

45488-2026 - Competition

Ireland – Helpdesk and support services – Provision of Computer Assisted Telephone Interviewing (CATI) services and associated services for the Central Statistics Office, Ireland
OJ S 14/2026 21/01/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Central Statistics Office

Email: procurement@cso.ie

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Provision of Computer Assisted Telephone Interviewing (CATI) services and associated services for the Central Statistics Office, Ireland

Description: Provide outbound contact centre services to deliver the quarterly LFS figures that includes but is not limited to: • An optimised service, phoning approximately 11,000 leads per quarter during the most productive times • Detail tracking of all interviews and outcomes • Accessing Contracting Authority systems to create, read and update respondent data o The Contracting Authority uses the Blaise software package • Exchange of key files and reports with the Contracting Authority • A robust call scheduler / dialler solution • A highly trustworthy and discrete workforce • All data remaining within the EEA, or a country with data equivalence o Services can be cloud-based • Timely delivery of services within a campaign timeline • Ability to deliver services in English and Irish • A highly available and flexible service • Prenotification of respondents (text / letter) • A monitored, inbound telephone service to facilitate contact from respondents (v low volumes) • A secure and comprehensive call recording solution • Provision of Governance and Quality Assurance services e.g. regular meetings • Provision of key real-time, daily, weekly and monthly metrics • Robust processes to manage respondent complaints
Procedure identifier: 0e704d17-d421-4bcd-b46c-fae90a3aa286

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services, 75100000 Administration services, 75112000 Administrative services for business operations, 79342300 Customer services, 79342320 Customer-care services, 79510000 Telephone-answering services, 79511000 Telephone operator services, 79512000 Call centre

2.1.2. Place of performance

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

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 5 000 000,00 EUR

Maximum value of the framework agreement: 5 000 000,00 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: Provision of Computer Assisted Telephone Interviewing (CATI) services and associated services for the Central Statistics Office, Ireland

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Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253100 Helpdesk services, 75100000 Administration services, 75112000 Administrative services for business operations, 79342300 Customer services, 79342320 Customer-care services, 79510000 Telephone-answering services, 79511000 Telephone operator services, 79512000 Call centre

5.1.2. Place of performance

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

Country: Ireland

5.1.3. Estimated duration

Duration: 4 Years

5.1.5. Value

Estimated value excluding VAT: 5 000 000,00 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

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

Minimum number of candidates to be invited for the second stage of the procedure: 3

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

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

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

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: 06/02/2026 17:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7351666>

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=7351666>

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: 20/02/2026 12:00:00 (UTC+00:00) Western European Time, GMT

Terms of contract:

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

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without 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: Central Statistics Office

Organisation providing more information on the review procedures: The High Court of Ireland
Organisation receiving requests to participate: Central Statistics Office
Organisation processing tenders: Central Statistics Office

8. Organisations

8.1. ORG-0001

Official name: Central Statistics Office
Registration number: 1271
Postal address: CSO, Skehard Road, Cork
Town: Cork
Postcode: T12 X00E
Country subdivision (NUTS): South-West (IE053)
Country: Ireland
Email: procurement@cso.ie
Telephone: 021 453 5000
Internet address: <https://www.cso.ie>
Buyer profile: <https://www.cso.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:

Notice information

Notice identifier/version: f24aba0a-8f8f-4b5b-bf4d-16d94e98893b - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 20/01/2026 11:12:17 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 45488-2026

OJ S issue number: 14/2026

Publication date: 21/01/2026