

## **Ireland: Call centre**

# **2025PR043 Request for Tenders (RFT) for the provision of Customer Support Services to the Strategic Banking Corporation of Ireland (SBCI) in connection with SBCI Products and Schemes**

Contract or concession notice – standard regime - Change

1 Buyer

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### **1.1 Buyer**

*Official name:* National Treasury Management Agency (NTMA)

*Legal type of the buyer:* Body governed by public law

*Activity of the contracting authority:* General public services

2 Procedure

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### **2.1 Procedure**

*Title:* 2025PR043 Request for Tenders (RFT) for the provision of Customer Support Services to the Strategic Banking Corporation of Ireland (SBCI) in connection with SBCI Products and Schemes

*Description:* The National Treasury Management Agency (NTMA) is seeking tenders for the provision of Customer Support Services to the Strategic Banking Corporation of Ireland (SBCI) in connection with SBCI Products and Schemes. Please see the RFT attached to this notice for further information.

*Procedure identifier:* e5090007-2049-4be3-849f-c09741936997

*Internal identifier:* 2025PR043

*Type of procedure:* Open

*The procedure is accelerated:* no

#### **2.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 79512000 Call centre

*Additional classification (cpv):* 79500000 Office-support services

*Additional classification (cpv):* 79342300 Customer services

*Additional classification (cpv):* 79000000 Business services: law, marketing, consulting, recruitment, printing and security

*Additional classification (cpv):* 72310000 Data-processing services

#### **2.1.2 Place of performance**

*Country:* Ireland

Anywhere in the given country

#### **2.1.3 Value**

*Estimated value excluding VAT:* 0 Euro

#### **2.1.4 General information**

*Legal basis:*

Directive 2014/24/EU

#### **2.1.6 Grounds for exclusion**

*Sources of grounds for exclusion:* Procurement Document

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

*Title:* 2025PR043 Request for Tenders (RFT) for the provision of Customer Support Services to the Strategic Banking Corporation of Ireland (SBCI) in connection with SBCI Products and Schemes

*Description:* The National Treasury Management Agency (NTMA) is seeking tenders for the provision of Customer Support Services to the Strategic Banking Corporation of Ireland (SBCI) in connection with SBCI Products and Schemes. Please see the RFT attached to this notice for further information.

*Internal identifier:* 0

#### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 79512000 Call centre

*Additional classification (cpv):* 79500000 Office-support services

*Additional classification (cpv):* 79342300 Customer services

*Additional classification (cpv):* 79000000 Business services: law, marketing, consulting, recruitment, printing and security

*Additional classification (cpv):* 72310000 Data-processing services

#### **5.1.2 Place of performance**

*Country:* Ireland

Anywhere in the given country

*Additional information:*

#### **5.1.3 Estimated duration**

*Duration:* 84 Month

#### **5.1.5 Value**

*Estimated value excluding VAT:* 0 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:* Reduction of environmental impacts

*Description:* Climate change mitigation

*Approach to reducing environmental impacts:* Climate change mitigation

*Green Procurement Criteria:* Other Green Public Procurement criteria

#### **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:* 29/08/2025 14:00 +01:00

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6284960>

### 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=6284960>

*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:* 25/09/2025 14:00 +01:00

*Deadline until which the tender must remain valid:* 6 Month

*Information about public opening:*

*Opening date:* 25/09/2025 14:30 +01:00

*Place:* <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6284960>

*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:* 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:* National Treasury Management Agency (NTMA)

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

*Organisation receiving requests to participate:* National Treasury Management Agency (NTMA)

*Organisation processing tenders:* National Treasury Management Agency (NTMA)

## 8 Organisations

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### 8.1 ORG-0001

*Official name:* National Treasury Management Agency (NTMA)

*Registration number:* 549300KXBEJAOJ9OVF93

*Postal address:* Treasury Dock, North Wall Quay

*Town:* Dublin

*Postcode:* D01A9T8

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

*Country:* Ireland

*Email:* [procurement@ntma.ie](mailto:procurement@ntma.ie)

*Telephone:* +353 (0) 1 2384000

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

*Buyer profile:* <https://www.ntma.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](mailto: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](mailto:eproc-esender@eurodyn.com)

*Telephone:* +30 2108094500

*Roles of this organisation:*

*TED eSender*

10 Change

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*Version of the previous notice to be changed:* 9493e987-a883-4b49-a545-63875f47e19c-02

*Main reason for change:* Information updated

*Description:* Section 5.1.12 Terms of procurement: Terms of submission: Deadline for receipt of tenders: Date/time and Information about public opening: Opening date: Date/time

*Notice information*

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*Notice identifier/version:* 871e2c9a-bc91-48f8-a8e5-7e20e4026bd9 - 03

*Form type:* Competition

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

*Notice dispatch date:* 18/09/2025 10:49 +01:00

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