

267148-2026 - Iomaíocht

Éire – Call centre – 25/031F Framework Agreement for the Provision of Contact Centre Services
OJ S 76/2026 20/04/2026
Fógra maidir le conradh nó lamháltas — an gnáthchóras
Seirbhísí

1. Ceannaitheoir

1.1. Ceannaitheoir

Ainm oifigiúil: Uisce Éireann

R-phost: tenders@water.ie

Cineál dlíthiúil an cheannaitheora: Comhlacht dlí phoiblí

Gníomhaíocht an údaráis chonarthaigh: Seirbhísí poiblí ginearálta

Gníomhaíocht an eintitis chonarthaigh: Gníomhaíochtaí a bhaineann leis an uisce

2. Nós imeachta

2.1. Nós imeachta

Teideal: 25/031F Framework Agreement for the Provision of Contact Centre Services

Cur síos: The estimated value of the contract is inclusive of indexation of €18,462,429 ex. VAT over the maximum term of the framework agreement. Regulation 97(1)(a) of the European Union (Award of Contracts by Utility Undertakings) Regulations 2016 (SI 286/2016) (the Utilities Regulations 2016) will apply to any further uplifts required to take account of further inflation. You must submit through the etenders system before the deadline. The submission deadline is strict and no submissions will be possible after the date and time specified in the PQQ documents. Please note that all tenders are electronic, as such NO paper copies will be accepted or read. Please submit via the etenders system not later than 12:00 hrs local time Monday 8th June 2026 . The estimated values in this eForm are dependent on needs and budgetary resources, only indicative and are not binding on the Contracting Entity. If the estimated values are equal to or greater than EUR 250 million, any economic operators participating in this public procurement procedure shall notify the contracting entity of all foreign financial contributions as defined in Article 28(1), point (b) of Regulation (Eu) 2022 /2560 on foreign subsidies distorting the internal market.

Aitheantóir an nós imeachta: 4fe6e0dc-3852-4906-b07f-77f605ec5d98

Aitheantóir inmheánach: 25/031F Framework Agreement for the Provision of Contact Centre Services

An cineál nós imeachta: Idirbheartaíocht lena mbaineann foilsiú roimh ré glao ar iomaíocht / iomaíocht lena mbaineann idirbheartaíocht

Tá an nós imeachta á bhrostú: níl

2.1.1. Cuspóir

Cineál an chonartha: Seirbhísí

Príomhaicmiú (cpv): 79512000 Call centre

Aicmiú breise (cpv): 79342300 Customer services, 79342320 Customer-care services, 79510000 Telephone-answering services, 79511000 Telephone operator services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 71356300 Technical support services, 79416000 Public relations services, 75112000 Administrative services for business operations, 75100000 Administration services

2.1.2. An áit feidhmíochta

Baile: Dublin

Foroinn tíre (NUTS): Dublin (IE061)

Tír: Éire

Eolas breise: You must submit through the etenders system before the deadline. The submission deadline is strict & no submissions will be possible after the date & time specified in the PQQ documents. Please note that all tenders are electronic, as such NO paper copies will be accepted or read. Please submit via the etenders system not later than 12:00 hrs local time Monday 8th June 2026 The estimated values in this eForm are dependent on needs and budgetary resources, only indicative and are not binding on the Contracting Entity. If the estimated values are equal to or greater than EUR 250 million, any economic operators participating in this public procurement procedure shall notify the contracting entity of all foreign financial contributions as defined in Article 28(1), point (b) of Regulation (Eu) 2022 /2560 on foreign subsidies distorting the internal market.

2.1.3. Luach

Luach measta gan CBL a áireamh: 216 000 000,00 EUR

Uasluach an chreat-chomhaontaithe: 0,00 EUR

2.1.4. Eolas ginearálta

Bunús dlí:

Treoir 2014/25/AE

2.1.6. Forais eisiaimh

Foinse na gcúiseanna eisiúna: Doiciméad Soláthair

5. Luchtóg

5.1. Luchtóg: LOT-0001

Teideal: 25/031F Framework Agreement for the Provision of Contact Centre Services

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Aitheantóir inmheánach: 25/031F Framework Agreement for the Provision of Contact Centre Services

5.1.1. Cuspóir

Cineál an chonartha: Seirbhísí

Príomhaicmiú (cpv): 79512000 Call centre

Aicmiú breise (cpv): 79342300 Customer services, 79342320 Customer-care services, 79510000 Telephone-answering services, 79511000 Telephone operator services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 71356300 Technical support services, 79416000 Public relations services, 75112000 Administrative services for business operations, 75100000 Administration services

Roghanna:

Cur síos ar na roghanna: Contract is for a maximum 10-year period. This is made up of an initial 5-year period with the option to be extended by 3 years and then for a final 2 years

5.1.2. An áit feidhmíochta

Foroinn tíre (NUTS): Dublin (IE061)

Tír: Éire

5.1.3. Fad measta

Fad ama: 10 Bliana

5.1.4. Athnuachan

Athnuachaintí uasta: 2

5.1.5. Luach

Luach measta gan CBL a áireamh: 216 000 000,00 EUR

5.1.6. Eolas ginearálta

Rannpháirtíocht fhorchoimeáda:

Ní fhorchoimeádtar an rannpháirtíocht.

