

Ireland: Telecommunications services

Establishment of a Single-Party Framework Agreement for a Contact Centre Software Solution and Related Services for Wexford County Council Customer Services Unit (CSU)

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Wexford County Council

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Establishment of a Single-Party Framework Agreement for a Contact Centre Software Solution and Related Services for Wexford County Council Customer Services Unit (CSU)

Description: The Contracting Authority proposes to engage in a competitive process for the establishment of a Single-Party Framework Agreement for a Contact Centre Software Solution and Related Services for Wexford County Council Customer Services Unit (CSU)

Procedure identifier: 37253901-6223-4d12-a3de-b2ee4d7a6bb2

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): 64200000 Telecommunications services

Additional classification (cpv): 64210000 Telephone and data transmission services

Additional classification (cpv): 64213000 Shared-business telephone network services

Additional classification (cpv): 64214000 Dedicated-business telephone network services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72222300 Information technology services

Additional classification (cpv): 72261000 Software support services

2.1.2 Place of performance

Country subdivision (NUTS): South-East (IE052)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 500 000 Euro

Maximum value of the framework agreement: 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

5.1 Lot: LOT-0001

Title: Establishment of a Single-Party Framework Agreement for a Contact Centre Software Solution and Related Services for Wexford County Council Customer Services Unit (CSU)

Description: The Contracting Authority proposes to engage in a competitive process for the establishment of a Single-Party Framework Agreement for a Contact Centre Software Solution and Related Services for Wexford County Council Customer Services Unit (CSU)

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

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Additional classification (cpv): 72222300 Information technology services

Additional classification (cpv): 72261000 Software support services

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Duration: 2 Year

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

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

Maximum number of candidates to be invited for the second stage of the procedure: 3

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

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: 03/07/2026 16:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8440476>

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=8440476>

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: 20/07/2026 16:00 +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: no

Electronic payment will be used: yes

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 3

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: Wexford County Council

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

Organisation receiving requests to participate: Wexford County Council

Organisation processing tenders: Wexford County Council

8 Organisations

8.1 ORG-0001

Official name: Wexford County Council

Registration number: 00000

Postal address: Carricklawn

Town: Wexford

Postcode: Y35WY93

Country subdivision (NUTS): South-East (IE052)

Country: Ireland

Email: procurement@wexfordcoco.ie

Telephone: 0539196000

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

Buyer profile: <https://www.wexfordcoco.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: d2920099-db87-4c34-9615-6c720cf7bd0c - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 18/06/2026 10:02 +01:00
Languages in which this notice is officially available: English