

684805-2026 - Iomaíocht

Éire – IT services: consulting, software development, Internet and support – Support and Maintenance of NTA Dedicated Standalone ServiceNow Instances

OJ S 192/2026 05/10/2026

Fógra maidir le conradh nó lamháltas — an gnáthchóras
Seirbhísí

1. Ceannaitheoir

1.1. Ceannaitheoir

Ainm oifigiúil: National Transport Authority_1149

R-phost: procurement@nationaltransport.ie

Cineál dlíthiúil an cheannaitheora: Comhlacht dlí phoiblí atá faoi rialú údaráis de chuid an rialtais láir

Gníomhaíocht an údaráis chonarthaigh: Seirbhísí poiblí ginearálta

2. Nós imeachta

2.1. Nós imeachta

Teideal: Support and Maintenance of NTA Dedicated Standalone ServiceNow Instances

Cur síos: The National Transport Authority (NTA) is seeking tenders from suitably qualified and experienced ServiceNow Elite Partners for the provision of support, maintenance, development, licensing, hosting and associated professional services for the Authority's dedicated standalone ServiceNow instances. The successful Tenderer will be required to provide a comprehensive managed service covering platform support and maintenance, system administration, configuration and development services, upgrades and releases, incident and problem management, security and governance, reporting, training, licensing management, integrations with third-party systems and transition services. The contract will support the ongoing operation, maintenance and enhancement of the NTA's ServiceNow environment and facilitate future platform developments and service improvements. The Services may include the provision of specialist ServiceNow resources and consultancy services as required throughout the contract term. Full details of the requirements are set out in the procurement documentation. The initial contract term is two years, with the option to extend for up to three additional periods of one year each, giving a maximum contract term of five years. Interested parties are invited to tender for this contract. While the Authority estimates the total value of this contract over its maximum term to be €5,242,299, it reserves the right to spend up to €6,552,874 to accommodate additional requirements, unforeseen demand and any permissible variations during the contract term.

Aitheantóir an nós imeachta: 73548dce-40d4-4da5-adeb-cfd91daed773

An cineál nós imeachta: Oscailte

Tá an nós imeachta á bhrostú: níl

2.1.1. Cuspóir

Cineál an chonartha: Seirbhísí

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

Aicmiú breise (cpv): 48000000 Software package and information systems, 48780000 System, storage and content management software package, 48781000 System management software

package, 48783000 Content management software package, 48810000 Information systems, 48900000 Miscellaneous software package and computer systems, 48920000 Office automation software package, 48921000 Automation system, 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72211000 Programming services of systems and user software, 72212000 Programming services of application software, 72212422 Software development services suites, 72212920 Office automation software development services, 72222000 Information systems or technology strategic review and planning services, 72222100 Information systems or technology strategic review services, 72222200 Information systems or technology planning services, 72222300 Information technology services, 72254000 Software testing, 72260000 Software-related services, 72261000 Software support services, 72262000 Software development services, 72263000 Software implementation services, 72265000 Software configuration services, 72266000 Software consultancy services, 72267000 Software maintenance and repair services, 72267100 Maintenance of information technology software, 72268000 Software supply services

2.1.2. An áit feidhmíochta

Foroinn tíre (NUTS): Dublin (IE061)

Tír: Éire

2.1.3. Luach

Luach measta gan CBL a áireamh: 5 242 299,00 EUR

2.1.4. Eolas ginearálta

Bunús dlí:

Treoir 2014/24/AE

2.1.6. Forais eisiaimh

Foinse na gcúiseanna eisiúna: Doiciméad Soláthair

5. Luchtóg

5.1. Luchtóg: LOT-0001

Teideal: Support and Maintenance of NTA Dedicated Standalone ServiceNow Instances
Cur síos: The National Transport Authority (NTA) is seeking tenders from suitably qualified and experienced ServiceNow Elite Partners for the provision of support, maintenance, development, licensing, hosting and associated professional services for the Authority's dedicated standalone ServiceNow instances. The successful Tenderer will be required to provide a comprehensive managed service covering platform support and maintenance, system administration, configuration and development services, upgrades and releases, incident and problem management, security and governance, reporting, training, licensing management, integrations with third-party systems and transition services. The contract will support the ongoing operation, maintenance and enhancement of the NTA's ServiceNow environment and facilitate future platform developments and service improvements. The Services may include the provision of specialist ServiceNow resources and consultancy services as required throughout the contract term. Full details of the requirements are set out in the procurement documentation. The initial contract term is two years, with the option to extend for up to three additional periods of one year each, giving a maximum contract term of five years. Interested parties are invited to tender for this contract. While the Authority

