

615582-2025 - Competition

Ireland – Telecommunications services – ET2501 - Provision, Licencing, Support and Maintenance of Cloud Based Telephony Solution for the RSA Customer Care Centre

OJ S 180/2025 19/09/2025

Contract or concession 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: ET2501 - Provision, Licencing, Support and Maintenance of Cloud Based Telephony Solution for the RSA Customer Care Centre

Description: ****The RSA intends to hold an in-person Tenderers' Briefing on Wednesday 01 October 2025 during which the RFT documentation and Tender submission requirements will be explained in order to aid Tenderers in the preparation of their Tenders - see section 4.6 of the RFT document for more information****The RSA is seeking tenders for the provision, licencing, support and maintenance of a cloud-based telephony solution for the RSA customer care centre as further described in the RFT documents attached to this notice. Should you have any queries regarding this Competition or the RFT documents, please submit your query via the eTenders Message Facility prior to the Deadline for Queries - see section 4.5 of the RFT document for more information.

Procedure identifier: 9774e393-be07-4c2e-88d5-90431043167a

Internal identifier: ET2501

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 72212511 Desktop communications software development services, 64227000 Integrated telecommunications services, 72300000 Data services, 50334400 Communications system maintenance services, 50330000 Maintenance services of telecommunications equipment

2.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 800 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: ET2501 - Provision, Licencing, Support and Maintenance of Cloud Based Telephony Solution for the RSA Customer Care Centre

Description: The RSA is seeking tenders for the provision, licencing, support and maintenance of a cloud-based telephony solution for the RSA customer call centre as further described in the RFT documents attached to this notice. **The RSA intends to hold an in-person Tenderers' Briefing on Wednesday 01 October 2025 during which the RFT documentation and Tender submission requirements will be explained in order to aid Tenderers in the preparation of their Tenders - see section 4.6 of the RFT document for more information**

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 50332000 Telecommunications-infrastructure maintenance services

Additional classification (cpv): 64200000 Telecommunications services, 72212511 Desktop communications software development services, 64227000 Integrated telecommunications services, 72300000 Data services, 50334400 Communications system maintenance services, 50330000 Maintenance services of telecommunications equipment

5.1.2. Place of performance

Town: Ballina

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.3. Estimated duration

Duration: 84 Months

5.1.5. Value

Estimated value excluding VAT: 800 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

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

Approach to reducing environmental impacts: Other

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: English
Languages in which the procurement documents (or their parts) are unofficially available:
English
Deadline for requesting additional information: 08/10/2025 12:00:00 (UTC+01:00) Central
European Time, Western European Summer Time
Address of the procurement documents: [https://www.etenders.gov.ie/epps/cft
/listContractDocuments.do?resourceId=6569498](https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=6569498)

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: [https://www.etenders.gov.ie/epps/cft/viewTenders.do?
resourceId=6569498](https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=6569498)

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 29/10/2025 12:00:00 (UTC+01:00) Central European Time,
Western European Summer Time

Duration during which the tender must remain valid: 6 Months

Information about public opening:

Opening date: 29/10/2025 12:30:00 (UTC+01:00) Central European Time, Western European
Summer Time

Place: <https://www.etenders.gov.ie/epps/cft/prepareViewCfTWS.do?resourceId=6569498>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered
employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

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 receiving requests to participate: Road Safety Authority (RSA)

Organisation processing tenders: Road Safety Authority (RSA)

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 receiving requests to participate
Organisation processing tenders

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

Notice information

Notice identifier/version: 9294bfbc-9def-4db7-be23-42f96c18958d - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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