

Ireland: World wide web (www) site operation host services Website Maintenance and Enhancement Services for the Gambling Regulatory Authority of Ireland (GRAI)

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Gambling Regulatory Authority of Ireland

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Website Maintenance and Enhancement Services for the Gambling Regulatory Authority of Ireland (GRAI)

Description: The GRAI a tendering for the provision of website support, maintenance and enhancements services, to include incident management, service request management, change management, the provision of upgrades, bug fixes, patches, and any other technical supports necessary for the GRAI to operate the solution.

Procedure identifier: b5fa657c-df49-444c-91fe-e7b977e1dff5

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72415000 World wide web (www) site operation host services

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

Additional classification (cpv): 48780000 System, storage and content management software package

Additional classification (cpv): 48783000 Content management software package

Additional classification (cpv): 72212780 System, storage and content management software development services

Additional classification (cpv): 72212783 Content management software development services

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

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

Additional classification (cpv): 48222000 Web server software package

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 400 000 Euro

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)

5.1 Lot technical ID: LOT-0001

Title: Website Maintenance and Enhancement Services for the Gambling Regulatory Authority of Ireland (GRAI)

Description: The GRAI a tendering for the provision of website support, maintenance and enhancements services, to include incident management, service request management, change management, the provision of upgrades, bug fixes, patches, and any other technical supports necessary for the GRAI to operate the solution.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72415000 World wide web (www) site operation host services

Additional 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: 4 Year

5.1.5 Value

Estimated value excluding VAT: 400 000 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): 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: 21/11/2025 00:00 +00:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6890593>

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=6890593>

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: 05/12/2025 12:00 +00:00

Deadline until which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 05/12/2025 12:30 +00:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6890593>

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: Gambling Regulatory Authority of Ireland

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

Organisation receiving requests to participate: Gambling Regulatory Authority of Ireland

Organisation processing tenders: Gambling Regulatory Authority of Ireland

8 Organisations

8.1 ORG-0001

Official name: Gambling Regulatory Authority of Ireland

Registration number: Gambling Regulatory Authority of Ireland (GRAI)

Postal address: Floor 3, Ballaugh House, 73 Mount Street Lower, D02 PX37

Town: Dublin

Postcode: D02 PX37

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: communications@grai.ie

Telephone: 015391900

Buyer profile: <https://www.etenders.gov.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: 6b98dddd-8d2a-441e-a1de-252d2c031294 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 30/10/2025 15:32 +00:00

Languages in which this notice is officially available: English