

187383-2026 - Result

Ireland – Call centre – The Provision of Contact Management Services

OJ S 54/2026 18/03/2026

Contract or concession award notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Competition and Consumer Protection Commission (CCPC)

Email: margaretzdun@ccpc.ie

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: The Provision of Contact Management Services

Description: The Contracting Authority hereby invites experienced Service Providers to submit tenders in respect of the provision of Contact Management Services (the “Services”) as specified in Schedule 1, in accordance with this request for tenders (“RFT”). The purpose of this RFT is: (a) to set out the terms and conditions of the Competition to select a suitable economic operator to provide the Services; (b) to provide the form of Contract for the provision of the Services; and (c) to invite interested parties to participate in the Competition by making certain submissions to the Contracting Authority.

Procedure identifier: f4a3d67e-2c53-40f9-aba1-5bbb6f707947

Previous notice: 00189742-2022

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Country: Ireland

Anywhere in the given country

2.1.4. General information

Additional information: Please refer to the RFT

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: The Provision of Contact Management Services

Description: The Contracting Authority hereby invites experienced Service Providers to submit tenders in respect of the provision of Contact Management Services (the “Services”) as specified in Schedule 1, in accordance with this request for tenders (“RFT”). The purpose of

this RFT is: (a) to set out the terms and conditions of the Competition to select a suitable economic operator to provide the Services; (b) to provide the form of Contract for the provision of the Services; and (c) to invite interested parties to participate in the Competition by making certain submissions to the Contracting Authority.

Internal identifier: LOT-0000

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79510000 Telephone-answering services

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Start date: 25/07/2022

Duration end date: 25/07/2027

5.1.5. Value

Estimated value excluding VAT: 7 100 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

Additional information: please refer to RFT

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Quality of Services

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

Award criterion number: 70

Criterion:

Type: Cost

Description: Cost of Services

Category of award weight criterion: Weight (percentage, 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: High Court

Information about review deadlines: n/a

6. Results

Value of all contracts awarded in this notice: 7 100 000,00 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: Fexco Limited

Tender:

Tender identifier: 1

Identifier of lot or group of lots: LOT-0000

Value of the tender: 7 100 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: 1

Title: The Provsion of Contact Management Services

Date of the conclusion of the contract: 11/07/2022

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

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Competition and Consumer Protection Commission (CCPC)

Registration number: N/A

Postal address: Bloom House, Railway Street

Town: Dublin 1

Postcode: Co.Dublin

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Contact point: Margaret Zdun

Email: margaretzdun@ccpc.ie

Telephone: +353 14025568

Internet address: www.cpc.ie

Buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/110732>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Fexco Limited

Size of the economic operator: Micro, small, or medium
Registration number: Company Number 167573
Postal address: Fexco Centre, Iveragh Road
Town: Killorglin
Postcode: V93 WN9T
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Telephone: +353 669798431
Internet address: www.fexco.com

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

8.1. ORG-0003

Official name: High Court
Registration number: 0000
Town: Dublin
Postcode: D01C576
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland

Roles of this organisation:

Review organisation

8.1. ORG-0000

Official name: Publications Office of the European Union
Registration number: PUBL
Town: Luxembourg
Postcode: 2417
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Email: ted@publications.europa.eu
Telephone: +352 29291
Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

10. Change

Version of the previous notice to be changed

:

386365-2022

Main reason for change

:

Buyer correction

Description

:

Administrative error resulting in the contract value being corrected

Notice information

Notice identifier/version: fdf0f081-c3d4-4786-89d2-4a8b77fddd63 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 16/03/2026 18:18:33 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 187383-2026

OJ S issue number: 54/2026

Publication date: 18/03/2026