

Ireland: World wide web (www) site design services

2025/008 The provision and support of a UX Design Service for Enterprise Ireland (National Enterprise Hub)

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Enterprise Ireland

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Economic affairs

2 Procedure

2.1 Procedure

Title: 2025/008 The provision and support of a UX Design Service for Enterprise Ireland (National Enterprise Hub)

Description: Enterprise Ireland proposes to engage in a competitive process for the award of a contract to a suitably qualified service provider for the provision and support of a UX Design Service for Enterprise Ireland (National Enterprise Hub). The contract will also facilitate the option of access to support and advisory related services as required over the life of the entire contract term. In July 2024, National Enterprise Hub launched, we have developed a user-centric website and are now seeking to expand our service and our digital capabilities. The goal is to develop a long-term strategy to deliver high-impact UX driven projects that will scale our services and accelerate the integration of AI technologies. We propose a comprehensive UX and design partnership to deliver user-centred, data-informed, and accessible design solutions Enterprise Ireland proposes to engage in a competitive process for the establishment of a to engage a digital/web UX/UI designer service to provide ongoing support for neh.gov.ie. The successful tenderer will be required to work with the Contracting Authority and its partners to ensure neh.gov.ie always adheres to the principles of user-centred design. This entails, but is not limited to the following: • User research on new and existing digital resources • Input into usability testing new and existing digital services • Ethnographic research such a customer focus groups • Working with NEH stakeholders on customer experience • Ensuring design and functionality standards are consistently met and applied across the National Enterprise Hub • Strategic Advice on the design of any new functionality or services for National Enterprise Hub The full list of requirements are contained within the tender documents.

Procedure identifier: ce1ef3ba-3be6-4c1f-bc95-1be0d0686fd7

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72413000 World wide web (www) site design services

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

Additional classification (cpv): 48222000 Web server software package

Additional classification (cpv): 48224000 Web page editing software package

Additional classification (cpv): 48220000 Internet and intranet software package

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems

Additional classification (cpv): 48800000 Information systems and servers

Additional classification (cpv): 72212222 Web server software development services

Additional classification (cpv): 72212224 Web page editing software development services

Additional classification (cpv): 79822500 Graphic design services
Additional classification (cpv): 79930000 Specialty design services
Additional classification (cpv): 79933000 Design support services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)
Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 210 000 Euro

2.1.4 General information

Legal basis:
Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services
Main classification (cpv): 72413000 World wide web (www) site design services
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5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 2 Year

5.1.5 Value

Estimated value excluding VAT: 210 000 Euro

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): no

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

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: 29/08/2025 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6319748>

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=6319748>

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: 12/09/2025 12:00 +01:00

Deadline until which the tender must remain valid: 12 Month

Information about public opening:

Opening date: 12/09/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6319748>

Terms of contract:

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

Electronic invoicing: Allowed

Electronic ordering will be used: no

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: Enterprise Ireland

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

Organisation receiving requests to participate: Enterprise Ireland

Organisation processing tenders: Enterprise Ireland

8 Organisations

8.1 ORG-0001

Official name: Enterprise Ireland

Registration number: 00000000

Postal address: The Plaza, East Point Business Park

Town: Dublin

Postcode: D3 E5R6

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: malcolm.kavanagh@enterprise-ireland.com

Telephone: 01 7272000

Internet address: <https://www.enterprise-ireland.com/en/>

Buyer profile: <https://www.enterprise-ireland.com/en/>

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: 5b55c7ec-9941-4c25-8291-69ac93bbf84d - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 21/08/2025 14:42 +01:00
Languages in which this notice is officially available: English