

Ireland: Telephone-answering services Provision of out of hours/emergency call answering service- Limerick City and County Council.

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Limerick City and County Council_103432

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Provision of out of hours/emergency call answering service- Limerick City and County Council.

Description: Limerick City and County Council are inviting interested parties to Tender for the operation of the Out of Hours and Emergency Call Answering Services This services involves taking calls during (A) Standard Out of Hours times (i) From 5pm to 9am, Monday to Friday (ii) All day (24 hrs) on Saturday and Sunday (iii) All day (24 hrs) on Bank Holidays and days when Limerick City and County Council is closed (iv) Between 9am and 5pm, Monday to Friday in the event that Limerick City and County Council to take calls due to an extraordinary event. (v) And in cases of Emergencies / Severe weather events / Major Emergencies or in the case of a fault in the Council's telephone system not working both during normal working hours and standard out of hours times

Procedure identifier: 646f4859-e203-46da-8a74-5c56542815dc

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

Additional classification (cpv): 32332200 Telephone-answering machines

Additional classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 50315000 Repair and maintenance services of telephone-answering machines

Additional classification (cpv): 32543000 Telephone switchboards

2.1.2 Place of performance

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 0 Euro

Maximum value of the framework agreement: 0 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

5 Lot

5.1 Lot technical ID: LOT-0001

Title: Provision of out of hours/emergency call answering service- Limerick City and County Council.

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

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5.1.2 Place of performance

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 2 Year

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: 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: 26/09/2025 00:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6482241>

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=6482241>

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: 03/10/2025 00:00 +01:00

Deadline until which the tender must remain valid: 6 Month

Information about public opening:

Opening date: 03/10/2025 00:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6482241>

Terms of contract:

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

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

Maximum number of participants: 1

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: Limerick City and County Council_103432

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

Organisation receiving requests to participate: Limerick City and County Council_103432

Organisation processing tenders: Limerick City and County Council_103432

8 Organisations

8.1 ORG-0001

Official name: Limerick City and County Council_103432

Registration number: 3267368Th

Postal address: Merchant's Quay,

Town: Limerick.

Postcode: V94 EH90

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

Email: valerie.kelly@limerick.ie

Telephone: +353 61 556000

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

Buyer profile: <https://www.limerick.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: 5bc9c281-3a0a-45fc-b80d-603db003eb09 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 08/09/2025 14:52 +01:00
Languages in which this notice is officially available: English