services and Customer Relationship Management Platform

Description: Cork County Council have agreed a 12-month extension for the provision of digital services and customer relationship platform to ensure the continuity of services in preparation for the re-procurement of such platform. The digital services portfolio resides within Corporate Services directorate and is managed by the Service rePublic unit there. This unit holds the service transformation and innovation brief and uses a service design approach to deliver its programme. The current online services and customer relationship management solution is the govService platform from Granicus. The Service rePublic unit are responsible for the ongoing development and delivery of digital services through this platform. The customer services section which comprises of the main county Hall switch and contact centre is also in the Corporate Services directorate. There are a total of 6 contact centre agents, a supervisor and a contact centre manager. The Council's out of hours emergency is also part of the customer services section, these calls are handled by an external company who input details onto the Council's CRM. A tender for the continued provision of an online customer experience platform and CRM is required to ensure continuity and expansion of the digital programme in Cork County Council. Cork County Council has a people-centred Corporate Plan in place underpinned by innovative digital and communications strategies. Cork County Council's vision is "A Council who leads through inclusiveness, agility and ambition, empowering our communities through our people and services." Digital has a key role to play in enabling and delivering this.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48220000 Internet and intranet software package

5.1.2. Place of performance

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

5.1.5. Value

Estimated value excluding VAT: 644 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

Additional information: Cork County Council has agreed a 12-month extension to the existing contract, taking the contract from a total advertised duration of 5 years to 6 years. This is the first 12-month extension and is necessary to ensure continuity of the service in preparation for

the re-procurement of a system. Cork County Council is satisfied that the extension of the existing contract is justified under Art 72(1)(b). The competition for the new contract will be advertised in the coming months.

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Ultimate Cost

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

Award criterion number: 40

Criterion:

Type: Quality

Description: Qualitative Criteria

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

Award criterion number: 60

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

6. Results

Value of all contracts awarded in this notice: 644 000,00 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 Ltd

Tender:

Tender identifier: TPA-0001

Identifier of lot or group of lots: LOT-0001

Value of the tender: 644 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: TEN-0001

Date of the conclusion of the contract: 15/05/2021

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 3

8. Organisations

8.1. ORG-0001

Official name: Cork County Council
Registration number: 0007458M
Postal address: County Hall, Carrigrohane Road, Cork
Town: Cork
Postcode: T12 R2NC
Country subdivision (NUTS): South-West (IE053)
Country: Ireland
Email: conor.ahern@corkcoco.ie
Telephone: 0214285727
Internet address: <https://www.corkcoco.ie/en>
Buyer profile: <https://www.corkcoco.ie/en>

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: Granicus Firmstep Ltd
Size of the economic operator: Small
Registration number: Unknown
Town: 7 Harp Lane London
Postcode: EC3R 6DP

Country: United Kingdom

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: 2e85713d-f854-4e05-bbee-a56cff7b8ad7 - 01

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