

380173-2026 - Competition

Ireland – Call centre – Provision of Contact Management and Business Administration Services

OJ S 105/2026 03/06/2026

Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: National Transport Authority_1149

Email: procurement@nationaltransport.ie

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Provision of Contact Management and Business Administration Services

Description: The Supplier will be required to provide a range of services under the following four service categories: Information Provision Service (Service Category 1), Booking Service (Service Category 2), Back Office Administration and Fulfilment Service (Service Category 3), and Onsite Administration Support (Service Category 4). The Supplier shall deliver a fully integrated information provision service, booking, and back office administration function on behalf of the National Transport Authority (NTA) for all small public service vehicle (SPSV) related activities. This end-to-end service must operate across multiple channels and support efficient licensing processes. Across all service categories, the Supplier must maintain high levels of accuracy, professionalism, and compliance; follow NTA approved processes and documentation; provide secure, PCI compliant payment processing; deliver strong quality assurance and implement corrective actions; and ensure seamless operational support, effective communication, and timely escalation.

Procedure identifier: f0ca0103-9369-49e9-8973-1179dee9e408

Type of procedure: Restricted

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 64214200 Telephone switchboard services, 79500000 Office-support services, 79511000 Telephone operator services, 79342300 Customer services, 79342320 Customer-care services

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 7 795 004,00 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: Provision of Contact Management and Business Administration Services

Description: The Supplier will be required to provide a range of services under the following four service categories: Information Provision Service (Service Category 1), Booking Service (Service Category 2), Back Office Administration and Fulfilment Service (Service Category 3), and Onsite Administration Support (Service Category 4). The Supplier shall deliver a fully integrated information provision service, booking, and back office administration function on behalf of the National Transport Authority (NTA) for all small public service vehicle (SPSV) related activities. This end-to-end service must operate across multiple channels and support efficient licensing processes. Across all service categories, the Supplier must maintain high levels of accuracy, professionalism, and compliance; follow NTA approved processes and documentation; provide secure, PCI compliant payment processing; deliver strong quality assurance and implement corrective actions; and ensure seamless operational support, effective communication, and timely escalation.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 64214200 Telephone switchboard services, 79500000 Office-support services, 79511000 Telephone operator services, 79342300 Customer services, 79342320 Customer-care services

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 5 Years

5.1.5. Value

Estimated value excluding VAT: 7 795 004,00 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

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 5

Maximum number of candidates to be invited for the second stage of the procedure: 6

The procedure will take place in successive stages. At each stage, some participants may be eliminated

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: 29/05/2026 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=8000134>

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=8000134>

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 requests to participate: 10/06/2026 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

Electronic invoicing: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

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 Transport Authority_1149

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

Organisation receiving requests to participate: National Transport Authority_1149

Organisation processing tenders: National Transport Authority_1149

8. Organisations

8.1. ORG-0001

Official name: National Transport Authority_1149

Registration number: 119869

Postal address: Haymarket House Smithfield Dublin 7

Town: Dublin

Postcode: D07 CF98

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurement@nationaltransport.ie

Telephone: +35318798300

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

Buyer profile: <https://www.nationaltransport.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

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

10. Change

Version of the previous notice to be changed

:

66df6ff1-5bb1-4f30-b7d7-d2a9d52bcbf9-01

Main reason for change

:

Information updated

Description

:

Submission Deadline changed

Notice information

Notice identifier/version: d43976b2-3146-4979-9abe-06490bb09525 - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 02/06/2026 14:39:19 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: English

Notice publication number: 380173-2026

OJ S issue number: 105/2026

Publication date: 03/06/2026