

## 422865-2026 - Result

Ireland – Telephone-answering services – Provision of out of hours/emergency call answering service- Limerick City and County Council.

OJ S 117/2026 19/06/2026

Contract or concession award notice – standard regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Limerick City and County Council\_103432

Email: [valerie.kelly@limerick.ie](mailto:valerie.kelly@limerick.ie)

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: Provision of out of hours/emergency call answering service- Limerick City and County Council.

Description: Limerick City and County Council are inviting interested parties to Tender for the operation of the Out of Hours and Emergency Call Answering Services This services involves taking calls during (A) Standard Out of Hours times (i) From 5pm to 9am, Monday to Friday (ii) All day (24 hrs) on Saturday and Sunday (iii) All day (24 hrs) on Bank Holidays and days when Limerick City and County Council is closed (iv) Between 9am and 5pm, Monday to Friday in the event that Limerick City and County Council to take calls due to an extraordinary event. (v) And in cases of Emergencies / Severe weather events / Major Emergencies or in the case of a fault in the Council's telephone system not working both during normal working hours and standard out of hours times

Procedure identifier: 646f4859-e203-46da-8a74-5c56542815dc

Previous notice: 5bc9c281-3a0a-45fc-b80d-603db003eb09-01

Type of procedure: Open

The procedure is accelerated: no

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 32332200 Telephone-answering machines, 79511000

Telephone operator services, 50315000 Repair and maintenance services of telephone-answering machines, 32543000 Telephone switchboards

##### 2.1.2. Place of performance

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

##### 2.1.3. Value

Estimated value excluding VAT: 185 300,00 EUR

Maximum value of the framework agreement: 185 300,00 EUR

#### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

## 5. Lot

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### 5.1. Lot: LOT-0001

Title: Provision of out of hours/emergency call answering service- Limerick City and County Council.

Description: Limerick City and County Council are inviting interested parties to Tender for the operation of the Out of Hours and Emergency Call Answering Services This services involves taking calls during (A) Standard Out of Hours times (i) From 5pm to 9am, Monday to Friday (ii) All day (24 hrs) on Saturday and Sunday (iii) All day (24 hrs) on Bank Holidays and days when Limerick City and County Council is closed (iv) Between 9am and 5pm, Monday to Friday in the event that Limerick City and County Council to take calls due to an extraordinary event. (v) And in cases of Emergencies / Severe weather events / Major Emergencies or in the case of a fault in the Council's telephone system not working both during normal working hours and standard out of hours times

Internal identifier: 0

#### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 32332200 Telephone-answering machines, 79511000

Telephone operator services, 50315000 Repair and maintenance services of telephone-answering machines, 32543000 Telephone switchboards

#### 5.1.2. Place of performance

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

#### 5.1.3. Estimated duration

Duration: 2 Years

#### 5.1.5. Value

Estimated value excluding VAT: 185 300,00 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: Price

Description: 20%@price

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

Award criterion number: 20

**Criterion:**

Type: Quality

Description: 80%@Quality  
Category of award weight criterion: Weight (percentage, exact)  
Award criterion number: 80

#### 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

Organisation providing offline access to the procurement documents: Limerick City and County Council\_103432

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

## 6. Results

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Maximum value of the framework agreements in this notice: 185 300,00 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: 185 300,00 EUR

### 6.1.2. Information about winners

**Winner:**

Official name: Key Answering Systems Ltd

**Tender:**

Tender identifier: 000135651

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

**Contract information:**

Identifier of the contract: 448974

Date of the conclusion of the contract: 17/06/2026

### 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

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### 8.1. ORG-0001

Official name: Limerick City and County Council\_103432

Registration number: 3267368Th

Postal address: Merchant's Quay,

Town: Limerick.

Postcode: V94 EH90

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

Email: [valerie.kelly@limerick.ie](mailto:valerie.kelly@limerick.ie)

Telephone: +353 61 556000

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

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

**Roles of this organisation:**

Buyer

Organisation providing offline access to the procurement documents

**8.1. ORG-0002**

Official name: Key Answering Systems Ltd

Size of the economic operator: Medium

Registration number: 346705

Postal address: 2G The Atrium, Blackpool Retail Park, Blackpool, Cork

Town: Cork

Postcode: T23T2VY

Country subdivision (NUTS): South-West (IE053)

Country: Ireland

Email: [patkeogh@aremaconnect.com](mailto:patkeogh@aremaconnect.com)

Telephone: 00353214824300

Internet address: [www.aremaconnect.com](http://www.aremaconnect.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](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-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](mailto:eproc-esender@eurodyn.com)

Telephone: +30 2108094500

**Roles of this organisation:**

TED eSender

## Notice information

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Notice identifier/version: 10aa6511-e881-4bca-a33c-13627b9f203a - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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