

Ireland: Telephone operator services

Limerick City and County Council Corporate Telephony and Contact Centre Solution and Associated Services

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Limerick City and County Council_103432

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Limerick City and County Council Corporate Telephony and Contact Centre Solution and Associated Services

Description: The Contracting Authority invites tenders for the supply, implementation, and ongoing support of a modern, resilient corporate telephony and contact centre solution to replace the existing phone system originally procured in 2017. The proposed solution must support organisation#wide telephony requirements as well as high#volume public#facing services, including Customer Services and the Housing Assistance Payment (HAP) service. The objective of this procurement is to provide a stable, scalable, and fully supported solution that improves service continuity, call handling, reporting accuracy, and user experience, while integrating with the Council's existing ICT environment. The scope of the competition is expected to include, but is not limited to: Core enterprise telephony services Call queues, hunt groups, IVR and call flow management Contact centre functionality for agents, supervisors, and administrators Reporting, analytics, and call recording capabilities Integration with Microsoft 365, identity services, and relevant business systems Handsets, headsets, and softphone options where required Implementation, migration, training, and transitional support Ongoing support, maintenance, and service level commitments The Contracting Authority is technology#agnostic. Any references to existing platforms or technologies are provided for context only and shall not be interpreted as prescriptive.

Procedure identifier: 3fef92ec-cf1c-4fe1-813b-aa7e97390972

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): 45232332 Ancillary works for telecommunications

Additional classification (cpv): 45314000 Installation of telecommunications equipment

Additional classification (cpv): 45314200 Installation of telephone lines

Additional classification (cpv): 45314100 Installation of telephone exchanges

2.1.2 Place of performance

Town: Limerick

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

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 700 000 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

5.1 Lot: LOT-0001

Title: Limerick City and County Council Corporate Telephony and Contact Centre Solution and Associated Services

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

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5.1.2 Place of performance

Town: Limerick

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

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 84 Month

5.1.5 Value

Estimated value excluding VAT: 700 000 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: European Single Procurement Document (ESPD)

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: 05/06/2026 13:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8204988>

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=8204988>

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: 22/06/2026 13:00 +01:00

Duration during which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 22/06/2026 13:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCFTWS.do?resourceId=8204988>

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: Limerick City and County Council_103432

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

Organisation receiving requests to participate: Limerick City and County Council_103432

Organisation processing tenders: Limerick City and County Council_103432

8 Organisations

8.1 ORG-0001

Official name: Limerick City and County Council_103432

Registration number: N/A – Local Authority (Statutory Body)

Postal address: Merchant's Quay,

Town: Limerick.
Postcode: V94 EH90
Country subdivision (NUTS): Mid-West (IE051)
Country: Ireland
Contact point: Procurement Unit
Email: procurement@limerick.ie
Telephone: +353 61 556000
Internet address: <https://www.limerick.ie/>
Buyer profile: <https://www.limerick.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: 37699f8c-bd74-4e7e-b561-55e41c307859 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 22/05/2026 12:12 +01:00

Languages in which this notice is officially available: English