

## 139267-2026 - Result

### Ireland – Call centre – 2025PR043 Request for Tenders (RFT) for the provision of Customer Support Services to the Strategic Banking Corporation of Ireland (SBCI) in connection with SBCI Products and Schemes

OJ S 41/2026 27/02/2026

Contract or concession award notice – standard regime  
Services

## 1. Buyer

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### 1.1. Buyer

Official name: National Treasury Management Agency (NTMA)

Email: [procurement@ntma.ie](mailto:procurement@ntma.ie)

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

## 2. Procedure

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### 2.1. Procedure

Title: 2025PR043 Request for Tenders (RFT) for the provision of Customer Support Services to the Strategic Banking Corporation of Ireland (SBCI) in connection with SBCI Products and Schemes

Description: The National Treasury Management Agency (NTMA) is seeking tenders for the provision of Customer Support Services to the Strategic Banking Corporation of Ireland (SBCI) in connection with SBCI Products and Schemes. Please see the RFT attached to this notice for further information.

Procedure identifier: e5090007-2049-4be3-849f-c09741936997

Previous notice: 871e2c9a-bc91-48f8-a8e5-7e20e4026bd9-03

Internal identifier: 2025PR043

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): 79500000 Office-support services, 79342300 Customer services, 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 72310000 Data-processing services

#### 2.1.2. Place of performance

Country: Ireland

Anywhere in the given country

#### 2.1.3. Value

Estimated value excluding VAT: 0,00 EUR

#### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

## 5. Lot

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### 5.1. Lot: LOT-0001

Title: 2025PR043 Request for Tenders (RFT) for the provision of Customer Support Services to the Strategic Banking Corporation of Ireland (SBCI) in connection with SBCI Products and Schemes

Description: The National Treasury Management Agency (NTMA) is seeking tenders for the provision of Customer Support Services to the Strategic Banking Corporation of Ireland (SBCI) in connection with SBCI Products and Schemes. Please see the RFT attached to this notice for further information.

Internal identifier: 2025PR043

#### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79500000 Office-support services, 79342300 Customer services , 79000000 Business services: law, marketing, consulting, recruitment, printing and security, 72310000 Data-processing services

#### 5.1.2. Place of performance

Country: Ireland

Anywhere in the given country

#### 5.1.3. Estimated duration

Duration: 84 Months

#### 5.1.5. Value

Estimated value excluding VAT: 0,00 EUR

#### 5.1.6. General information

Procurement Project not financed with EU Funds.

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

Additional information: The contract award value is the SBCI's best estimate of the anticipated total value of the services to be awarded under this procurement, noting the actual contract value will be based on services utilised in line with the provisions of the tender documentation and therefore the total value of the contract may be lower, or indeed higher than the estimate.

#### 5.1.7. Strategic procurement

Aim of strategic procurement: Reduction of environmental impacts

Description: Climate change mitigation

Approach to reducing environmental impacts: Climate change mitigation

Green Procurement Criteria: Other Green Public Procurement criteria

#### 5.1.10. Award criteria

##### Criterion:

Type: Quality

Description: Approach and Methodology

Category of award weight criterion: Weight (points, exact)

Award criterion number: 45

##### Criterion:

Type: Quality

Description: Proposed Resources

Category of award weight criterion: Weight (points, exact)

Award criterion number: 20

**Criterion:**

Type: Quality

Description: Supporting Technology

Category of award weight criterion: Weight (points, exact)

Award criterion number: 5

**Criterion:**

Type: Price

Description: Fees

Category of award weight criterion: Weight (points, exact)

Award criterion number: 30

#### 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 Treasury Management Agency (NTMA)

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

## 6. Results

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Value of all contracts awarded in this notice: 3 348 000,00 EUR

### 6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

#### 6.1.2. Information about winners

**Winner:**

Official name: Fexco Limited

**Tender:**

Tender identifier: 000133867

Identifier of lot or group of lots: LOT-0001

Value of the tender: 3 348 000,00 EUR

Subcontracting: No

**Contract information:**

Identifier of the contract: 437579

Date of the conclusion of the contract: 30/01/2026

#### 6.1.4. Statistical information

**Received tenders or requests to participate:**

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 5

## 8. Organisations

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### 8.1. ORG-0001

Official name: National Treasury Management Agency (NTMA)

Registration number: 549300KXBEJAOJ9OVF93

Postal address: Treasury Dock, North Wall Quay

Town: Dublin

Postcode: D01A9T8

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: [procurement@ntma.ie](mailto:procurement@ntma.ie)

Telephone: +353 (0) 1 2384000

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

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

**Roles of this organisation:**

Buyer

Organisation providing offline access to the procurement documents

**8.1. ORG-0002**

Official name: Fexco Limited

Size of the economic operator: Large

Registration number: 83934

Postal address: Fexco Centre, Iveragh Road, Killorglin, County Kerry

Town: Killorglin

Postcode: V93WN9T

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

Email: [ldennehy@fexco.com](mailto:ldennehy@fexco.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](mailto: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](mailto:eproc-esender@eurodyn.com)

Telephone: +30 2108094500

**Roles of this organisation:**

TED eSender

## Notice information

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Notice identifier/version: 61098850-718c-46fd-a583-9c4d4a026d64 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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