

## 330531-2026 - Competition

Ireland – Telephone operator services – Single party framework for the provision of out of hours /emergency call answering service.

OJ S 92/2026 13/05/2026

Contract or concession notice – standard regime

Services

### 1. Buyer

---

#### 1.1. Buyer

Official name: Tipperary County Council

Email: [secretary@tipperarycoco.ie](mailto:secretary@tipperarycoco.ie)

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

### 2. Procedure

---

#### 2.1. Procedure

Title: Single party framework for the provision of out of hours/emergency call answering service.

Description: Single party framework for the provision of out of hours/emergency call answering service.

Procedure identifier: 510ea15b-bb3f-4628-8873-00202bc9eb57

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): 79512000 Call centre, 79510000 Telephone-answering services

##### 2.1.2. Place of performance

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

##### 2.1.3. Value

Estimated value excluding VAT: 216 000,00 EUR

Maximum value of the framework agreement: 216 000,00 EUR

##### 2.1.4. General information

Legal basis:

Directive 2014/24/EU

##### 2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

### 5. Lot

---

#### 5.1. Lot: LOT-0001

Title: Single party framework for the provision of out of hours/emergency call answering service.

Description: Single party framework for the provision of out of hours/emergency call answering service.

Internal identifier: 0

#### **5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 79512000 Call centre, 79510000 Telephone-answering services

#### **5.1.2. Place of performance**

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

#### **5.1.3. Estimated duration**

Duration: 48 Months

#### **5.1.5. Value**

Estimated value excluding VAT: 216 000,00 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: 04/06/2026 16:00:00 (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=8115297>

#### **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=8115297>

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

Deadline for receipt of tenders: 12/06/2026 14:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 12 Days

**Information about public opening:**

Opening date: 12/06/2026 14:30:00 (UTC+01:00) Central European Time, Western European Summer Time

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=8115297>

**Terms of contract:**

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

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

**5.1.15. Techniques****Framework agreement:**

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

**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: Tipperary County Council

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

Organisation receiving requests to participate: Tipperary County Council

Organisation processing tenders: Tipperary County Council

---

**8. Organisations****8.1. ORG-0001**

Official name: Tipperary County Council

Registration number: 32452

Postal address: Civic Offices Clonmel, Civic Offices Nenagh

Town: Clonmel, Nenagh

Postcode: E91N512 E45A099

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

Email: [secretary@tipperarycoco.ie](mailto:secretary@tipperarycoco.ie)

Telephone: +353 818065000

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

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

**Roles of this organisation:**

Buyer

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](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-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](mailto:eproc-esender@eurodyn.com)

Telephone: +30 2108094500

**Roles of this organisation:**

TED eSender

## Notice information

---

Notice identifier/version: d5c18dac-a25e-4ef2-bca9-54ead740afbb - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 12/05/2026 10:57:28 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: English

Notice publication number: 330531-2026

OJ S issue number: 92/2026

Publication date: 13/05/2026