

# Ireland: Call centre Provision of Contact Management and Business Administration Services

Contract or concession notice – standard regime - Change

1 Buyer

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## 1.1 Buyer

*Official name:* National Transport Authority\_1149

*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:* Provision of Contact Management and Business Administration Services

*Description:* The Supplier will be required to provide a range of services under the following four service categories: Information Provision Service (Service Category 1), Booking Service (Service Category 2), Back Office Administration and Fulfilment Service (Service Category 3), and Onsite Administration Support (Service Category 4). The Supplier shall deliver a fully integrated information provision service, booking, and back office administration function on behalf of the National Transport Authority (NTA) for all small public service vehicle (SPSV) related activities. This end-to-end service must operate across multiple channels and support efficient licensing processes. Across all service categories, the Supplier must maintain high levels of accuracy, professionalism, and compliance; follow NTA approved processes and documentation; provide secure, PCI compliant payment processing; deliver strong quality assurance and implement corrective actions; and ensure seamless operational support, effective communication, and timely escalation.

*Procedure identifier:* f0ca0103-9369-49e9-8973-1179dee9e408

*Type of procedure:* Restricted

*The procedure is accelerated:* no

### 2.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 79512000 Call centre

*Additional classification (cpv):* 64214200 Telephone switchboard services

*Additional classification (cpv):* 79500000 Office-support services

*Additional classification (cpv):* 79511000 Telephone operator services

*Additional classification (cpv):* 79342300 Customer services

*Additional classification (cpv):* 79342320 Customer-care services

### 2.1.2 Place of performance

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

*Country:* Ireland

### 2.1.3 Value

*Estimated value excluding VAT:* 7 795 004 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

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### 5.1 Lot: LOT-0001

*Title:* Provision of Contact Management and Business Administration Services

*Description:* The Supplier will be required to provide a range of services under the following four service categories: Information Provision Service (Service Category 1), Booking Service (Service Category 2), Back Office Administration and Fulfilment Service (Service Category 3), and Onsite Administration Support (Service Category 4). The Supplier shall deliver a fully integrated information provision service, booking, and back office administration function on behalf of the National Transport Authority (NTA) for all small public service vehicle (SPSV) related activities. This end-to-end service must operate across multiple channels and support efficient licensing processes. Across all service categories, the Supplier must maintain high levels of accuracy, professionalism, and compliance; follow NTA approved processes and documentation; provide secure, PCI compliant payment processing; deliver strong quality assurance and implement corrective actions; and ensure seamless operational support, effective communication, and timely escalation.

*Internal identifier:* 0

#### 5.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 79512000 Call centre

*Additional classification (cpv):* 64214200 Telephone switchboard services

*Additional classification (cpv):* 79500000 Office-support services

*Additional classification (cpv):* 79511000 Telephone operator services

*Additional classification (cpv):* 79342300 Customer services

*Additional classification (cpv):* 79342320 Customer-care services

#### 5.1.2 Place of performance

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

*Country:* Ireland

*Additional information:*

#### 5.1.3 Estimated duration

*Duration:* 5 Year

#### 5.1.5 Value

*Estimated value excluding VAT:* 7 795 004 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:* 5

Maximum number of candidates to be invited for the second stage of the procedure: 6  
The procedure will take place in successive stages. At each stage, some participants may be eliminated

#### **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: 29/05/2026 12:00 +01:00  
Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8000134>

#### **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=8000134>  
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: 10/06/2026 12:00 +01:00

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No  
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: National Transport Authority\_1149  
Organisation providing more information on the review procedures: The High Court of Ireland  
Organisation receiving requests to participate: National Transport Authority\_1149  
Organisation processing tenders: National Transport Authority\_1149

## 8 Organisations

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### **8.1 ORG-0001**

Official name: National Transport Authority\_1149  
Registration number: 119869  
Postal address: Haymarket House Smithfield Dublin 7  
Town: Dublin  
Postcode: D07 CF98  
Country subdivision (NUTS): Dublin (IE061)  
Country: Ireland  
Email: [procurement@nationaltransport.ie](mailto:procurement@nationaltransport.ie)  
Telephone: +35318798300  
Internet address: <https://www.nationaltransport.ie>

Buyer profile: <https://www.nationaltransport.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

## 10 Change

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Version of the previous notice to be changed: 66df6ff1-5bb1-4f30-b7d7-d2a9d52bcbf9-01

Main reason for change: Information updated

Description: Submission Deadline changed

## Notice information

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Notice identifier/version: d43976b2-3146-4979-9abe-06490bb09525 - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 02/06/2026 14:39 +01:00

Languages in which this notice is officially available: English