

Ireland: Alarm-monitoring services

DCC Single Party Framework Agreement for Supply, Installation and Provision of Telecare Equipment and Alarm Monitoring Services

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Dublin City Council

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: DCC Single Party Framework Agreement for Supply, Installation and Provision of Telecare Equipment and Alarm Monitoring Services

Description: Dublin City Council are seeking tenders from competent firms for the Provision of Supply, Installation and Provision of Telecare Equipment and Alarm Monitoring Services. This would involve taking over the monitoring of equipment supplied under other agreements as well as monitoring of all newly installed equipment and existing pull cord monitoring. The supply and installation of any new equipment during the term of the agreement would also be within scope. The winning tender must provide all of the above services. Dublin City Council currently has a stock of approximately 3000 housing units, of which 1349 Telecare alarm units require monitoring immediately upon awarding to successful tenderer. The remaining units contain a pull cord type system (highlighted in appendix C) will require immediate monitoring services until they are upgraded to the new telecare alarm unit via the government run Pobal programme over a period of time to be agreed between the various stakeholders. This Pobal programme applies to tenants over 65 years of age. One year after they have been installed under the Pobal programme, they will require monitoring under this contract. For tenants under 65 years of age, which is estimated at approximately 30 percent (900 units) of the total units, they will require the successful tenderer to supply, install and monitor telecare alarm units immediately upon award of this procurement.. For further information please refer to documentation available to download from www.etenders.gov.ie Resource ID 7551945. Please note that this project is subject to funding.

Procedure identifier: aeb2331d-b70d-4243-8e13-a3f64db602c2

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79711000 Alarm-monitoring services

Additional classification (cpv): 33196100 Devices for the elderly

Additional classification (cpv): 35121700 Alarm systems

Additional classification (cpv): 33700000 Personal care products

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

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

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79711000 Alarm-monitoring services

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5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 7 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

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: 20/03/2026 12:00 +00:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7551945>

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=7551945>

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: 10/04/2026 12:00 +00:00

Deadline until which the tender must remain valid: 12 Month

Information about public opening:

Opening date: 10/04/2026 12:30 +00:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCFTWS.do?resourceId=7551945>

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: no

Electronic payment will be used: yes

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Justification for the duration of the framework agreement: Budgetary constraints and business review

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: Dublin City Council

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

Organisation receiving requests to participate: Dublin City Council

Organisation processing tenders: Dublin City Council

8 Organisations

8.1 ORG-0001

Official name: Dublin City Council

Registration number: unknown

Postal address: Civic Offices, Wood Quay

Town: Dublin

Postcode: D08 RF3F

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: DublinCityCouncil@dublincity.ie

Telephone: 01 2222222

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

Buyer profile: <https://www.dublincity.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: 8a8c3259-0f9e-452e-8dd2-354f36e0470a - 01

<https://ted.europa.eu/TED>

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Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 27/02/2026 14:31 +00:00

Languages in which this notice is officially available: English