estimates the total value of this contract over its maximum term to be €5,242,299, it reserves the right to spend up to €6,552,874 to accommodate additional requirements, unforeseen demand and any permissible variations during the contract term.

Aitheantóir inmheánach: 0

5.1.1. Cuspóir

Cineál an chonartha: Seirbhísí

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

Aicmiú breise (cpv): 48000000 Software package and information systems, 48780000 System, storage and content management software package, 48781000 System management software package, 48783000 Content management software package, 48810000 Information systems, 48900000 Miscellaneous software package and computer systems, 48920000 Office automation software package, 48921000 Automation system, 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72211000 Programming services of systems and user software, 72212000 Programming services of application software, 72212422 Software development services suites, 72212920 Office automation software development services, 72222000 Information systems or technology strategic review and planning services, 72222100 Information systems or technology strategic review services, 72222200 Information systems or technology planning services, 72222300 Information technology services, 72254000 Software testing, 72260000 Software-related services, 72261000 Software support services, 72262000 Software development services, 72263000 Software implementation services, 72265000 Software configuration services, 72266000 Software consultancy services, 72267000 Software maintenance and repair services, 72267100 Maintenance of information technology software, 72268000 Software supply services

5.1.2. An áit feidhmíochta

Foroinn tíre (NUTS): Dublin (IE061)

Tír: Éire

5.1.3. Fad measta

Fad ama: 5 Bliana

5.1.5. Luach

Luach measta gan CBL a áireamh: 5 242 299,00 EUR

5.1.6. Eolas ginearálta

Rannpháirtíocht fhorchoimeáda:

Ní fhorchoimeádtar an rannpháirtíocht.

Tionscadal soláthair nach maoinítear le cistí an Aontais

Tá an soláthar cumhdaithe ag an gComhaontú maidir le Soláthar Rialtais (GPA): tá

5.1.7. Soláthar straitéiseach

Aidhm an tsoláthair straitéisigh: Níl soláthar straitéiseach i gceist

5.1.9. Critéir roghnúcháin

Foinse na gcritéir roghnaithe: Doiciméad Soláthair

5.1.11. Doiciméid soláthair

Na teangacha ina bhfuil na doiciméid soláthair ar fáil go hoifigiúil: Béarla

Na teangacha ina bhfuil na doiciméid soláthair (nó codanna díobh) ar fáil go neamhoifigiúil: Béarla

Sprioc-am chun eolas breise a iarraidh: 26/10/2026 12:00:00 (UTC+01:00) Am Lár na hEorpa, Am Samhraidh Iarthar na hEorpa
Seoladh na ndoiciméad soláthair: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9203633>

5.1.12. Téarmaí soláthair

Téarmaí na haighneachta:

Cur isteach leictreonach: Éigeantach

Seoladh an chur isteach: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=9203633>

Na teangacha inar féidir tairiscintí nó iarrataí ar rannpháirtíocht a chur isteach: Béarla

Catalóg leictreonach: Ní ceadmhach

Féadfaidh tairgeoirí níos mó ná tairiscint amháin a chur isteach: Ní ceadmhach

Spriocdháta chun tairiscintí a fháil: 05/11/2026 12:00:00 (UTC+01:00) Am Lár na hEorpa, Am Samhraidh Iarthar na hEorpa

An tréimhse le linn a gcaithfidh an tairiscint a bheith bailí: 6 Míonna

Eolas faoi oscailt phoiblí:

