

460541-2026 - Result

Ireland – Communications system maintenance services – ET2506 - RFT for the Provision, Licencing, Support and Maintenance of Cloud Based Telephony Solution for the RSA Customer Call Centre

OJ S 126/2026 03/07/2026

**Contract or concession award notice – standard regime
Services**

1. Buyer

1.1. Buyer

Official name: Road Safety Authority (RSA)

Email: PCMO@rsa.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: ET2506 - RFT for the Provision, Licencing, Support and Maintenance of Cloud Based Telephony Solution for the RSA Customer Call Centre

Description: Having conducted an EU Value Open Procedure tender process as described in the Contract Notice, the RSA has awarded a contract for the provision, licencing, support and maintenance of a cloud-based telephony solution for the RSA customer call centre as further described in this Contract Award Notice.

Procedure identifier: db13ac1-4c20-4a00-82bb-8675784d6df5

Previous notice: af4fc7c8-599f-406f-95e9-f323dfa206ef-01

Internal identifier: ET2506

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 50334400 Communications system maintenance services

Additional classification (cpv): 72212510 Communication software development services, 48511000 Desktop communications software package, 64200000 Telecommunications services, 48219700 Communications server software package, 48500000 Communication and multimedia software package, 48800000 Information systems and servers, 48600000 Database and operating software package, 48100000 Industry specific software package, 72700000 Computer network services, 72500000 Computer-related services, 72400000 Internet services, 72300000 Data services

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 940 000,00 EUR

2.1.4. General information

Additional information: Note: the estimated contract value figure of €940,000 referred to in this Contract Award Notice is an estimate that is based on the Successful Tenderer's pricing and forecasted usage over the total potential contract term including contingency. The actual spend under the contract may vary and will be based on various factors including RSA business requirements and budget availability.

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: ET2506 - RFT for the Provision, Licencing, Support and Maintenance of Cloud Based Telephony Solution for the RSA Customer Call Centre

Description: Having conducted an EU Value Open Procedure tender process as described in the Contract Notice, the RSA has awarded a contract for the provision, licencing, support and maintenance of a cloud based telephony solution for the RSA customer call centre as further described in this Contract Award Notice.

Internal identifier: ET2506

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 50334400 Communications system maintenance services

Additional classification (cpv): 72212510 Communication software development services, 48511000 Desktop communications software package, 64200000 Telecommunications services, 48219700 Communications server software package, 48500000 Communication and multimedia software package, 48800000 Information systems and servers, 48600000 Database and operating software package, 48100000 Industry specific software package, 72700000 Computer network services, 72500000 Computer-related services, 72400000 Internet services, 72300000 Data services

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 84 Months

5.1.5. Value

Estimated value excluding VAT: 940 000,00 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: Cost

Description: Cost @ 25%

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

Award criterion number: 25

Category of award fixed criterion: Fixed value (total)

Award criterion number: 25

Criterion:

Type: Quality

Name: Quality

Description: Quality @ 75%

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

Award criterion number: 75

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: Road Safety Authority (RSA)

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

Organisation signing the contract: Road Safety Authority (RSA)

6. Results

Value of all contracts awarded in this notice: 940 000,00 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: Org Global Investment Holdings Unlimited

Tender:

Tender identifier: 000155591

Identifier of lot or group of lots: LOT-0001

Value of the tender: 940 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: 453876

Date of the conclusion of the contract: 22/06/2026

Organisation signing the contract: Road Safety Authority (RSA)

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 7

8. Organisations

8.1. ORG-0001

Official name: Road Safety Authority (RSA)
Registration number: Road Safety Authority (RSA)
Postal address: Moy Valley Business Park, Primrose Hill
Town: Ballina
Postcode: F26 V6E4
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: PCMO@rsa.ie
Telephone: +353 96 25000
Internet address: <http://www.rsa.ie>
Buyer profile: <http://www.rsa.ie>

Roles of this organisation:

Buyer
Organisation providing offline access to the procurement documents
Organisation signing the contract

8.1. ORG-0002

Official name: Org Global Investment Holdings Unlimited
Size of the economic operator: Large
Registration number: 399091
Postal address: Penrose Dock Two, Alfred Street, Victorian Quarter
Town: CORK
Postcode: T23 YY09
Country: United Kingdom
Email: bids@thisisorg.com
Telephone: +44 20 7092 0014
Internet address: www.orggroup.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
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

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 08c4bc60-435a-41f0-85ad-8cc15dbe9770 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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