

495414-2026 - Result

Ireland – Customer Relation Management software development services – Provision of a Customer Relationship Management Solution for Tailte Éireann

OJ S 136/2026 17/07/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Tailte Éireann

Email: procurement@tailte.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

2.1. Procedure

Title: Provision of a Customer Relationship Management Solution for Tailte Éireann

Description: The development, testing and Go Live of a new Customer Relationship Management system.

Procedure identifier: 4cc6dcd0-c8c9-43e2-bc0e-cbb7499ef9ae

Previous notice: 1066c0f6-934b-4553-aded-8f6dc642a26d-01

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212445 Customer Relation Management software development services

Additional classification (cpv): 48445000 Customer Relation Management software package, 72500000 Computer-related services, 72200000 Software programming and consultancy services, 48000000 Software package and information systems, 72212220 Internet and intranet software development services, 48810000 Information systems, 72611000 Technical computer support services, 72600000 Computer support and consultancy services, 72610000 Computer support services, 72510000 Computer-related management services, 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information: Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 950 000,00 EUR

2.1.4. General information

Legal basis:

5. Lot

5.1. Lot: LOT-0001

Title: Provision of a Customer Relationship Management Solution for Tailte Éireann

Description: The development, testing and Go Live of a new Customer Relationship Management system.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212445 Customer Relation Management software development services

Additional classification (cpv): 48445000 Customer Relation Management software package, 72500000 Computer-related services, 72200000 Software programming and consultancy services, 48000000 Software package and information systems, 72212220 Internet and intranet software development services, 48810000 Information systems, 72611000 Technical computer support services, 72600000 Computer support and consultancy services, 72610000 Computer support services, 72510000 Computer-related management services, 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information: Anywhere in the given country

5.1.3. Estimated duration

Duration: 4 Years

5.1.5. Value

Estimated value excluding VAT: 950 000,00 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

Green Procurement Criteria: National Green Public Procurement criteria

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Quality @ 70%

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

Award criterion number: 70

Criterion:

Type: Cost

Description: Cost @ 30%

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

Award criterion number: 30

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: Tailte Éireann

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

6. Results

Value of all contracts awarded in this notice: 700 000,00 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: Storm Technology Ltd_29129

Tender:

Tender identifier: 000168574

Identifier of lot or group of lots: LOT-0001

Value of the tender: 700 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: 454603

Date on which the winner was chosen: 18/06/2026

Date of the conclusion of the contract: 13/07/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 19

8. Organisations

8.1. ORG-0001

Official name: Tailte Éireann

Registration number: IE4102063G

Postal address: Chancery Street

Town: Dublin 7

Postcode: D07 T652

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@tailte.ie

Telephone: 051303000

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Storm Technology Ltd_29129

Size of the economic operator: Medium

Registration number: 228144

Postal address: Capel Buiding, Mary's Abbey, Dublin 7

Town: Dublin

Postcode: D07 N977

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: kflannery@storm.ie

Telephone: 00353 1 416 1226

Internet address: www.storm.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

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

Notice identifier/version: 951dfa20-174e-4944-a19f-efeb3ae51e1e - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 16/07/2026 08:44:31 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: English

Notice publication number: 495414-2026

OJ S issue number: 136/2026

Publication date: 17/07/2026