

Ireland: Telephone operator services Provision of Telephonist Services

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Department of Housing Local Government and Heritage

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Provision of Telephonist Services

Description: The provision of onsite telephonist services to the Department of Housing, Local Government and Heritage as set out in Appendix 1 of the Request for Tenders (RFT).

Procedure identifier: 63b07e44-6a9f-4141-8bcc-3500cfacab64

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): 64211000 Public-telephone services

Additional classification (cpv): 64214200 Telephone switchboard services

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 500 000 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: Provision of Telephonist Services

Description: The provision of onsite telephonist services to the Department of Housing, Local Government and Heritage as set out in Appendix 1 of the Request for Tenders (RFT).

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 64211000 Public-telephone services

Additional classification (cpv): 64214200 Telephone switchboard services

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Duration: 60 Month

5.1.5 Value

Estimated value excluding VAT: 500 000 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: 10/06/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8173616>

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=8173616>

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: 19/06/2026 12:00 +01:00

Duration during which the tender must remain valid: 120 Day

Information about public opening:

Opening date: 19/06/2026 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=8173616>

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: Department of Housing Local Government and Heritage

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

Organisation receiving requests to participate: Department of Housing Local Government and Heritage

Organisation processing tenders: Department of Housing Local Government and Heritage

8 Organisations

8.1 ORG-0001

Official name: Department of Housing Local Government and Heritage

Registration number: 0000

Postal address: Custom House

Town: Dublin

Postcode: D01 W6X0

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: strategy@housing.gov.ie

Telephone: +53 9117410

Internet address: <https://www.housing.gov.ie/>

Buyer profile: <https://www.housing.gov.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: d831a9c8-f832-4df0-b818-e465433c5c5a - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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