

267148-2026 - Competition

Ireland – Call centre – 25/031F Framework Agreement for the Provision of Contact Centre Services

OJ S 76/2026 20/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Uisce Éireann

Email: tenders@water.ie

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

Activity of the contracting entity: Water-related activities

2. Procedure

2.1. Procedure

Title: 25/031F Framework Agreement for the Provision of Contact Centre Services

Description: The estimated value of the contract is inclusive of indexation of €18,462,429 ex. VAT over the maximum term of the framework agreement. Regulation 97(1)(a) of the European Union (Award of Contracts by Utility Undertakings) Regulations 2016 (SI 286/2016) (the Utilities Regulations 2016) will apply to any further uplifts required to take account of further inflation. You must submit through the etenders system before the deadline. The submission deadline is strict and no submissions will be possible after the date and time specified in the PQQ documents. Please note that all tenders are electronic, as such NO paper copies will be accepted or read. Please submit via the etenders system not later than 12:00 hrs local time Monday 8th June 2026 . The estimated values in this eForm are dependent on needs and budgetary resources, only indicative and are not binding on the Contracting Entity. If the estimated values are equal to or greater than EUR 250 million, any economic operators participating in this public procurement procedure shall notify the contracting entity of all foreign financial contributions as defined in Article 28(1), point (b) of Regulation (Eu) 2022 /2560 on foreign subsidies distorting the internal market.

Procedure identifier: 4fe6e0dc-3852-4906-b07f-77f605ec5d98

Internal identifier: 25/031F Framework Agreement for the Provision of Contact Centre Services

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79342300 Customer services, 79342320 Customer-care services, 79510000 Telephone-answering services, 79511000 Telephone operator services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 71356300 Technical support services, 79416000 Public relations services, 75112000 Administrative services for business operations, 75100000 Administration services

2.1.2. Place of performance

Town: Dublin

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Additional information: You must submit through the etenders system before the deadline. The submission deadline is strict & no submissions will be possible after the date & time specified in the PQQ documents. Please note that all tenders are electronic, as such NO paper copies will be accepted or read. Please submit via the etenders system not later than 12:00 hrs local time Monday 8th June 2026 The estimated values in this eForm are dependent on needs and budgetary resources, only indicative and are not binding on the Contracting Entity. If the estimated values are equal to or greater than EUR 250 million, any economic operators participating in this public procurement procedure shall notify the contracting entity of all foreign financial contributions as defined in Article 28(1), point (b) of Regulation (Eu) 2022 /2560 on foreign subsidies distorting the internal market.

2.1.3. Value

Estimated value excluding VAT: 216 000 000,00 EUR

Maximum value of the framework agreement: 0,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

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Internal identifier: 25/031F Framework Agreement for the Provision of Contact Centre Services

5.1.1. Purpose

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Options:

Description of the options: Contract is for a maximum 10-year period. This is made up of an initial 5-year period with the option to be extended by 3 years and then for a final 2 years

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 10 Years

5.1.4. Renewal

Maximum renewals: 2

5.1.5. Value

Estimated value excluding VAT: 216 000 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

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

5.1.9. 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: 25/05/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7928065>

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=7928065>

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

Description of the financial guarantee: As per documents

Deadline for receipt of requests to participate: 08/06/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: KPI

Legal form that must be taken by a group of tenderers that is awarded a contract: Contract

Financial arrangement: .

5.1.15. Techniques

Framework agreement:

Framework agreement, with reopening of competition

Justification for the duration of the 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 additional information about the procurement procedure: Uisce Éireann

Organisation providing offline access to the procurement documents: Uisce Éireann

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

Organisation receiving requests to participate: Uisce Éireann

Organisation processing tenders: Uisce Éireann

8. Organisations

8.1. ORG-0001

Official name: Uisce Éireann

Registration number: 530363

Town: Dublin

Postcode: D01 NP86

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: tenders@water.ie

Telephone: 1800 278 278

Buyer profile: www.water.ie

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

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: 4081f4c4-80a8-4155-9e28-ac64991d0e86 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 17

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