

Ireland: Telephone-answering services

FCC/246/26 Est Multi-party Framework for the provision of Out of Hours Call Answering Service With an Initial Contract for 2 Years for Fingal County Council

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Fingal County Council_371

Legal type of the buyer: Body governed by public law, controlled by a local authority

The buyer is a contracting entity

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: FCC/246/26 Est Multi-party Framework for the provision of Out of Hours Call Answering Service With an Initial Contract for 2 Years for Fingal County Council

Description: FCC/246/26 Multi-party Framework for the provision of Out of Hours Call Answering Service With an Initial Contract for 2 Years for Fingal County Council

Procedure identifier: 4bb89bc8-c4cf-4ca9-b59a-1ab62dd94fe8

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 79512000 Call centre

Additional classification (cpv): 71356300 Technical support services

Additional classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services

Additional classification (cpv): 79342300 Customer services

Additional classification (cpv): 79511000 Telephone operator services

2.1.2 Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3 Value

Estimated value excluding VAT: 213 000 Euro

Maximum value of the framework agreement: 0 Euro

2.1.4 General information

Legal basis:

Other

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5.1 Lot: LOT-0001

Title: FCC/246/26 Est Multi-party Framework for the provision of Out of Hours Call Answering Service With an Initial Contract for 2 Years for Fingal County Council

Description: FCC/246/26 Multi-party Framework for the provision of Out of Hours Call Answering Service With an Initial Contract for 2 Years for Fingal County Council

Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

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Additional classification (cpv): 79511000 Telephone operator 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: 213 000 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: Reduction of environmental impacts

Description: Tenderers must describe the measures that will be applied to minimise the environmental impact of delivering the contract. The response should address, at a minimum: • energy-efficient premises, telephony, servers, end-user equipment and data storage • use of renewable electricity or other measures to reduce operational emissions • remote management and online meetings where appropriate • paperless call logging, reporting, invoicing and contract administration • responsible procurement, reuse and end-of-life management of ICT equipment • measurement, monitoring and reduction of energy use and greenhouse-gas emissions attributable to the service • relevant environmental policies, targets, certifications or management systems.

Approach to reducing environmental impacts: Other

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: 16/10/2026 12:00 +01:00
Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=9215618>

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=9215618>

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: 27/10/2026 12:00 +01:00

Duration during which the tender must remain valid: 12 Month

5.1.15 Techniques

Framework agreement:

Framework agreement, partly without reopening and partly 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 offline access to the procurement documents: Fingal County Council_371

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

Organisation receiving requests to participate: Fingal County Council_371

Organisation processing tenders: Fingal County Council_371

8 Organisations

8.1 ORG-0001

Official name: Fingal County Council_371

Registration number: 9509807N

Postal address: Main Street

Town: Dublin

Postcode: K67 X8Y2

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@fingal.ie

Telephone: 0035318075000

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

Buyer profile: <https://www.fingal.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: 1c8b86cf-e6af-42e9-811d-e0c0d86687ea - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 05/10/2026 11:03 +01:00

Languages in which this notice is officially available: English