

574618-2026 - Result

Ireland – Call centre – Incident Room – Emergency Call Centre

OJ S 159/2026 19/08/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Iarnród Éireann-Irish Rail

Email: elaine.fleming@irishrail.ie

Legal type of the buyer: Public undertaking

Activity of the contracting entity: Railway services

2. Procedure

2.1. Procedure

Title: Incident Room – Emergency Call Centre

Description: In the event of a major incident this centre will be activated at the request of the Emergency Director via Iarnród Éireann's Commercial Director. Due to the time lapse from the last major incident the call volume is unknown at this time but Iarnród Éireann will require the successful provider to be able to sufficiently staff the emergency centre with fully trained and experienced personnel for the duration of the emergency who will be responsible for but not limited to the following

Procedure identifier: 15669df1-da11-47fd-998f-46202af9273e

Previous notice: a2afadda-cea3-41bc-923a-2f1e53ecab73-01

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): 79512000 Call centre

2.1.2. Place of performance

Country: Ireland

Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 130 500,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/25/EU

5. Lot

5.1. Lot: LOT-0001

Title: Incident Room – Emergency Call Centre

Description: In the event of a major incident this centre will be activated at the request of the Emergency Director via Iarnród Éireann's Commercial Director. Due to the time lapse from the last major incident the call volume is unknown at this time but Iarnród Éireann will require the successful provider to be able to sufficiently staff the emergency centre with fully trained and experienced personnel for the duration of the emergency who will be responsible for but not limited to the following

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country: Ireland

Anywhere in the given country

5.1.3. Estimated duration

Duration: 60 Months

5.1.5. Value

Estimated value excluding VAT: 130 500,00 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

5.1.15. 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 additional information about the procurement procedure: Iarnród Eireann-Irish Rail

Organisation providing offline access to the procurement documents: Iarnród Eireann-Irish Rail

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

6. Results

Value of all contracts awarded in this notice: 1 300 500,00 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: Cuttle Consulting Limited

Tender:

Tender identifier: 000175505

Identifier of lot or group of lots: LOT-0001
Value of the tender: 130 500,00 EUR
The tender is a variant: no
Subcontracting: No
Contract information:
Identifier of the contract: 456278
Date of the conclusion of the contract: 28/07/2026

6.1.4. Statistical information

Received tenders or requests to participate:
Type of received submissions: Tenders
Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Iarnród Éireann-Irish Rail
Registration number: 119571
Postal address: Inchicore
Town: Dublin
Postcode: Dublin 8
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: elaine.fleming@irishrail.ie
Telephone: 000000000
Internet address: <https://www.irishrail.ie>
Buyer profile: <https://www.irishrail.ie>
Roles of this organisation:
Buyer
Organisation providing additional information about the procurement procedure
Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Cuttle Consulting Limited
Size of the economic operator: Medium
The organisation is a natural person
Registration number: 535226
Postal address: Ardsallagh Woods
Town: Ardsallagh
Postcode: F42VY93
Country subdivision (NUTS): Dublin (IE061)
Country: Ireland
Email: paul@cuttleconsulting.ie
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: 12e02e2e-0369-4cac-b3be-af0b7ff65b14 - 01

Form type: Result

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