

592690-2026 - Result

Ireland – Education and training services – Customer Service & Management Training

OJ S 165/2026 27/08/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: KT Business Skills Ltd. t/a Galway Executive Skillnet

Email: regmanager@icegroup.ie

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2. Procedure

2.1. Procedure

Title: Customer Service & Management Training

Description: Customer Service & Management Training

Procedure identifier: 7e581751-dea8-4589-a198-eb150a913700

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 80000000 Education and training services

2.1.2. Place of performance

Country: Ireland

Anywhere in the given country

2.1.3. Value

Estimated value excluding VAT: 3 050 000,00 EUR

2.1.4. General information

Legal basis:

Other

5. Lot

5.1. Lot: LOT-0001

Title: Customer Service & Management Training

Description: Customer Service & Management Training

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 80000000 Education and training services

5.1.2. Place of performance

Country: Ireland

Anywhere in the given country

5.1.5. Value

Estimated value excluding VAT: 3 050 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10. Award criteria

Criterion:

Type: Cost

Name: Quality

Description: Cost @ 20%

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

Award criterion number: 20

Criterion:

Type: Quality

Description: Quality @80 %

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

Award criterion number: 80

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

6. Results

Value of all contracts awarded in this notice: 3 050 000,00 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: Louise Lally Training Academy

Tender:

Tender identifier: Customer Service & Management Training

Identifier of lot or group of lots: LOT-0001

Value of the tender: 3 050 000,00 EUR

The tender was ranked: no

Subcontracting: No

Contract information:

Identifier of the contract: Customer Service & Management Training

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 3

8. Organisations

8.1. ORG-0001

Official name: KT Business Skills Ltd. t/a Galway Executive Skillnet

Registration number: 376385

Department: Galway Executive Skillnet

Town: Galway

Postcode: H91 RYD2

Country subdivision (NUTS): West (IE042)

Country: Ireland

Email: regmanager@icegroup.ie

Telephone: +353 (0) 91 546 700

Buyer profile: <https://galwayexecutiveskillnet.com/>

Roles of this organisation:

Buyer

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:

TED eSender

8.1. **ORG-0004**

Official name: Louise Lally Training Academy

Size of the economic operator: Micro

The organisation is a natural person

Registration number: 7831843A

Town: Galway

Postcode: H91X3KF

Country subdivision (NUTS): West (IE042)

Country: Ireland

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

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