Tionscadal soláthair nach maoinítear le cistí an Aontais

Tá an soláthar cumhdaithe ag an gComhaontú maidir le Soláthar Rialtais (GPA): tá

5.1.7. Soláthar straitéiseach

Aidhm an tsoláthair straitéisigh: Níl soláthar straitéiseach i gceist

5.1.9. Critéir roghnúcháin

Foinse na gcritéir roghnaithe: Doiciméad Soláthair

5.1.11. Doiciméid soláthair

Na teangacha ina bhfuil na doiciméid soláthair ar fáil go hoifigiúil: Béarla

Na teangacha ina bhfuil na doiciméid soláthair (nó codanna díobh) ar fáil go neamhoifigiúil: Béarla

Spríoc-am chun eolas breise a iarraidh: 25/05/2026 12:00:00 (UTC+01:00) Am Lár na hEorpa, Am Samhraidh Iarthar na hEorpa

Seoladh na ndoiciméad soláthair: <https://www.etenders.gov.ie/epps/cft/listContractDocuments.do?resourceId=7928065>

5.1.12. Téarmaí soláthair

Téarmaí na haighneachta:

Cur isteach leictreonach: Éigeantach

Seoladh an chur isteach: <https://www.etenders.gov.ie/epps/cft/viewTenders.do?resourceId=7928065>

Na teangacha inar féidir tairiscintí nó iarrataí ar rannpháirtíocht a chur isteach: Béarla

Catalóg leictreonach: Ní ceadmhach

Féadfaidh tairgeoirí níos mó ná tairiscint amháin a chur isteach: Ní ceadmhach

Cur síos ar an ráthaíocht airgeadais: As per documents

Spriocdháta chun iarrataí ar rannpháirtíocht a fháil: 08/06/2026 12:00:00 (UTC+01:00) Am Lár na hEorpa, Am Samhraidh Iarthar na hEorpa

Téarmaí an chonartha:

Ní mór an conradh a chur i gcrích faoi chuimsiú clár fostaíochta dídeanaí: Ní hea

Coinníollacha a bhaineann le comhlíonadh an chonartha: KPI

An fhoirm dhlíthiúil nach mór do ghrúpa tairgeoirí ar a mbronntar conradh a ghlacadh: Contract Socrú airgeadais: .

5.1.15. Teicnící

Creat-chomhaontú:

Creat-chomhaontú, maille le hathoscailt na hiomaíochta

An bonn cirt atá le fad an chreat-chomhaontaithe: .

Eolas faoin gcóras ceannaigh dinimiciúil:

Níl feidhm ag córas ceannaigh dinimiciúil

5.1.16. Tuilleadh eolais, idirghabháil agus athbhreithniú

Eagraíocht athbhreithniúcháin: The High Court of Ireland

Eagraíocht a sholáthraíonn faisnéis bhreise faoin nós imeachta soláthair: Uisce Éireann

Eagraíocht a sholáthraíonn rochtain as líne ar na doiciméid soláthair: Uisce Éireann

Eagraíocht a sholáthraíonn tuilleadh faisnéise faoi na nósanna imeachta athbhreithnithe: The High Court of Ireland

Eagraíocht a fhaigheann iarratais ar rannpháirtíocht: Uisce Éireann

Eagraíocht a phróiseálann tairiscintí: Uisce Éireann

8. Eagraíochtaí

8.1. ORG-0001

Ainm oifigiúil: Uisce Éireann

Uimhir chlárúcháin: 530363

Baile: Dublin

Cód poist: D01 NP86

Foroinn tíre (NUTS): Dublin (IE061)

Tír: Éire

R-phost: tenders@water.ie

Teil.: 1800 278 278

Próifíl an cheannaitheora: www.water.ie

Róil na heagraíochta seo:

Ceannaitheoir

Eagraíocht a sholáthraíonn faisnéis bhreise faoin nós imeachta soláthair

Eagraíocht a sholáthraíonn rochtain as líne ar na doiciméid soláthair

Eagraíocht a fhaigheann iarratais ar rannpháirtíocht

Eagraíocht a phróiseálann tairiscintí

8.1. ORG-0002

Ainm oifigiúil: The High Court of Ireland

Uimhir chlárúcháin: The High Court of Ireland

Roinn: The High Court of Ireland

Seoladh poist: Four Courts, Inns Quay, Dublin 7

Baile: Dublin

Cód poist: D07 WDX8

Foroinn tíre (NUTS): Dublin (IE061)

Tír: Éire

R-phost: HighCourtCentralOffice@courts.ie

Teil.: +353 1 8886000

Róil na heagraíochta seo:

Eagraíocht athbhreithniúcháin

Eagraíocht a sholáthraíonn tuilleadh faisnéise faoi na nósanna imeachta athbhreithnithe

8.1. ORG-0003

Ainm oifigiúil: European Dynamics S.A.

Uimhir chlárúcháin: 002024901000

Roinn: European Dynamics S.A.

Baile: Athens

Cód poist: 15125

Foroinn tíre (NUTS): Βόρειος Τομέας Αθηνών (EL301)

Tír: An Ghréig

R-phost: eproc-esender@eurodyn.com

Teil.: +30 2108094500

Róil na heagraíochta seo:

TED eSender

Eolas faoin bhfógra

Aitheantóir/leagan an fhógra: 4081f4c4-80a8-4155-9e28-ac64991d0e86 - 01

Cineál na foirme: lomaíocht

Cineál an fhógra: Fógra maidir le conradh nó lamháltas — an gnáthchóras

Fochineál an fhógra: 17

Dáta seolta an fhógra: 17/04/2026 09:55:06 (UTC+01:00) Am Lár na hEorpa, Am Samhraidh Iarthar na hEorpa

Na teangacha ina bhfuil an fógra seo ar fáil go hoifigiúil: Béarla

Uimhir foilseacháin an fhógra: 267148-2026

Uimhir eagráin IO S: 76/2026

Dáta foilsithe: 20/04/2026