

# Ireland: IP telephone services

## Request for Tender for Fixed Voice, SIP, VOIP and Hosted Services

Contract or concession notice – standard regime

1 Buyer

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### 1.1 Buyer

*Official name:* Houses of the Oireachtas Service

*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

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### 2.1 Procedure

*Title:* Request for Tender for Fixed Voice, SIP, VOIP and Hosted Services

*Description:* The Houses of the Oireachtas Service wishes to put in place a contract for a primary provider of fixed voice and VoIP services. This will include Fixed Voice, SIP, VoIP and Hosted Services (i.e. local, national and international calls), installation, configuration, support, maintenance, billing, and repairs. Tenderers are also required to detail how they would peer with Government Networks. Management services such as allocation of DDI (Direct Dial-In) numbers, switching and termination. It is essential that the migration to the new service be as seamless as possible for users. There should be no telephone service interruptions, no interim changes in dialling procedures, and no perceived degradation in the quality of service.

*Procedure identifier:* 5f582220-91d2-4793-b26b-1e37c907292a

*Type of procedure:* Open

*The procedure is accelerated:* no

#### 2.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 64215000 IP telephone services

*Additional classification (cpv):* 64210000 Telephone and data transmission services

*Additional classification (cpv):* 64200000 Telecommunications services

#### 2.1.2 Place of performance

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

*Country:* Ireland

#### 2.1.3 Value

*Estimated value excluding VAT:* 240 000 Euro

#### 2.1.4 General information

*Legal basis:*

Directive 2014/24/EU

#### 2.1.6 Grounds for exclusion

*Sources of grounds for exclusion:* European Single Procurement Document (ESPD)

5 Lot

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

*Title:* Request for Tender for Fixed Voice, SIP, VOIP and Hosted Services

*Description:* The Houses of the Oireachtas Service wishes to put in place a contract for a primary provider of fixed voice and VoIP services. This will include Fixed Voice, SIP, VoIP and Hosted Services (i.e. local, national and international calls), installation, configuration, support, maintenance, billing, and repairs. Tenderers are also required to detail how they would peer with Government Networks. Management services such as allocation of DDI (Direct Dial-In) numbers, switching and termination. It is essential that the migration to the new service be as seamless as possible for users. There should be no telephone service interruptions, no interim changes in dialling procedures, and no perceived degradation in the quality of service.

*Internal identifier:* 0

### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 64215000 IP telephone services

*Additional classification (cpv):* 64210000 Telephone and data transmission services

*Additional classification (cpv):* 64200000 Telecommunications services

### **5.1.2 Place of performance**

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

*Country:* Ireland

*Additional information:*

### **5.1.3 Estimated duration**

*Duration:* 3 Year

### **5.1.5 Value**

*Estimated value excluding VAT:* 240 000 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:* 13/03/2026 00:00 +00:00

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7572507>

### **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=7572507>

*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:* 23/03/2026 00:00 +00:00  
*Deadline until which the tender must remain valid:* 3 Month

*Information about public opening:*

*Opening date:* 23/03/2026 00:30 +00:00

*Place:* <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=7572507>

*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:* Houses of the Oireachtas Service

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

*Organisation receiving requests to participate:* Houses of the Oireachtas Service

*Organisation processing tenders:* Houses of the Oireachtas Service

## **8 Organisations**

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### **8.1 ORG-0001**

*Official name:* Houses of the Oireachtas Service

*Registration number:* 0000

*Postal address:* Leinster House, Kildare Street, Dublin 2

*Town:* Dublin

*Postcode:* D02 XR20

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

*Country:* Ireland

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

*Telephone:* +35316183636

*Buyer profile:* <https://oireachtas.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*

#### *Notice information*

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*Notice identifier/version:* 18266226-297b-4ad5-87ce-125f71fbe79a - 01  
*Form type:* Competition  
*Notice type:* Contract or concession notice – standard regime  
*Notice dispatch date:* 20/02/2026 16:10 +00:00  
*Languages in which this notice is officially available:* English