

383631-2026 - Result

Ireland – System and support services – Dublin City Council Single Party Framework Agreement for the Provision of Services for Avaya Telephony and Contact Centre

OJ S 106/2026 04/06/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Dublin City Council

Email: procurementunit@dublincity.ie

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Dublin City Council Single Party Framework Agreement for the Provision of Services for Avaya Telephony and Contact Centre

Description: Dublin City Council seeks to establish a Single Party Framework for the provision of services for Avaya Telephony and contact services. The Framework duration will be four years. An initial contract for the support of DCC's Avaya Telephony and Contract Centre Infrastructure will be for an initial period of 4 years with Dublin City Council. There are four distinct requirements to this procurement – • A support service with SLA for Avaya Red and Contract Centre covering Business Supported times (8.00 to 18.00 – Monday to Friday) for the majority of services and 24 * 7 * 365 for Emergency numbers including but not exclusive to Traffic Control and Homeless Services. See Appendix 3 for SLA details. • Avaya Support costs including support and maintenance for software licenses • Provision of an optional drawdown day facility for Professional Resources. The drawdown of these day options is at the full discretion of DCC depending on business need i.e. operational, project work, advisory or training. No undertaking is being given by DCC as to the number of days that may be drawn down. • Provision of telephony related software licenses and hardware devices. The drawdown of these items is at the full discretion of DCC depending on business need i.e. operational needs, projects. No undertaking is being given by DCC as to the number of licenses or devices that may be drawn down.

Procedure identifier: b82bff46-8954-4bd3-8c4b-0966fdb3b9b

Previous notice: 45c714f0-a640-479c-8ed6-3a3eba4756ce-02

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

Additional classification (cpv): 64215000 IP telephone services, 50334110 Telephone network maintenance services, 64213000 Shared-business telephone network services, 32550000 Telephone equipment, 32551400 Telephone network

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 4 000 000,00 EUR

Maximum value of the framework agreement: 4 000 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Dublin City Council Single Party Framework Agreement for the Provision of Services for Avaya Telephony and Contact Centre

Description: Dublin City Council seeks to establish a Single Party Framework for the provision of services for Avaya Telephony and contact services. The Framework duration will be four years. An initial contract for the support of DCC's Avaya Telephony and Contract Centre Infrastructure will be for an initial period of 4 years with Dublin City Council. There are four distinct requirements to this procurement – • A support service with SLA for Avaya Red and Contract Centre covering Business Supported times (8.00 to 18.00 – Monday to Friday) for the majority of services and 24 * 7 * 365 for Emergency numbers including but not exclusive to Traffic Control and Homeless Services. See Appendix 3 for SLA details. • Avaya Support costs including support and maintenance for software licenses • Provision of an optional drawdown day facility for Professional Resources. The drawdown of these day options is at the full discretion of DCC depending on business need i.e. operational, project work, advisory or training. No undertaking is being given by DCC as to the number of days that may be drawn down. • Provision of telephony related software licenses and hardware devices. The drawdown of these items is at the full discretion of DCC depending on business need i.e. operational needs, projects. No undertaking is being given by DCC as to the number of licenses or devices that may be drawn down.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

Additional classification (cpv): 64215000 IP telephone services, 50334110 Telephone network maintenance services, 64213000 Shared-business telephone network services, 32550000 Telephone equipment, 32551400 Telephone network

5.1.2. Place of performance

Anywhere in the European Economic Area

5.1.5. Value

Estimated value excluding VAT: 4 000 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

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

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Technical Professional Services @20%

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

Award criterion number: 20

Criterion:

Type: Quality

Description: Managed Support Service with SLA @30%

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

Award criterion number: 30

Criterion:

Type: Quality

Description: Contract Management @10%

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

Award criterion number: 10

Criterion:

Type: Cost

Description: Cost @40%

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

Award criterion number: 40

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

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

Information about review deadlines: none

Organisation providing offline access to the procurement documents: Dublin City Council

6. Results

Maximum value of the framework agreements in this notice: 4 000 000,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 4 000 000,00 EUR

6.1.2. Information about winners

Winner:

Official name: Damovo Irl

Tender:

Tender identifier: 000093304

Identifier of lot or group of lots: LOT-0001

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 417046

Date of the conclusion of the contract: 28/01/2025

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 3

8. Organisations

8.1. ORG-0001

Official name: Dublin City Council

Registration number: IE 4773215U

Postal address: Civic Offices, Wood Quay

Town: Dublin

Postcode: D08 RF3F

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: procurementunit@dublincity.ie

Telephone: 01 2224493

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Damovo Irl

Size of the economic operator: Micro, small, or medium

Registration number: 4691143Q

Town: Dublin

Postcode: D18 FH39

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: Leona.Doherty@Damovo.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

Telephone: +353 1 8886000

Roles of this organisation:

Review organisation

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

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

Notice information

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Form type: Result

Notice type: Contract or concession award notice – standard regime

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