

Ireland: Telephone operator services

Provision of Out of Hours (Non-Emergency) Call Answering Services

Contract or concession award notice – standard regime

1 Buyer

1.1 Buyer

Official name: Wexford County Council

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: Provision of Out of Hours (Non-Emergency) Call Answering Services

Description: The Services comprise of the Provision of an Out of Hours, (Non-Emergency Call Answering Services). During normal working hours Wexford County Council receives large volumes of call relating to the services it provides. Generally, there is an acceptance by members of the public that normal day to day enquiries relation to Local Authority Services can only be made during normal office hours. Outside of normal office hours there are occasions when members of the public need to urgently contact a Local Authority for a variety of reasons.

Procedure identifier: 9b673907-27c2-48de-b0d9-334a077e8485

Previous notice: 455b8f8b-45ad-40bf-afbe-eb4bb64c11c7-01

Type of procedure: Open

The procedure is accelerated: no

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 64210000 Telephone and data transmission services

Additional classification (cpv): 45314120 Installation of switchboards

Additional classification (cpv): 32552330 Telephone switching apparatus

Additional classification (cpv): 32552310 Digital telephone exchanges

2.1.2 Place of performance

Country: Ireland

Anywhere in the given country

2.1.3 Value

Estimated value excluding VAT: 160 000 Euro

2.1.4 General information

Legal basis:

Directive 2014/24/EU

5 Lot

5.1 Lot technical ID: LOT-0001

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Internal identifier: 0

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

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Additional classification (cpv): 32552330 Telephone switching apparatus

Additional classification (cpv): 32552310 Digital telephone exchanges

5.1.2 Place of performance

Country: Ireland

Anywhere in the given country

Additional information:

5.1.3 Estimated duration

Duration: 1 Year

5.1.5 Value

Estimated value excluding VAT: 160 000 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10 Award criteria

Criterion:

Type: Quality

Description: as per cft

Category of award threshold criterion: Order of importance

Award criterion number: 1

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

6 Results

Value of all contracts awarded in this notice: 160 000 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: 000097658

Identifier of lot or group of lots: LOT-0001

Value of the tender: 160 000 Euro

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 438527

Date of the conclusion of the contract: 09/06/2025

6.1.4 Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 4

8 Organisations

8.1 ORG-0001

Official name: Wexford County Council

Registration number: 00000

Postal address: Carricklawn

Town: Wexford

Postcode: Y35WY93

Country subdivision (NUTS): South-East (IE052)

Country: Ireland

Email: procurement@wexfordcoco.ie

Telephone: 0539196000

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1 ORG-0002

Official name: Key Answering Systems Ltd

Size of the economic operator: Micro, small, or medium

Registration number: 346705

Postal address: 2G The Atrium, Blackpool Retail Park, Blackpool, Cork
Town: Cork
Postcode: T23T2VY
Country subdivision (NUTS): South-East (IE052)
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
 Organisation providing more information on the review procedures

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

Notice information

Notice identifier/version: 19ab461c-596b-4282-9174-b4f19b7afd80 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 23/03/2026 14:19 +00:00
Languages in which this notice is officially available: English