

399961-2026 - Result

Ireland – Call centre – Call Contact Centre and Associated Administration Services
OJ S 111/2026 11/06/2026
Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: The High Court of Ireland
Email: HighCourtCentralOffice@courts.ie
Legal type of the buyer: Body governed by public law
Activity of the contracting authority: Health

1.1. Buyer

Official name: Sport Ireland Facilities DAC
Email: gwenmontague@sportirelandcampus.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: Call Contact Centre and Associated Administration Services
Description: The Contracting Authority is seeking to award an Agreement for the provision of a Call Contact Centre and Associated Administration Services which will meet the needs of the organisation. The expectation of the Contracting Authority is the Tenderer will provide the service to improve the telephone customer service levels of the company.
Procedure identifier: 810269b1-8b0c-42d8-a23c-697729207846
Previous notice: 8388ffc5-0a8b-4830-8df1-befb604a30ed-01
Type of procedure: Open
The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Extra-Region NUTS 3 (NOZZZ)
Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 165 000,00 EUR

2.1.4. General information

Legal basis:
Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Call Contact Centre and Associated Administration Services

Description: The Contracting Authority is seeking to award an Agreement for the provision of a Call Contact Centre and Associated Administration Services which will meet the needs of the organisation. The expectation of the Contracting Authority is the Tenderer will provide the service to improve the telephone customer service levels of the company.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.5. Value

Estimated value excluding VAT: 165 000,00 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: Reduction of environmental impacts

Description: Reduction of environmental impacts

Approach to reducing environmental impacts: Climate change adaptation

Green Procurement Criteria: EU Green Public Procurement criteria

The procurement falls within the scope of the European Parliament and Council 2009/33/EC (Clean Vehicles Directive – CVD)

The CVD legal basis to establish which category of procurement procedure applies: Other service contract

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Most economically advantageous tender

Criterion:

Type: Quality

Description: Most economically advantageous tender

Description of the method to be used if weighting cannot be expressed by criteria: Non-linear weighting

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

Information about review deadlines: 48 months

6. Results

Value of all contracts awarded in this notice: 165 000,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: Complete Outsource Solutions

Tender:

Tender identifier: 000068632

Identifier of lot or group of lots: LOT-0001

Value of the tender: 165 000,00 EUR

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 441466

Date of the conclusion of the contract: 10/12/2024

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Requests to participate

Number of tenders or requests to participate received: 5

The CVD legal basis to establish which category of procurement procedure applies: Other service contract

Category of vehicle: M1

The number of all vehicles falling within the scope of the CVD directive: 0

8. Organisations

8.1. ORG-0001

Official name: Sport Ireland Facilities DAC

Registration number: 419329

Postal address: Snugborough Road, Blanchardstown

Town: Dublin

Postcode: D15EPN4

Country subdivision (NUTS): Extra-Regio NUTS 3 (ALZZZ)

Country: Ireland

Contact point: Procurement Department

Email: gwenmontague@sportirelandcampus.ie

Telephone: 01 6464300

Buyer profile: www.etenders.gov.ie

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Complete Outsource Solutions

Size of the economic operator: Medium
Registration number: 568149
Postal address: Dosco Business Park
Town: Cork
Postcode: T12 XR6V
Country subdivision (NUTS): South-West (IE053)
Country: Ireland
Email: b.cowman@cos365.ie
Telephone: 0217355356
Internet address: www.cos365.ie

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
Buyer profile: www.etenders.gov.ie

Roles of this organisation:

Buyer

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

Notice identifier/version: 550b01e2-a6b9-40ce-b04a-9221c140ca69 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 29

Notice dispatch date: 09/06/2026 14:56:04 (UTC+01:00) Central European Time, Western European Summer Time
Languages in which this notice is officially available: English
Notice publication number: 399961-2026
OJ S issue number: 111/2026
Publication date: 11/06/2026