

77732-2026 - Competition

Ireland – Software support services – Service Now Licenses for the operation of Sound and Vision

OJ S 23/2026 03/02/2026

Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Coimisiún na Meán

Email: jmurphy@cnam.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: Service Now Licenses for the operation of Sound and Vision

Description: Coimisiún na Meán (An Coimisiún, the Commission), is Ireland's agency for developing and regulating a thriving, diverse, creative, safe and trusted media landscape. As the independent media regulator, we are responsible for regulating broadcasters, video-on-demand providers and online platforms established in Ireland. Our wide-reaching remit also includes supporting and developing the Irish media sector. Our organisation was established in March 2023, further to the provisions of the Online Safety and Media Regulation Act 2022. Further information can be found here: www.cnam.ie/about An Commission's current licensing includes the following components. PROD13074 ServiceNow® App Engine Fulfiller User PROD12706 ServiceNow® DevOps Standard DevOps User PROD19392 ServiceNow® Integration Hub Starter Transactions PROD16380 ServiceNow® Impact Transition Success An Commission is looking to continue these licenses (or renamed updated equivalent) with the quantities outlined above. The current licensing is due to expire on the 30th April 2026.

Procedure identifier: cac2afde-3063-40c4-a423-53930a05befc

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72261000 Software support services

Additional classification (cpv): 72262000 Software development services, 72266000 Software consultancy services, 72268000 Software supply services

2.1.2. Place of performance

Town: Dublin

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 240 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0001

Title: Service Now Licenses for the operation of Sound and Vision

Description: Coimisiún na Meán (An Coimisiún, the Commission), is Ireland's agency for developing and regulating a thriving, diverse, creative, safe and trusted media landscape. As the independent media regulator, we are responsible for regulating broadcasters, video-on-demand providers and online platforms established in Ireland. Our wide-reaching remit also includes supporting and developing the Irish media sector. Our organisation was established in March 2023, further to the provisions of the Online Safety and Media Regulation Act 2022. Further information can be found here: www.cnam.ie/about An Commission's current licensing includes the following components. PROD13074 ServiceNow® App Engine Fulfiller User PROD12706 ServiceNow® DevOps Standard DevOps User PROD19392 ServiceNow® Integration Hub Starter Transactions PROD16380 ServiceNow® Impact Transition Success An Commission is looking to continue these licenses (or renamed updated equivalent) with the quantities outlined above. The current licensing is due to expire on the 30th April 2026.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72261000 Software support services

Additional classification (cpv): 72262000 Software development services, 72266000 Software consultancy services, 72268000 Software supply services

5.1.2. Place of performance

Town: Dublin

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 240 000,00 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: Reduction of environmental impacts

Description: As per the published tender documents

Approach to reducing environmental impacts: Climate change mitigation

5.1.8. Accessibility criteria

Accessibility criteria for persons with disabilities are not included because the procurement is not intended for use by natural persons

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

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: 20/02/2026 00:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7405484>

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=7405484>

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 tenders: 02/03/2026 00:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 90 Days

Information about public opening:

Opening date: 02/03/2026 00:30:00 (UTC+00:00) Western European Time, GMT

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=7405484>

Terms of contract:

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

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

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: Coimisiún na Meán

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

Organisation receiving requests to participate: Coimisiún na Meán

Organisation processing tenders: Coimisiún na Meán

8. Organisations

8.1. ORG-0001

Official name: Coimisiún na Meán

Registration number: N/A

Postal address: 1 Shelbourne Buildings, Shelbourne Road, Dublin, D04 NP20

Town: Dublin

Postcode: D04 NP20

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: jmurphy@cnam.ie

Telephone: +3536441200

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

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

Roles of this organisation:

Buyer

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: 6772259b-8bb4-4aab-8d2e-0a024a6c9620 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 30/01/2026 15:46:20 (UTC+00:00) Western European Time, GMT
Languages in which this notice is officially available: English
Notice publication number: 77732-2026
OJ S issue number: 23/2026
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