

Ireland: Systems support services

CFT 3979 - Support, maintain and enhance existing telephony solution and associated technologies

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: South Dublin County Council

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: CFT 3979 - Support, maintain and enhance existing telephony solution and associated technologies

Description: Support, maintain and enhance existing telephony solution and associated technologies

Procedure identifier: 8662383f-db97-4d3f-9d5e-da2689b82e62

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72253200 Systems support services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 800 000 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: CFT 3979 - Support, maintain and enhance existing telephony solution and associated technologies

Description: Support, maintain and enhance existing telephony solution and associated technologies

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 72253200 Systems support services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 60 Month

5.1.5 Value

Estimated value excluding VAT: 800 000 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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.7 Strategic procurement

Aim of strategic procurement: Reduction of environmental impacts

Description: Candidates should provide a summary of their commitment to improving their green and sustainability credentials. This should include measures taken or proposed to be taken to address this. Provide details of any baseline assessment undertaken and information on targets and progress.

Approach to reducing environmental impacts: The transition to a circular economy

Green Procurement Criteria: National Green Public Procurement criteria

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: 17/07/2026 16:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8583830>

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=8583830>

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 16:00 +01:00

Duration during which the tender must remain valid: 12 Month

Information about public opening:

Opening date: 14/08/2026 16:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=8583830>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

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: South Dublin County Council

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

Organisation receiving requests to participate: South Dublin County Council

Organisation processing tenders: South Dublin County Council

8 Organisations

8.1 ORG-0001

Official name: South Dublin County Council

Registration number: 9509808P

Postal address: County Hall, Tallaght, Dublin 24, D24 YNN5

Town: Dublin

Postcode: D24 YNN5

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@sdblincoco.ie

Telephone: +3531 4149320

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

Buyer profile: <https://www.sdcc.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: 2e040af9-3bce-4375-a3ca-38033e4bda41 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 06/07/2026 15:07 +01:00

Languages in which this notice is officially available: English