

Ireland: Telephone-answering services

Request for tender for the provision of Out of Hours (Emergency) Call Answering Service

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Louth County Council_381

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Request for tender for the provision of Out of Hours (Emergency) Call Answering Service

Description: Louth County Council is inviting interested parties to Tender for the operation of an Out of Hours and Emergency Call Answering Service for a two-year period with the option to extend. This service involves taking calls during: - standard Out of Hours times; in cases of emergencies and major emergencies (both during normal office hours and Out of Hours).

Procedure identifier: f7d8ae26-f5ed-4f23-93c4-9855226d8f6d

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

2.1.2 Place of performance

Country subdivision (NUTS): Mid-East (IE062)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 50 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Request for tender for the provision of Out of Hours (Emergency) Call Answering Service

Description: Louth County Council is inviting interested parties to Tender for the operation of an Out of Hours and Emergency Call Answering Service for a two-year period with the option to extend. This service involves taking calls during: - standard Out of Hours times; in cases of emergencies and major emergencies (both during normal office hours and Out of Hours).

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

5.1.2 Place of performance

Country subdivision (NUTS): Mid-East (IE062)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 48 Month

5.1.5 Value

Estimated value excluding VAT: 50 000 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

5.1.11 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=6098066>

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=6098066>

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: 31/07/2025 12:00 +01:00

Deadline until which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 31/07/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6098066>

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

Information about review deadlines: N/A

Organisation providing offline access to the procurement documents: Louth County Council_381

Organisation receiving requests to participate: Louth County Council_381

Organisation processing tenders: Louth County Council_381

8 Organisations

8.1 ORG-0001

Official name: Louth County Council_381

Registration number: 0478250r

Postal address: County Hall, Millennium Centre,

Town: Dundalk

Postcode: A91 KFW6

Country subdivision (NUTS): Mid-East (IE062)

Country: Ireland

Email: procurement@louthcoco.ie

Telephone: +353429335457

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

Buyer profile: <https://www.louthcoco.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

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: 5065984a-ce0e-469a-ad3b-e731a3e75814 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 10/07/2025 15:11 +01:00

Languages in which this notice is officially available: English