

Ireland: Telecommunications services

Provision of Microsoft Teams Voice (One Teams Voice) Service

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: National Transport Authority_1149

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Provision of Microsoft Teams Voice (One Teams Voice) Service

Description: The National Transport Authority (the “Authority”) is seeking to procure a supplier to deliver a Microsoft Teams Voice (One Teams Voice) solution. The scope of this tender covers the provision of a fully managed, cloud-based telephony service, integrated with the Authority’s existing Microsoft 365 environment. The required services include, but are not limited to: • Provision of Microsoft Teams Voice capability; • Telephony connectivity (e.g. SIP trunking and public telephony network access); • Migration from the Authority’s existing telephony solution; and • Ongoing support, maintenance, and service management. The solution must enable the Authority users to make and receive calls via Microsoft Teams using assigned Direct Dial-In (DDI) numbers and support a modern, flexible working model across office and remote users. The successful Tenderer shall be responsible for end-to-end delivery of the service, including design, implementation, transition, and ongoing operation. See tender documents for further details

Procedure identifier: 10a4755b-efb9-4ae9-b0b2-970e06072687

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 32552310 Digital telephone exchanges

Additional classification (cpv): 32551200 Telephone exchanges

Additional classification (cpv): 64227000 Integrated telecommunications services

Additional classification (cpv): 48510000 Communication software package

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 462 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

5 Lot

5.1 Lot: LOT-0001

Title: Provision of Microsoft Teams Voice (One Teams Voice) Service

Description: The National Transport Authority (the "Authority") is seeking to procure a supplier to deliver a Microsoft Teams Voice (One Teams Voice) solution. The scope of this tender covers the provision of a fully managed, cloud-based telephony service, integrated with the Authority's existing Microsoft 365 environment. The required services include, but are not limited to: • Provision of Microsoft Teams Voice capability; • Telephony connectivity (e.g. SIP trunking and public telephony network access); • Migration from the Authority's existing telephony solution; and • Ongoing support, maintenance, and service management. The solution must enable the Authority users to make and receive calls via Microsoft Teams using assigned Direct Dial-In (DDI) numbers and support a modern, flexible working model across office and remote users. The successful Tenderer shall be responsible for end-to-end delivery of the service, including design, implementation, transition, and ongoing operation. See tender documents for further details

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 32552310 Digital telephone exchanges

Additional classification (cpv): 32551200 Telephone exchanges

Additional classification (cpv): 64227000 Integrated telecommunications services

Additional classification (cpv): 48510000 Communication software package

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 5 Year

5.1.5 Value

Estimated value excluding VAT: 462 000 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: 25/09/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=8978379>

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=8978379>

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: 05/10/2026 12:00 +01:00

Duration during which the tender must remain valid: 6 Month

Information about public opening:

Opening date: 05/10/2026 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=8978379>

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: National Transport Authority_1149

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

Organisation receiving requests to participate: National Transport Authority_1149

Organisation processing tenders: National Transport Authority_1149

8 Organisations

8.1 ORG-0001

Official name: National Transport Authority_1149

Registration number: 0000

Postal address: Haymarket House Smithfield Dublin 7

Town: Dublin

Postcode: D07 CF98

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@nationaltransport.ie

Telephone: 018798300

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

Buyer profile: <https://www.nationaltransport.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: 037a013a-67be-4fc4-a021-403aafbf7be4 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 02/09/2026 16:44 +01:00

Languages in which this notice is officially available: English