Ireland: Call centre
25/031F Framework Agreement for the Provision of Contact Centre Services

Contract or concession notice – standard regime

1 *Buyer*

1.1 *Buyer*

Official name: Uisce Éireann
Legal type of the buyer: Body governed by public law
Activity of the contracting authority: General public services
Activity of the contracting entity: Water-related activities

2 *Procedure*

2.1 *Procedure*

Title: 25/031F Framework Agreement for the Provision of Contact Centre Services
Description: The estimated value of the contract is inclusive of indexation of €18,462,429 ex. VAT over the maximum term of the framework agreement. Regulation 97(1)(a) of the European Union (Award of Contracts by Utility Undertakings) Regulations 2016 (SI 286/2016) (the Utilities Regulations 2016) will apply to any further uplifts required to take account of further inflation. You must submit through the etenders system before the deadline. The submission deadline is strict and no submissions will be possible after the date and time specified in the PQQ documents. Please note that all tenders are electronic, as such NO paper copies will be accepted or read. Please submit via the etenders system not later than 12:00 hrs local time Monday 8th June 2026 . The estimated values in this eForm are dependent on needs and budgetary resources, only indicative and are not binding on the Contracting Entity. If the estimated values are equal to or greater than EUR 250 million, any economic operators participating in this public procurement procedure shall notify the contracting entity of all foreign financial contributions as defined in Article 28(1), point (b) of Regulation (Eu) 2022/2560 on foreign subsidies distorting the internal market.
Procedure identifier: 4fe6e0dc-3852-4906-b07f-77f605ec5d98
Internal identifier: 25/031F Framework Agreement for the Provision of Contact Centre Services
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): 79512000 Call centre
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): 72253000 Helpdesk and support services
Additional classification (cpv): 72253100 Helpdesk services
Additional classification (cpv): 71356300 Technical support services
Additional classification (cpv): 79416000 Public relations services
Additional classification (cpv): 75112000 Administrative services for business operations
Additional classification (cpv): 75100000 Administration services

2.1.2 *Place of performance*

Town: Dublin

Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Additional information: You must submit through the etenders system before the deadline. The submission deadline is strict & no submissions will be possible after the date & time specified in the PQQ documents. Please note that all tenders are electronic, as such NO paper copies will be accepted or read. Please submit via the etenders system not later than 12:00 hrs local time Monday 8th June 2026 The estimated values in this eForm are dependent on needs and budgetary resources, only indicative and are not binding on the Contracting Entity. If the estimated values are equal to or greater than EUR 250 million, any economic operators participating in this public procurement procedure shall notify the contracting entity of all foreign financial contributions as defined in Article 28(1), point (b) of Regulation (Eu) 2022/2560 on foreign subsidies distorting the internal market.

2.1.3 *Value*
Estimated value excluding VAT: 216 000 000 *Euro*
Maximum value of the framework agreement: 0 *Euro*

2.1.4 *General information*
Legal basis:
Directive 2014/25/EU

2.1.6 *Grounds for exclusion*
Sources of grounds for exclusion: Procurement Document

5 *Lot*

5.1 *Lot*: LOT-0001
Title: 25/031F Framework Agreement for the Provision of Contact Centre Services
Description: The estimated value of the contract is inclusive of indexation of €18,462,429 ex. VAT over the maximum term of the framework agreement. Regulation 97(1)(a) of the European Union (Award of Contracts by Utility Undertakings) Regulations 2016 (SI 286/2016) (the Utilities Regulations 2016) will apply to any further uplifts required to take account of further inflation. You must submit through the etenders system before the deadline. The submission deadline is strict and no submissions will be possible after the date and time specified in the PQQ documents. Please note that all tenders are electronic, as such NO paper copies will be accepted or read. Please submit via the etenders system not later than 12:00 hrs local time Monday 8th June 2026 . The estimated values in this eForm are dependent on needs and budgetary resources, only indicative and are not binding on the Contracting Entity. If the estimated values are equal to or greater than EUR 250 million, any economic operators participating in this public procurement procedure shall notify the contracting entity of all foreign financial contributions as defined in Article 28(1), point (b) of Regulation (Eu) 2022/2560 on foreign subsidies distorting the internal market.
Internal identifier: 25/031F Framework Agreement for the Provision of Contact Centre Services

5.1.1 *Purpose*
Main nature of the contract: Services
Main classification (cpv): 79512000 Call centre
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Additional classification (cpv): 71356300 Technical support services
Additional classification (cpv): 79416000 Public relations services

Additional classification (cpv): 75112000 Administrative services for business operations
Additional classification (cpv): 75100000 Administration services
Options:
Description of the options: Contract is for a maximum 10-year period. This is made up of an initial 5-year period with the option to be extended by 3 years and then for a final 2 years

5.1.2 *Place of performance*
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Additional information:

5.1.3 *Estimated duration*
Duration: 10 *Year*

5.1.4 *Renewal*
Maximum renewals: 2

5.1.5 *Value*
Estimated value excluding VAT: 216 000 000 *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: 25/05/2026 12:00 +01:00
Address of the procurement documents: https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7928065

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=7928065
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
Description of the financial guarantee: As per documents
Deadline for receipt of requests to participate: 08/06/2026 12:00 +01:00
Terms of contract:
The execution of the contract must be performed within the framework of sheltered employment programmes: No
Conditions relating to the performance of the contract: KPI
Legal form that must be taken by a group of tenderers that is awarded a contract: Contract
Financial arrangement: .

5.1.15 *Techniques*

Framework agreement:

Framework agreement, with reopening of competition

Justification for the duration of the 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 additional information about the procurement procedure: Uisce Éireann

Organisation providing offline access to the procurement documents: Uisce Éireann

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

Organisation receiving requests to participate: Uisce Éireann

Organisation processing tenders: Uisce Éireann

8 *Organisations*

8.1 ORG-0001

Official name: Uisce Éireann

Registration number: 530363

Town: Dublin

Postcode: D01 NP86

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: tenders@water.ie

Telephone: 1800 278 278

Buyer profile: www.water.ie

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

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: 4081f4c4-80a8-4155-9e28-ac64991d0e86 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 17/04/2026 09:55 +01:00
Languages in which this notice is officially available: English