

65934-2026 - Result

Ireland – Postal and telecommunications services – Single Party Framework for the Provision of Contact Centre and Document Management Services and Related Services

OJ S 20/2026 29/01/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Residential Tenancies Board

Email: claire.diggin@rtb.ie

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

Activity of the contracting authority: Housing and community amenities

2. Procedure

2.1. Procedure

Title: Single Party Framework for the Provision of Contact Centre and Document Management Services and Related Services

Description: The winning tenderer will provide the Operational Services from the Actual Operational Services Commencement Date, Monday – Friday 9am to 5pm excluding Bank Holidays. All Operational Services will be delivered across four channels: Voice, Email, Webchat, Post (Paper). The winning tenderer will provide Operational Services as per 4 pillars outlined below: Customer Support Front Facing Customer Support # Provision of reliable information via phone, email and webchat, to the public on their rights and responsibilities in terms of both living in and providing accommodation in, the rental sector and technical support with navigating the RTB online portal/systems. # Handoff to Dispute Resolution & compliance in 2% of overall contacts, where more specialist support is required. Back-office Customer Support # Reviewing all documentation received by post. Sorting, scanning, routing & escalating where required. # Data entry of tenancy registration and dispute resolution application forms. # Data entry of notice of termination and Rent Pressure Zone exemption forms. Registration # Customer Resolution process (Incomplete Registrations) process: The CRM tenancy management system will automatically schedule activity and will review either by Phone, Email or Letter depending on the preferred contact method. # Manage requests to amend/update a Tenancy Registration. # Manage and process all data validation queries ensuring only one version of a dwelling address exists within the registration system. # Management of the Registration process for Student Specific Accommodation (SSA), engaging with SSA providers, and managing SSA data sheets. Dispute Resolution The winning tenderer will be responsible for: # Managing all dispute applications # Application assessment and confirmation of all parties' details # Processing payment where necessary # Ensuring timely correspondence with parties including processing adjournment and withdrawal requests where necessary. # Providing high quality customer support and resolving customer queries. # Document Management # Data Entry # Performance reporting and providing data insights for continuous improvement Compliance # Manage the receipt of any Phone, Email or Post notifications of any potential infringements, apply an initial assessment and route to the appropriate team in RTB HQ Dublin. # Assist in basic large volume data evaluation.

Procedure identifier: 2e5a0db9-702c-42ec-a410-4e875b5d17e1

Internal identifier: Single Party Framework for the Provision of Contact Centre and Document Management Services

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64000000 Postal and telecommunications services

Additional classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security

2.1.2. Place of performance

Town: Dublin

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

2.1.3. Value

Estimated value excluding VAT: 40 000 000,00 EUR

Maximum value of the framework agreement: 40 000 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Single Party Framework for the Provision of Contact Centre and Document Management Services and Related Services

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Ensuring timely correspondence with parties including processing adjournment and withdrawal requests where necessary. # Providing high quality customer support and resolving customer queries. # Document Management # Data Entry # Performance reporting and providing data insights for continuous improvement Compliance # Manage the receipt of any Phone, Email or Post notifications of any potential infringements, apply an initial assessment and route to the appropriate team in RTB HQ Dublin. # Assist in basic large volume data evaluation.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64000000 Postal and telecommunications services

Additional classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security

5.1.2. Place of performance

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

5.1.5. Value

Estimated value excluding VAT: 40 000 000,00 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: Cost

Description: This criterion was based on the best financial offer submitted by tenderers.

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

Award criterion number: 2 500

Criterion:

Type: Quality

Description: Service Delivery and Enablement

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

Award criterion number: 3 000

Criterion:

Type: Quality

Description: Team and Governance

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

Award criterion number: 2 000

Criterion:

Type: Quality

Description: Innovation and Change Management

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

Award criterion number: 2 000

Criterion:

Type: Quality

Description: Corporate Social Responsibility and Sustainability

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

Award criterion number: 500

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

Organisation signing the contract: Residential Tenancies Board

6. Results

Approximate value of the framework agreements: 40 000 000,00 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: 40 000 000,00 EUR

6.1.2. Information about winners

Winner:

Official name: Fexco Limited

Tender:

Tender identifier: 2926607

Identifier of lot or group of lots: LOT-0001

Value of the tender: 40 000 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: BPO2025

Date on which the winner was chosen: 27/01/2025

Date of the conclusion of the contract: 07/07/2025

The contract is awarded within a framework agreement: no

Organisation signing the contract: Residential Tenancies Board

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 8

8. Organisations

8.1. ORG-0001

Official name: Residential Tenancies Board

Registration number: Unknown

Town: Dublin

Postcode: D02 RR99

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Email: claire.diggin@rtb.ie

Telephone: 01 702 8100

Buyer profile: www.rtb.ie

Roles of this organisation:

Buyer

Organisation signing the contract

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: Fexco Limited

Size of the economic operator: Large

The organisation is a natural person

Registration number: Unknown

Town: Killorglin

Postcode: V93 WN9T

Country subdivision (NUTS): Dublin (IE061)

Country: Ireland

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: f18f75dc-bc58-4a6e-a123-b175fa1f90b5 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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