

840549-2025 - Result

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

OJ S 243/2025 17/12/2025

Contract or concession award 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: Following initial tender assessment, the RSA has decided to collapse this competition and revise some of the requirements. The RSA intend to publish a revised RFT in due course.

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

Type of procedure: Open

The procedure is accelerated: no

2.1.1. 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

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

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: Following initial tender assessment, the RSA has decided to collapse this competition and revise some of the requirements. The RSA intend to publish a revised RFT in due course.

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

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

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: Cost as described in the RFT document

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

Award criterion number: 25

Criterion:

Type: Quality

Description: Quality criteria as described in the RFT document

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

Award criterion number: 75

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

6. Results

6.1. Result lot identifier: LOT-0001

Winner selection status: No winner was chosen and the competition is closed.

The reason why a winner was not chosen: Other

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: 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

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: af3b2771-378d-45f7-8219-7df5de35a5a6 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
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