

Ireland: Telephone operator services

Single party framework for the provision of out of hours/emergency call answering service.

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Tipperary County Council

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Single party framework for the provision of out of hours/emergency call answering service.

Description: Single party framework for the provision of out of hours/emergency call answering service.

Procedure identifier: 510ea15b-bb3f-4628-8873-00202bc9eb57

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 79512000 Call centre

Additional classification (cpv): 79510000 Telephone-answering services

2.1.2 Place of performance

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 216 000 Euro

Maximum value of the framework agreement: 216 000 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: LOT-0001

Title: Single party framework for the provision of out of hours/emergency call answering service.

Description: Single party framework for the provision of out of hours/emergency call answering service.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 79512000 Call centre

Additional classification (cpv): 79510000 Telephone-answering services

5.1.2 Place of performance

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 48 Month

5.1.5 Value

Estimated value excluding VAT: 216 000 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: 04/06/2026 16:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8115297>

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=8115297>

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: 12/06/2026 14:00 +01:00

Duration during which the tender must remain valid: 12 Day

Information about public opening:

Opening date: 12/06/2026 14:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=8115297>

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, partly without reopening and partly with 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: Tipperary County Council

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

Organisation receiving requests to participate: Tipperary County Council

Organisation processing tenders: Tipperary County Council

8 Organisations

8.1 ORG-0001

Official name: Tipperary County Council

Registration number: 32452

Postal address: Civic Offices Clonmel, Civic Offices Nenagh

Town: Clonmel, Nenagh

Postcode: E91N512 E45A099

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

Email: secretary@tipperarycoco.ie

Telephone: +353 818065000

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

Buyer profile: <https://www.tipperarycoco.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: d5c18dac-a25e-4ef2-bca9-54ead740afbb - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 12/05/2026 10:57 +01:00

Languages in which this notice is officially available: English