

568478-2026 - Result

Ireland – Telephone operator services – Limerick City and County Council Corporate Telephony and Contact Centre Solution and Associated Services

OJ S 157/2026 17/08/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Limerick City and County Council_103432

Email: procurement@limerick.ie

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Limerick City and County Council Corporate Telephony and Contact Centre Solution and Associated Services

Description: The Contracting Authority invites tenders for the supply, implementation, and ongoing support of a modern, resilient corporate telephony and contact centre solution to replace the existing phone system originally procured in 2017. The proposed solution must support organisation#wide telephony requirements as well as high#volume public#facing services, including Customer Services and the Housing Assistance Payment (HAP) service. The objective of this procurement is to provide a stable, scalable, and fully supported solution that improves service continuity, call handling, reporting accuracy, and user experience, while integrating with the Council's existing ICT environment. The scope of the competition is expected to include, but is not limited to: Core enterprise telephony services Call queues, hunt groups, IVR and call flow management Contact centre functionality for agents, supervisors, and administrators Reporting, analytics, and call recording capabilities Integration with Microsoft 365, identity services, and relevant business systems Handsets, headsets, and softphone options where required Implementation, migration, training, and transitional support Ongoing support, maintenance, and service level commitments The Contracting Authority is technology#agnostic. Any references to existing platforms or technologies are provided for context only and shall not be interpreted as prescriptive.

Procedure identifier: 3fef92ec-cf1c-4fe1-813b-aa7e97390972

Previous notice: 37699f8c-bd74-4e7e-b561-55e41c307859-01

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 45232332 Ancillary works for telecommunications, 45314000

Installation of telecommunications equipment, 45314200 Installation of telephone lines,

45314100 Installation of telephone exchanges

2.1.2. Place of performance

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 700 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Limerick City and County Council Corporate Telephony and Contact Centre Solution and Associated Services

Description: The Contracting Authority invites tenders for the supply, implementation, and ongoing support of a modern, resilient corporate telephony and contact centre solution to replace the existing phone system originally procured in 2017. The proposed solution must support organisation#wide telephony requirements as well as high#volume public#facing services, including Customer Services and the Housing Assistance Payment (HAP) service. The objective of this procurement is to provide a stable, scalable, and fully supported solution that improves service continuity, call handling, reporting accuracy, and user experience, while integrating with the Council's existing ICT environment. The scope of the competition is expected to include, but is not limited to: Core enterprise telephony services Call queues, hunt groups, IVR and call flow management Contact centre functionality for agents, supervisors, and administrators Reporting, analytics, and call recording capabilities Integration with Microsoft 365, identity services, and relevant business systems Handsets, headsets, and softphone options where required Implementation, migration, training, and transitional support Ongoing support, maintenance, and service level commitments The Contracting Authority is technology#agnostic. Any references to existing platforms or technologies are provided for context only and shall not be interpreted as prescriptive.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 45232332 Ancillary works for telecommunications, 45314000

Installation of telecommunications equipment, 45314200 Installation of telephone lines,

45314100 Installation of telephone exchanges

5.1.2. Place of performance

Country subdivision (NUTS): Mid-West (IE051)

Country: Ireland

5.1.3. Estimated duration

Duration: 84 Months

5.1.5. Value

Estimated value excluding VAT: 700 000,00 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: Quality

Name: Technical Merit

Description: Assessment of the technical solution, implementation approach, service delivery model, project management, support arrangements, and ability to meet the Council's requirements as set out in the procurement documents.

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

Award criterion number: 70

Criterion:

Type: Cost

Name: Cost

Description: Evaluation of the total cost of ownership and pricing submitted in accordance with the pricing schedule and requirements set out in the procurement documents.

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

Award criterion number: 30

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: Limerick City and County Council_103432

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

6. Results

Value of all contracts awarded in this notice: 420 692,00 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: DigitalWell Ireland Ltd

Tender:

Tender identifier: 000181748

Identifier of lot or group of lots: LOT-0001

Value of the tender: 420 692,00 EUR

The tender was ranked: yes

Rank of the tender: 2

Subcontracting: No

Contract information:

Identifier of the contract: 456089
Date on which the winner was chosen: 01/07/2026
Date of the conclusion of the contract: 06/08/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 7

8. Organisations

8.1. ORG-0001

Official name: Limerick City and County Council_103432
Registration number: N/A – Local Authority (Statutory Body)
Postal address: Merchant's Quay,
Town: Limerick.
Postcode: V94 EH90
Country subdivision (NUTS): Mid-West (IE051)
Country: Ireland
Email: procurement@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: DigitalWell Ireland Ltd
Size of the economic operator: Medium
Registration number: 424384
Postal address: Welltel House, Saint Joan's Industrial Estate, Ballymount Road, Dublin, Dublin
Town: Swords
Postcode: D22 WY26
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: fergus.kelly@digialwell.com
Telephone: +353 86 851 0139

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: d2508225-0b34-48c5-8e6f-2d2f56864b36 - 01

Form type: Result

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