

Ireland: Telephone-answering services

26/306 Atlantic Technological University Single Party Framework Agreement for Student Contact Centre Services

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Atlantic Technological University

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2 Procedure

2.1 Procedure

Title: 26/306 Atlantic Technological University Single Party Framework Agreement for Student Contact Centre Services

Description: Atlantic Technological University wishes to appoint a suitably qualified service provider under a Single Party Framework Agreement, to deliver Contact Centre Services to support its online, flexible, and lifelong learning programmes. The objective of the contract is to procure a high-performing, customer-centric contact centre service capable of managing student recruitment enquiries and programme application workflows in an efficient, timely, and professional manner. The service will act as a critical interface between prospective students and the University. Full details of requirements and specifications are in the published tender documents.

Procedure identifier: 258b2035-221a-4ac4-95a9-cc85b9a767fb

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 79342300 Customer services

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 72253000 Helpdesk and support services

2.1.2 Place of performance

Country subdivision (NUTS): Border (IE041)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 1 160 000 Euro

Maximum value of the framework agreement: 1 160 000 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: 26/306 Atlantic Technological University Single Party Framework Agreement for Student Contact Centre Services

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

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5.1.2 Place of performance

Country subdivision (NUTS): Border (IE041)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 4 Year

5.1.5 Value

Estimated value excluding VAT: 1 160 000 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: 31/07/2026 14:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8492118>

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=8492118>

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: 14/08/2026 14:00 +01:00

Duration during which the tender must remain valid: 12 Month

Information about public opening:

Opening date: 14/08/2026 14:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=8492118>

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:

Framework agreement, without 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: Atlantic Technological University

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

Organisation receiving requests to participate: Atlantic Technological University

Organisation processing tenders: Atlantic Technological University

8 Organisations

8.1 ORG-0001

Official name: Atlantic Technological University

Registration number: 3926731JH

Postal address: Port Road

Town: Letterkenny

Postcode: F94 DV52

Country subdivision (NUTS): Border (IE041)

Country: Ireland

Email: procurement@atu.ie

Telephone: 074 9186000

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

Buyer profile: <https://www.atu.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: 3d114439-2645-4a2f-abd3-48616a1d6a7b - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 15/07/2026 18:08 +01:00

Languages in which this notice is officially available: English