Ireland: Telecommunications services
Request for Tenders for the provision of an Out of Hours Call Handling Provider

Contract or concession award notice – standard regime

1 *Buyer*

1.1 *Buyer*

Official name: Co-operative Housing Ireland
Legal type of the buyer: Body governed by public law
Activity of the contracting authority: Housing and community amenities

2 *Procedure*

2.1 *Procedure*

Title: Request for Tenders for the provision of an Out of Hours Call Handling Provider
Description: Request for Tenders for the provision of an Out of Hours Call Handling Provider
Procedure identifier: 07a8d8ba-59fe-4dd1-ac76-59888444234f
Previous notice: 086f83ac-cdf7-4554-b0b5-c0d2621ca861-01
Type of procedure: Open
The procedure is accelerated: *no*
Justification for the accelerated procedure:
Main features of the procedure:

2.1.1 *Purpose*

Main nature of the contract: Services
Main classification (cpv): 64200000 Telecommunications services

2.1.2 *Place of performance*

Country subdivision (NUTS): Dublin (IE061)
Country: Ireland

2.1.3 *Value*

Estimated value excluding VAT: 120 000 *Euro*

2.1.4 *General information*

Legal basis:
Directive 2014/24/EU

5 *Lot*

5.1 *Lot technical ID*: LOT-0001

Title: Request for Tenders for the provision of an Out of Hours Call Handling Provider
Description: Request for Tenders for the provision of an Out of Hours Call Handling Provider
Internal identifier: 0

5.1.1 *Purpose*

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services
Options:
Description of the options: Provision of 3 x 1year extensions

5.1.2 *Place of performance*
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Additional information:

5.1.3 *Estimated duration*
Start date: 19/03/2025
Duration end date: 18/03/2026

5.1.5 *Value*
Estimated value excluding VAT: 120 000 *Euro*

5.1.6 *General information*
Procurement Project not financed with EU Funds.
The procurement is covered by the Government Procurement Agreement (GPA): *yes*
Information about previous notices:
Identifier of the previous notice: 56250-2025

5.1.7 *Strategic procurement*
Aim of strategic procurement: No strategic procurement

5.1.10 *Award criteria*
Criterion:
Type: Quality
Name:
Description: 1. Service Delivery Approach and Methodology (50%) 2. Resource & Training (20%) Total Quality Assessment - 70%
Category of award threshold criterion: Weight (percentage, exact)
Award criterion number: 70
Criterion:
Type: Cost
Name:
Description: Price Assessment - 30%
Category of award threshold criterion: Weight (percentage, exact)
Award criterion number: 30
Description of the method to be used if weighting cannot be expressed by criteria:
Justification for not indicating the weighting of the award criteria:

5.1.12 *Terms of procurement*
Information about review deadlines: n/a

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 -
Information about review deadlines: n/a
Organisation providing offline access to the procurement documents: Co-operative Housing Ireland -

6 *Results*

Value of all contracts awarded in this notice: 180 000 *Euro*

6.1 ***Result lot Identifier*: LOT-0001**

At least one winner was chosen.

6.1.2 ***Information about winners***

Winner:
Official name: Key Answering Systems Ltd
Tender:
Tender identifier: 000097293
Identifier of lot or group of lots: LOT-0001
Value of the tender: 180 000 Euro
The tender was ranked: *yes*
The tender is a variant: *no*
Subcontracting: No
Contract information:
Identifier of the contract: 417454
Date on which the winner was chosen: 05/03/2025
Date of the conclusion of the contract: 19/03/2025

6.1.4 ***Statistical information***

Received tenders or requests to participate:
Type of received submissions: Tenders
Number of tenders or requests to participate received: 1

8 *Organisations*

8.1 ORG-0001

Official name: Co-operative Housing Ireland
Registration number: CHY 6522
Postal address: 11/12 Warrington Place D02 E221 Dublin 2 Ireland
Town: Dublin
Postcode: D02 E221
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: tenders@cooperativehousing.ie
Telephone: +353 86 203 8290
Internet address: https://www.cooperativehousing.ie/
Buyer profile: https://www.cooperativehousing.ie/
Roles of this organisation:
Buyer
Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Key Answering Systems Ltd
Registration number: 346705
Postal address: 2G The Atrium, Blackpool Retail Park, Blackpool, Cork
Town: Cork
Postcode: T23T2VY
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: patkeogh@aremaconnect.com
Telephone: 00353214824300
Internet address: www.aremaconnect.com
Roles of this organisation:
Tenderer
Winner of these lots: LOT-0001

8.1 ORG-0003

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

8.1 ORG-0004

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

11 *Notice information*

11.1 *Notice information*

Notice identifier/version: 4b13e508-02b9-45bc-af54-ad5accba934e - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 25/03/2025 10:02 +00:00

Languages in which this notice is officially available: English

11.2 ***Publication information***