

# IRELAND: SYSTEM AND SUPPORT SERVICES

## DUBLIN CITY COUNCIL SINGLE PARTY FRAMEWORK AGREEMENT FOR THE PROVISION OF SERVICES FOR AVAYA TELEPHONY AND CONTACT CENTRE

Contract or concession notice – standard regime - Change

### 1 Buyer

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#### 1.1 Buyer

*Official name:* Dublin City Council

*Legal type of the buyer:* Local authority

*Activity of the contracting authority:* General public services

### 2 Procedure

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#### 2.1 Procedure

*Title:* Dublin City Council Single Party Framework Agreement for the Provision of Services for Avaya Telephony and Contact Centre

*Description:* Dublin City Council seeks to establish a Single Party Framework for the provision of services for Avaya Telephony and contact services. The Framework duration will be four years. An initial contract for the support of DCC's Avaya Telephony and Contract Centre Infrastructure will be for an initial period of 4 years with Dublin City Council. There are four distinct requirements to this procurement – • A support service with SLA for Avaya Red and Contract Centre covering Business Supported times (8.00 to 18.00 – Monday to Friday) for the majority of services and 24 \* 7 \* 365 for Emergency numbers including but not exclusive to Traffic Control and Homeless Services. See Appendix 3 for SLA details. • Avaya Support costs including support and maintenance for software licenses • Provision of an optional drawdown day facility for Professional Resources. The drawdown of these day options is at the full discretion of DCC depending on business need i.e. operational, project work, advisory or training. No undertaking is being given by DCC as to the number of days that may be drawn down. • Provision of telephony related software licenses and hardware devices. The drawdown of these items is at the full discretion of DCC depending on business need i.e. operational needs, projects. No undertaking is being given by DCC as to the number of licenses or devices that may be drawn down.

*Procedure identifier:* b82bff46-8954-4bd3-8c4b-0966fdb3b9b

*Type of procedure:* Open

*The procedure is accelerated:* no

*Justification for the accelerated procedure:*

*Main features of the procedure:*

##### 2.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 72250000 System and support services

*Additional classification (cpv):* 64215000 IP telephone services

*Additional classification (cpv):* 50334110 Telephone network maintenance services

*Additional classification (cpv):* 64213000 Shared-business telephone network services

*Additional classification (cpv):* 32550000 Telephone equipment

*Additional classification (cpv):* 32551400 Telephone network

##### 2.1.2 Place of performance

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

*Country:* Ireland

### **2.1.3 Value**

Maximum value of the framework agreement: 4 000 000 Euro

### **2.1.4 General information**

Legal basis:

Directive 2014/24/EU

### **2.1.5 Terms of procurement**

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 0

### **2.1.6 Grounds for exclusion**

Purely national exclusion grounds: See tender documents for all exclusion grounds

5 Lot

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## **5.1 Lot technical ID: LOT-0001**

*Title:* Dublin City Council Single Party Framework Agreement for the Provision of Services for Avaya Telephony and Contact Centre

*Description:* Dublin City Council seeks to establish a Single Party Framework for the provision of services for Avaya Telephony and contact services. The Framework duration will be four years. An initial contract for the support of DCC's Avaya Telephony and Contract Centre Infrastructure will be for an initial period of 4 years with Dublin City Council. There are four distinct requirements to this procurement – • A support service with SLA for Avaya Red and Contract Centre covering Business Supported times (8.00 to 18.00 – Monday to Friday) for the majority of services and 24 \* 7 \* 365 for Emergency numbers including but not exclusive to Traffic Control and Homeless Services. See Appendix 3 for SLA details. • Avaya Support costs including support and maintenance for software licenses • Provision of an optional drawdown day facility for Professional Resources. The drawdown of these day options is at the full discretion of DCC depending on business need i.e. operational, project work, advisory or training. No undertaking is being given by DCC as to the number of days that may be drawn down. • Provision of telephony related software licenses and hardware devices. The drawdown of these items is at the full discretion of DCC depending on business need i.e. operational needs, projects. No undertaking is being given by DCC as to the number of licenses or devices that may be drawn down.

*Internal identifier:* 0

### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 72250000 System and support services

*Additional classification (cpv):* 64215000 IP telephone services

*Additional classification (cpv):* 50334110 Telephone network maintenance services

*Additional classification (cpv):* 64213000 Shared-business telephone network services

*Additional classification (cpv):* 32550000 Telephone equipment

*Additional classification (cpv):* 32551400 Telephone network

### **5.1.2 Place of performance**

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

*Country:* Ireland

*Additional information:*

### **5.1.3 Estimated duration**

*Other duration:* Unknown

#### **5.1.5 Value**

*Estimated value excluding VAT: 4 000 000 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**

*Criterion:*

*Type: Technical and professional ability*

*Description: Please see tender documents for all Selection Criteria*

#### **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*

*Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=3979122>*

#### **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=3979122>*

*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: 30/08/2024 12:00 +01:00*

*Information about public opening:*

*Opening date: 30/08/2024 12:30 +01:00*

*Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=3979122>*

*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:*

*Framework agreement, without reopening of competition*

*Information about the dynamic purchasing system:*

*No dynamic purchase system*

*Electronic auction: no*

#### **5.1.16 Further information, mediation and review**

*Review organisation: The High Court of Ireland*

*Organisation providing offline access to the procurement documents: Dublin City Council*

*Organisation receiving requests to participate: Dublin City Council*

*Organisation processing tenders: Dublin City Council*

*TED eSender: European Dynamics S.A.*

#### 8.1 ORG-0001

*Official name:* Dublin City Council

*Registration number:* IE47732154

*Postal address:* Civic Offices, Wood Quay

*Town:* Dublin

*Postcode:* D08 RF3F

*Country:* Ireland

*Email:* [john.maguire@dublincity.ie](mailto:john.maguire@dublincity.ie)

*Telephone:* 01 2222222

*Internet address:* <https://www.dublincity.ie>

*Buyer profile:* <https://www.dublincity.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:* Ireland

*Email:* [HighCourtCentralOffice@courts.ie](mailto:HighCourtCentralOffice@courts.ie)

*Telephone:* +353 1 8886000

*Roles of this organisation:*

*Review organisation*

#### 8.1 ORG-0003

*Official name:* European Dynamics S.A.

*Registration number:* 002024901000

*Department:* European Dynamics S.A.

*Town:* Athens

*Country:* Greece

*Email:* [eproc-esender@eurodyn.com](mailto:eproc-esender@eurodyn.com)

*Telephone:* +30 2108094500

*Roles of this organisation:*

*TED eSender*

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## 10 Change

*Version of the previous notice to be changed:* b299c4e6-2f35-4c7f-9187-3fc5dd5901c0-01

*Main reason for change:* Information updated

### **10.1 Change**

*Description of changes:* DCC wish to inform tenderers that the closing date for this tender has been extended to Friday September 20th 2024 at 12pm noon Irish time Tender submission must be by message attachment via the eTenders messaging system before 12 noon on September 20th. The latest date for any clarifications is Monday September 16th 2024 at 5:00pm Irish Time. Tenderers must ensure a message subject line clearly stating "Tender Submission". DCC will open tender submissions on Monday September 23rd at 12:00pm.

## **11 Notice information**

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### **11.1 Notice information**

*Notice identifier/version:* 45c714f0-a640-479c-8ed6-3a3eba4756ce - 02

*Form type:* Competition

*Notice type:* Contract or concession notice – standard regime

*Notice dispatch date:* 06/09/2024 17:20 +01:00

*Languages in which this notice is officially available:* English

### **11.2 Publication information**