

531429-2026 - Result

Ireland – Communication software development services – HRB - Implementation of a Cloud Based Voice System

OJ S 146/2026 31/07/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: The Health Research Board

Email: alynch@hrb.ie

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: HRB - Implementation of a Cloud Based Voice System

Description: The Health Research Board (hereinafter referred to as the “HRB”) is a statutory agency under the aegis of the Department of Health. The HRB’s mission is to support research that improves people’s health, promotes evidence-informed care, and creates solutions to societal challenges. Our vision is ‘better health through excellent research, data and evidence.’ An overview of the HRB’s objectives and activities may be found in The HRB Strategy 2021-2025, Health research - making an impact, (<https://www.hrb.ie/strategy-2025/>). The nature of the contract involves the transitioning off an existing on premise legacy phone and voicemail system to a cloud-based alternative.

Procedure identifier: 4813e7c2-a06a-4d94-a85d-b6bf0eea05a3

Previous notice: 52465468-95fe-4fb0-9c50-633d2ddf4613-01

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): 72212510 Communication software development services

Additional classification (cpv): 64200000 Telecommunications services

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 150 000,00 EUR

Maximum value of the framework agreement: 388 760,00 EUR

2.1.4. General information

Legal basis:

5. Lot

5.1. Lot: LOT-0001

Title: HRB - Implementation of a Cloud Based Voice System

Description: The Health Research Board (hereinafter referred to as the “HRB”) is a statutory agency under the aegis of the Department of Health. The HRB’s mission is to support research that improves people’s health, promotes evidence-informed care, and creates solutions to societal challenges. Our vision is ‘better health through excellent research, data and evidence.’ An overview of the HRB’s objectives and activities may be found in The HRB Strategy 2021-2025, Health research - making an impact, (<https://www.hrb.ie/strategy-2025/>). The nature of the contract involves the transitioning off an existing on premise legacy phone and voicemail system to a cloud-based alternative.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212510 Communication software development services

Additional classification (cpv): 64200000 Telecommunications services

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 10 Years

5.1.5. Value

Estimated value excluding VAT: 388 760,00 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 @ 40%

Criterion:

Type: Quality

Description: Quality @ 60%

Description of the method to be used if weighting cannot be expressed by criteria: Weighting as above. Cost @ 40% Quality @ 60%

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: The Health Research Board

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

6. Results

Approximate value of the framework agreements

:

150 000,00

EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Re-estimated value of the framework agreement: 150 000,00 EUR

6.1.2. Information about winners

Winner:

Official name: Vodafone_65874

Tender:

Tender identifier: 000153602

Identifier of lot or group of lots: LOT-0001

Subcontracting: No

Contract information:

Identifier of the contract: 437916

Date on which the winner was chosen: 12/02/2026

Date of the conclusion of the contract: 09/06/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 3

8. Organisations

8.1. ORG-0001

Official name: The Health Research Board

Registration number: IE4820764P

Postal address: 67-72 Lower Mount Street,

Town: Dublin

Postcode: DO2 H638

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: alynch@hrb.ie

Telephone: (01) 234 5000

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

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

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Vodafone_65874

Size of the economic operator: Large

Registration number: IE4820764P

Registration number: IE4820764P

Postal address: 70 St. Stephen's Green, Dublin 2

Town: Dublin

Postcode: D02 E2X4

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: gerard.lawlor@vodafone.com

Telephone: +353863822448

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: c0f884af-78fc-4168-a73f-b9b72d3b4b3e - 01

Form type: Result

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