

Ireland: Helpdesk and support services

Provision of Computer Assisted Telephone Interviewing (CATI) services and associated services for the Central Statistics Office, Ireland

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Central Statistics Office

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Provision of Computer Assisted Telephone Interviewing (CATI) services and associated services for the Central Statistics Office, Ireland

Description: Provide outbound contact centre services to deliver the quarterly LFS figures that includes but is not limited to: • An optimised service, phoning approximately 11,000 leads per quarter during the most productive times • Detail tracking of all interviews and outcomes • Accessing Contracting Authority systems to create, read and update respondent data • The Contracting Authority uses the Blaise software package • Exchange of key files and reports with the Contracting Authority • A robust call scheduler / dialler solution • A highly trustworthy and discrete workforce • All data remaining within the EEA, or a country with data equivalence • Services can be cloud-based • Timely delivery of services within a campaign timeline • Ability to deliver services in English and Irish • A highly available and flexible service • Prenotification of respondents (text / letter) • A monitored, inbound telephone service to facilitate contact from respondents (v low volumes) • A secure and comprehensive call recording solution • Provision of Governance and Quality Assurance services e.g. regular meetings • Provision of key real-time, daily, weekly and monthly metrics • Robust processes to manage respondent complaints

Procedure identifier: 0e704d17-d421-4bcd-b46c-fae90a3aa286

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 75100000 Administration services

Additional classification (cpv): 75112000 Administrative services for business operations

Additional classification (cpv): 79342300 Customer services

Additional classification (cpv): 79342320 Customer-care services

Additional classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 79512000 Call centre

2.1.2 Place of performance

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

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 5 000 000 Euro

Maximum value of the framework agreement: 5 000 000 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 Lot

5.1 Lot technical ID: LOT-0001

Title: Provision of Computer Assisted Telephone Interviewing (CATI) services and associated services for the Central Statistics Office, Ireland

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

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Additional classification (cpv): 79512000 Call centre

5.1.2 Place of performance

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

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 4 Year

5.1.5 Value

Estimated value excluding VAT: 5 000 000 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

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

Maximum number of candidates to be invited for the second stage of the procedure: 5

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

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: 06/02/2026 17:00 +00:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7351666>

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=7351666>

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 requests to participate: 20/02/2026 12:00 +00:00

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

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: Central Statistics Office

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

Organisation receiving requests to participate: Central Statistics Office

8 Organisations

8.1 ORG-0001

Official name: Central Statistics Office

Registration number: 1271

Postal address: CSO, Skehard Road, Cork

Town: Cork

Postcode: T12 X00E

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

Country: Ireland

Email: procurement@cso.ie

Telephone: 021 453 5000

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

Buyer profile: <https://www.cso.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: f24aba0a-8f8f-4b5b-bf4d-16d94e98893b - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 20/01/2026 11:12 +00:00

Languages in which this notice is officially available: English