

Ireland: Call centre Provision of Managed Business Process Support Services for CORU

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Health and Social Care Professionals Council (CORU)

Legal type of the buyer: Central government authority

Activity of the contracting authority: Health

2 Procedure

2.1 Procedure

Title: Provision of Managed Business Process Support Services for CORU

Description: The objective of this tender is to implement a workforce augmentation facility where the awarded tenderer will provide additional resources to CORU to process applications for recognition and registration applications. The objective is to progress and process these applications in a timely manner. The team will be reporting directly to a Senior Manager in CORU or their designate. Please note that all external resources will be trained in the application processes, SOPs and checklists, using a training pack developed by CORU. The supervisor and resources are to be based in Ireland so that they can attend face to face training as well as attend regular virtual team meetings.

Procedure identifier: f8974b05-8dd2-46ae-9c89-729a40b48602

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): 72310000 Data-processing services

Additional classification (cpv): 79342300 Customer services

Additional classification (cpv): 72253000 Helpdesk and support services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 900 000 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 Lot

5.1 Lot: LOT-0001

Title: Provision of Managed Business Process Support Services for CORU

Description: The objective of this tender is to implement a workforce augmentation facility where the awarded tenderer will provide additional resources to CORU to process applications for recognition and registration applications. The objective is to progress and process these applications in a timely manner. The team will be reporting directly to a Senior Manager in CORU or their designate. Please note that all external resources will be trained in the application processes, SOPs and checklists, using a training pack developed by CORU. The supervisor and resources are to be based in Ireland so that they can attend face to face training as well as attend regular virtual team meetings.

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 72310000 Data-processing services

Additional classification (cpv): 79342300 Customer services

Additional classification (cpv): 72253000 Helpdesk and support services

5.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information:

5.1.3 Estimated duration

Duration: 4 Year

5.1.5 Value

Estimated value excluding VAT: 900 000 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

The procurement falls within the scope of the European Parliament and Council 2009/33/EC (Clean Vehicles Directive – CVD)

The CVD legal basis to establish which category of procurement procedure applies Other service contract

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: 08/10/2026 12:00 +01:00

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9102440>

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=9102440>

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: 19/10/2026 12:00 +01:00

Duration during which the tender must remain valid: 180 Day

Information about public opening:

Opening date: 19/10/2026 12:30 +01:00

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=9102440>

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: Health and Social Care Professionals Council (CORU)

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

Organisation receiving requests to participate: Health and Social Care Professionals Council (CORU)

Organisation processing tenders: Health and Social Care Professionals Council (CORU)

8 Organisations

8.1 ORG-0001

Official name: Health and Social Care Professionals Council (CORU)

Registration number: 000000

Department: CORU

Postal address: Infinity Building, George's Court, George's Lane, Smithfield, Dublin 7 Infinity Building, George's Court, George's Lane, Smithfield, Dublin 7, D07 E98Y, Ireland.

Town: Dublin

Postcode: D07 E98Y

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: Clare Quille

Email: procurement@coru.ie

Telephone: 01 293 3160

Fax: 0000

Internet address: <https://coru.ie>

Information exchange endpoint (URL): <https://www.coru.ie/>

Buyer profile: <https://coru.ie>

Roles of this organisation:

Buyer

Central purchasing body acquiring supplies and/or services intended for other buyers

Central purchasing body awarding public contracts or concluding framework agreements for works, supplies or services intended for other buyers

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: 3f5eb34e-1b10-467c-8534-5638c6759bcb - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 17/09/2026 13:26 +01:00

Languages in which this notice is officially available: English