

Ireland: Call centre

TR5622 – Electric Ireland Customer Care Support Services

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Electricity Supply Board (ESB)

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

Activity of the contracting entity: Electricity-related activities

2 Procedure

2.1 Procedure

Title: TR5622 – Electric Ireland Customer Care Support Services

Description: Electric Ireland is seeking to establish a framework agreement for the provision of customer care support services during and after the migration to its new operating model. The requirement includes scalable customer-facing teams to support customer service operations, migration activity, service continuity and the development of a new customer care model, often referred to as a Multi-Disciplinary Team model.

Procedure identifier: 20609395-c4cb-4a27-80ae-d5be8da2f274

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): 79512000 Call centre

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 79621000 Supply services of office personnel

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 36 000 000 Euro

Maximum value of the framework agreement: 36 000 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/25/EU

2.1.5 Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5.1 Lot: LOT-0001

Title: Rapid Mobilisation and Migration Support

Description: Lot 1 covers the provision of customer care support services focused on early mobilisation, migration activity and support during the transition to Electric Ireland's new customer care operating model. The successful Service Provider(s) will be required to mobilise quickly, support customer-facing activity and provide scalable resources during the migration period.

Internal identifier: 1

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 79621000 Supply services of office personnel

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 3 Year

5.1.4 Renewal

Maximum renewals: 1

5.1.5 Value

Estimated value excluding VAT: 0 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: 01/09/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8852022>

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=8852022>

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: 17/09/2026 12:00 +01:00

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: Services must be delivered in accordance with the RFT documents, including the Scope of Services, framework agreement and associated schedules.

Financial arrangement: Pricing and payment arrangements are set out in the RFT documents, including the Pricing Schedule and proposed framework agreement.

5.1.15 Techniques

Framework agreement:

Framework agreement, without reopening of competition

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 additional information about the procurement procedure: Electricity Supply Board (ESB)

Organisation providing offline access to the procurement documents: Electricity Supply Board (ESB)

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

Organisation receiving requests to participate: Electricity Supply Board (ESB)

Organisation processing tenders: Electricity Supply Board (ESB)

5.1 Lot: LOT-0002

Title: Customer Care Capacity and Operating Model Build-Out

Description: Lot 2 covers the provision of customer care support services to support ongoing customer care capacity, service continuity and the embedding and development of Electric Ireland's new customer care operating model. The successful Service Provider(s) will be required to provide scalable customer-facing teams and support operational requirements as the model develops.

Internal identifier: 2

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79500000 Office-support services

Additional classification (cpv): 79621000 Supply services of office personnel

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 3 Year

5.1.4 Renewal

Maximum renewals: 1

5.1.5 Value

Estimated value excluding VAT: 0 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: 01/09/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8852022>

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=8852022>

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: 17/09/2026 12:00 +01:00

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: Services must be delivered in accordance with the RFT documents, including the Scope of Services, framework agreement and associated schedules.

Financial arrangement: Pricing and payment arrangements are set out in the RFT documents, including the Pricing Schedule and proposed framework agreement.

5.1.15 Techniques

Framework agreement:

Framework agreement, with reopening of competition

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 additional information about the procurement procedure: Electricity Supply Board (ESB)

Organisation providing offline access to the procurement documents: Electricity Supply Board (ESB)

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

Organisation receiving requests to participate: Electricity Supply Board (ESB)

Organisation processing tenders: Electricity Supply Board (ESB)

8.1 ORG-0001

Official name: Electricity Supply Board (ESB)

Registration number: 465172

Postal address: 27 Fitzwilliam Street Lower, Dublin

Town: Dublin

Postcode: D02 KT92

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: esprocurement@esb.ie

Telephone: 016765831

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

Buyer profile: <https://www.esb.ie>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

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: ea8ef2b1-5435-487d-8ec3-71fe301f3976 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 14/08/2026 15:14 +01:00

Languages in which this notice is officially available: English