

461995-2026 - Result

Ireland – System and support services – 9694- Servicenow Implementation Partner

OJ S 127/2026 06/07/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Iarnród Éireann-Irish Rail

Email: richard.latimer@irishrail.ie

Legal type of the buyer: Public undertaking

Activity of the contracting entity: Railway services

2. Procedure

2.1. Procedure

Title: 9694- Servicenow Implementation Partner

Description: The CIÉ Group is seeking an implementation partner for ServiceNow to support its strategic objectives and future ambitions. The selected supplier will provide resources and services, as required, to assist CIÉ Group IT and Technology (GITT) and the Operating Companies with the design, implementation, configuration, training, change management, and ongoing support of ServiceNow.

Procedure identifier: ea3da419-0170-4cf5-9cb0-06679a17ac49

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): 72250000 System and support services

Additional classification (cpv): 48000000 Software package and information systems, 48200000 Networking, Internet and intranet software package, 48311000 Document management software package, 48316000 Presentation software package, 48317000 Word-processing software package, 48322000 Graphics software package, 48327000 Drawing and painting software package, 48400000 Business transaction and personal business software package, 48600000 Database and operating software package, 48611000 Database software package, 48730000 Security software package, 48760000 Virus protection software package, 48761000 Anti-virus software package, 48990000 Spreadsheets and enhancement software package, 48991000 Spreadsheet software package

2.1.2. Place of performance

Country: Ireland

Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 763 062,60 EUR

2.1.4. General information

Legal basis:

5. Lot

5.1. Lot: LOT-0001

Title: 9694- Servicenow Implementation Partner

Description: The CIÉ Group is seeking an implementation partner for ServiceNow to support its strategic objectives and future ambitions. The selected supplier will provide resources and services, as required, to assist CIÉ Group IT and Technology (GITT) and the Operating Companies with the design, implementation, configuration, training, change management, and ongoing support of ServiceNow.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

Additional classification (cpv): 48000000 Software package and information systems, 48200000 Networking, Internet and intranet software package, 48311000 Document management software package, 48316000 Presentation software package, 48317000 Word-processing software package, 48322000 Graphics software package, 48327000 Drawing and painting software package, 48400000 Business transaction and personal business software package, 48600000 Database and operating software package, 48611000 Database software package, 48730000 Security software package, 48760000 Virus protection software package, 48761000 Anti-virus software package, 48990000 Spreadsheets and enhancement software package, 48991000 Spreadsheet software package

5.1.2. Place of performance

Country: Ireland

Anywhere in the given country

5.1.5. Value

Estimated value excluding VAT: 763 062,60 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: Reduction of environmental impacts

Description: Sustainability, CSR, and Environmental Responsibility Tenderers must provide a proposal outlining the specific measures to be adopted to address the environmental, social and economic impacts throughout the project delivery. Tenderers should highlight any innovations or unique solutions within their technical approach that set their proposal apart from others, explaining how these innovations will enhance the project's cost efficiency, performance, or sustainability

Approach to reducing environmental impacts: Other

Green Procurement Criteria: Other Green Public Procurement criteria

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 additional information about the procurement procedure: Iarnród Eireann-Irish Rail

Organisation providing offline access to the procurement documents: Iarnród Eireann-Irish Rail

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

6. Results

Value of all contracts awarded in this notice: 763 062,60 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: Konversational Consulting Limited

Tender:

Tender identifier: 000166275

Identifier of lot or group of lots: LOT-0001

Value of the tender: 763 062,60 EUR

The tender was ranked: yes

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: 454023

Date of the conclusion of the contract: 18/06/2026

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

8.1. ORG-0001

Official name: Iarnród Eireann-Irish Rail

Registration number: 119571

Postal address: Inchicore

Town: Dublin

Postcode: Dublin 8

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: richard.latimer@irishrail.ie

Telephone: 353 (0) 87 458 1485

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

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure
Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Konversational Consulting Limited
Size of the economic operator: Small
Registration number: 672450
Postal address: 2-4 Ely Place
Town: Dublin 2
Postcode: D02 FR58
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: hello@konversational.com
Telephone: +353 1 223 8030
Internet address: <https://www.konversational.com/>

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

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Form type: Result

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