

# Ireland: Call centre Provision of Out of Hours/Emergency Call Answering Service for Cork City Council

Contract or concession notice – standard regime

1 Buyer

---

## 1.1 Buyer

*Official name:* Cork City Council

*Legal type of the buyer:* Local authority

*Activity of the contracting authority:* General public services

2 Procedure

---

## 2.1 Procedure

*Title:* Provision of Out of Hours/Emergency Call Answering Service for Cork City Council

*Description:* Provision of Out of Hours/Emergency Call Answering Service, Service Request Recording and Call/SMS/Email Forwarding Service for Cork City Council

*Procedure identifier:* 409fc0ea-b97e-47d2-8291-6a42e9815c52

*Type of procedure:* Open

*The procedure is accelerated:* no

### 2.1.1 Purpose

*Main nature of the contract:* Services

*Main classification (cpv):* 79512000 Call centre

*Additional classification (cpv):* 79510000 Telephone-answering services

*Additional classification (cpv):* 79511000 Telephone operator services

*Additional classification (cpv):* 64200000 Telecommunications services

### 2.1.2 Place of performance

*Country subdivision (NUTS):* South-West (IE053)

*Country:* Ireland

### 2.1.3 Value

*Estimated value excluding VAT:* 210 000 Euro

### 2.1.4 General information

*Legal basis:*

Other

### 2.1.6 Grounds for exclusion

*Sources of grounds for exclusion:* Procurement Document

5 Lot

---

## 5.1 Lot: LOT-0001

*Title:* Provision of Out of Hours/Emergency Call Answering Service for Cork City Council

*Description:* Provision of Out of Hours/Emergency Call Answering Service, Service Request Recording and Call/SMS/ Email Forwarding Service for Cork City Council

*Internal identifier:* 0

#### **5.1.1 Purpose**

*Main nature of the contract:* Services

*Main classification (cpv):* 79512000 Call centre

*Additional classification (cpv):* 79510000 Telephone-answering services

*Additional classification (cpv):* 79511000 Telephone operator services

*Additional classification (cpv):* 64200000 Telecommunications services

#### **5.1.2 Place of performance**

*Country subdivision (NUTS):* South-West (IE053)

*Country:* Ireland

*Additional information:*

#### **5.1.3 Estimated duration**

*Duration:* 36 Month

#### **5.1.5 Value**

*Estimated value excluding VAT:* 210 000 Euro

#### **5.1.6 General information**

Procurement Project not financed with EU Funds.

*This procurement is also suitable for small and medium-sized enterprises (SMEs):* 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:* 16/07/2026 12:00 +01:00

*Address of the procurement documents:* <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8559691>

#### **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=8559691>

*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:* 23/07/2026 12:00 +01:00

*Duration during which the tender must remain valid:* 180 Day

#### **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:* Cork City Council

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

*Organisation receiving requests to participate:* Cork City Council

*Organisation processing tenders:* Cork City Council

## 8 Organisations

---

### **8.1 ORG-0001**

*Official name:* Cork City Council

*Registration number:* 0005426M

*Postal address:* City Hall

*Town:* Cork

*Postcode:* T12 T997

*Country subdivision (NUTS):* South-West (IE053)

*Country:* Ireland

*Email:* [procurementcorkcity@corkcity.ie](mailto:procurementcorkcity@corkcity.ie)

*Telephone:* +353 214924000

*Internet address:* <https://www.corkcity.ie/>

*Buyer profile:* <https://www.corkcity.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](mailto: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](mailto:eproc-esender@eurodyn.com)  
*Telephone:* +30 2108094500  
*Roles of this organisation:*  
*TED eSender*

*Notice information*

---

*Notice identifier/version:* 71fbcfd0-c94f-456a-af51-c38aac66edd3 - 01  
*Form type:* Competition  
*Notice type:* Contract or concession notice – standard regime  
*Notice dispatch date:* 02/07/2026 13:37 +01:00  
*Languages in which this notice is officially available:* English