Dáta oscailte: 05/11/2026 12:30:00 (UTC+01:00) Am Lár na hEorpa, Am Samhraidh Iarthar na hEorpa

Áit: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=9203633>

Téarmaí an chonartha:

Ní mór an conradh a chur i gcrích faoi chuimsiú clár fostaíochta dídeanaí: Ní hea

Sonrascú leictreonach: Ní ceadmhach

Úsáidfear ordú leictreonach: níl

Úsáidfear íocaíocht leictreonach: níl

5.1.15. Teicnící

Creat-chomhaontú:

Níl feidhm ag creat-chomhaontú

Eolas faoin gcóras ceannaigh dinimiciúil:

Níl feidhm ag córas ceannaigh dinimiciúil

5.1.16. Tuilleadh eolais, idirghabháil agus athbhreithniú

Eagraíocht athbhreithniúcháin: The High Court of Ireland

Eagraíocht a sholáthraíonn rochtain as líne ar na doiciméid soláthair: National Transport Authority_1149

Eagraíocht a sholáthraíonn tuilleadh faisnéise faoi na nósanna imeachta athbhreithnithe: The High Court of Ireland

Eagraíocht a fhaigheann iarratais ar rannpháirtíocht: National Transport Authority_1149

Eagraíocht a phróiseálann tairiscintí: National Transport Authority_1149

8. Eagraíochtaí

8.1. ORG-0001

Ainm oifigiúil: National Transport Authority_1149

Uimhir chlárúcháin: 119869

Seoladh poist: Haymarket House Smithfield Dublin 7

Baile: Dublin

Cód poist: D07 CF98

Foroinn tíre (NUTS): Dublin (IE061)

Tír: Éire

R-phost: procurement@nationaltransport.ie

Teil.: 018798300

Seoladh idirlín: <https://www.nationaltransport.ie>

Próifíl an cheannaitheora: <https://www.nationaltransport.ie>

Róil na heagraíochta seo:

Ceannaitheoir

Eagraíocht a sholáthraíonn rochtain as líne ar na doiciméid soláthair

Eagraíocht a fhaigheann iarratais ar rannpháirtíocht

Eagraíocht a phróiseálann tairiscintí

8.1. ORG-0002

Ainm oifigiúil: The High Court of Ireland

Uimhir chlárúcháin: The High Court of Ireland

Roinn: The High Court of Ireland

Seoladh poist: Four Courts, Inns Quay, Dublin 7

Baile: Dublin

Cód poist: D07 WDX8

Foroinn tíre (NUTS): Dublin (IE061)

Tír: Éire

R-phost: HighCourtCentralOffice@courts.ie

Teil.: +353 1 8886000

Róil na heagraíochta seo:

Eagraíocht athbhreithniúcháin

Eagraíocht a sholáthraíonn tuilleadh faisnéise faoi na nósanna imeachta athbhreithnithe

8.1. ORG-0003

Ainm oifigiúil: European Dynamics S.A.

Uimhir chlárúcháin: 002024901000

Roinn: European Dynamics S.A.

Baile: Athens

Cód poist: 15125

Foroinn tíre (NUTS): Βόρειος Τομέας Αθηνών (EL301)

Tír: An Ghréig

R-phost: eproc-esender@eurodyn.com

Teil.: +30 2108094500

Róil na heagraíochta seo:

TED eSender

Eolas faoin bhfógra

Aitheantóir/leagan an fhógra: bff82f9e-8a66-4e74-ba69-a08c1a196ac9 - 01

Cineál na foirme: lomaíocht

Cineál an fhógra: Fógra maidir le conradh nó lamháltas — an gnáthchóras

Fochineál an fhógra: 16

Dáta seolta an fhógra: 02/10/2026 10:32:54 (UTC+01:00) Am Lár na hEorpa, Am Samhraidh Iarthar na hEorpa

Na teangacha ina bhfuil an fógra seo ar fáil go hoifigiúil: Béarla

Uimhir foilseacháin an fhógra: 684805-2026

Uimhir eagráin IO S: 192/2026

Dáta foilsithe: 05/10/2026