

Ireland: Communication and multimedia software package

Request for Tenders for the Provision of a Telephony Softphone Solution

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Office of the Revenue Commissioners_366

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Request for Tenders for the Provision of a Telephony Softphone Solution

Description: The Revenue Commissioners are tendering for a fully cloud based Telephony solution hosted on either public or private cloud in the EU. The proposed solution must be a Comreg recognised Telco to host a new 10,000 block of +353 1 xxxxxx DDI number range which is required to migrate Revenue's 7000+ staff from current regional DDI's.

Procedure identifier: b78bf0e3-24d8-4376-bdcf-c0840464657e

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48500000 Communication and multimedia software package

Additional classification (cpv): 48800000 Information systems and servers

Additional classification (cpv): 48600000 Database and operating software package

Additional classification (cpv): 48100000 Industry specific software package

Additional classification (cpv): 72700000 Computer network services

Additional classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72400000 Internet services

Additional classification (cpv): 72300000 Data services

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 1 600 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Request for Tenders for the Provision of a Telephony Softphone Solution

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48500000 Communication and multimedia software package

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Additional classification (cpv): 72300000 Data services

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Duration: 72 Month

5.1.5 Value

Estimated value excluding VAT: 1 600 000 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

Deadline for requesting additional information: 15/08/2025 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6172793>

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=6172793>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Allowed

Deadline for receipt of tenders: 27/08/2025 12:00 +01:00

Deadline until which the tender must remain valid: 6 Month

Information about public opening:

Opening date: 27/08/2025 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6172793>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

Electronic invoicing: Allowed

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

Organisation providing offline access to the procurement documents: Office of the Revenue Commissioners_366

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

Organisation receiving requests to participate: Office of the Revenue Commissioners_366

Organisation processing tenders: Office of the Revenue Commissioners_366

8 Organisations

8.1 ORG-0001

Official name: Office of the Revenue Commissioners_366

Registration number: 400098F

Postal address: Dublin Castle

Town: Dublin 2

Postcode: D02 R940

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: publicprocurement@revenue.ie

Telephone: +353 (1) 6475000

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

Buyer profile: <https://www.revenue.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: dc2f6e68-2b71-4793-806e-af0ee04ff5ea - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 23/07/2025 16:55 +01:00

Languages in which this notice is officially available: English