

648059-2026 - Competition

Ireland – IT services: consulting, software development, Internet and support – TR5389 Service Provider to provide Digital workspace Monitoring Software

OJ S 182/2026 21/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Electricity Supply Board (ESB)

Email: esprocurement@esb.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

Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: TR5389 Service Provider to provide Digital workspace Monitoring Software

Description: The Contracting Entity intends to procure a contract for a Service Provider to provide, licence, support and maintenance for ESB's Digital workspace Monitoring Software. ESB operates the ControlUp monitoring software which enables us to leverage modern digital technologies to gather and analyse data at every critical point of our Digital Workspace infrastructure. It also provides historical data that is very important for recognising trends and proactively addressing issues. It is proposed that the Contract will include (non-exhaustive list – high level scope): ControlUp Performance Monitoring Software The supply of software support with licensing for the existing ESB Digital Workspace solution. Maintenance for all existing software. Management of software licences/subscriptions for all devices and software modules is required. The supply of software support with licensing for any new software added during the term of the contract. This will not be restricted to ControlUp related products as other digital monitoring solutions will be considered.

Procedure identifier: 3507717f-53b1-46db-a25a-01ad04321cbd

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72500000 Computer-related services, 72540000 Computer upgrade services, 72700000 Computer network services, 72510000 Computer-related management services

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 1 000 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: TR5389 Service Provider to provide Digital workspace Monitoring Software

Description: The Contracting Entity intends to procure a contract for a Service Provider to provide, licence, support and maintenance for ESB's Digital workspace Monitoring Software. ESB operates the ControlUp monitoring software which enables us to leverage modern digital technologies to gather and analyse data at every critical point of our Digital Workspace infrastructure. It also provides historical data that is very important for recognising trends and proactively addressing issues. It is proposed that the Contract will include (non-exhaustive list – high level scope): ControlUp Performance Monitoring Software The supply of software support with licensing for the existing ESB Digital Workspace solution. Maintenance for all existing software. Management of software licences/subscriptions for all devices and software modules is required. The supply of software support with licensing for any new software added during the term of the contract. This will not be restricted to ControlUp related products as other digital monitoring solutions will be considered.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72500000 Computer-related services, 72540000 Computer upgrade services, 72700000 Computer network services, 72510000 Computer-related management services

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 5 Years

5.1.4. Renewal

Maximum renewals: 4

5.1.5. Value

Estimated value excluding VAT: 1 000 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: English

Languages in which the procurement documents (or their parts) are unofficially available: English

Deadline for requesting additional information: 06/10/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9103777>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=9103777>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of requests to participate: 28/10/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: See Procurement Document

Financial arrangement: See Procurement Document

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: Electricity Supply Board (ESB)

Organisation providing offline access to the procurement documents: Electricity Supply Board (ESB)

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

Organisation receiving requests to participate: Electricity Supply Board (ESB)

Organisation processing tenders: Electricity Supply Board (ESB)

8. Organisations

8.1. ORG-0001

Official name: Electricity Supply Board (ESB)
Registration number: ESB001
Postal address: 27 Fitzwilliam Street Lower, Dublin
Town: Dublin
Postcode: D02 KT92
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: esprocurement@esb.ie
Telephone: 0000000000
Internet address: <https://www.esb.ie>
Buyer profile: <https://www.esb.ie>

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure
Organisation providing offline access to the procurement documents
Organisation receiving requests to participate
Organisation processing tenders

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

Notice information

Notice identifier/version: 5a2c643e-703d-4070-b69c-f9319c6c8739 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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