

Threshold: Request for Tender - Telephony & Contact Services **(<https://www.activelink.ie/node/113385>)**



RFT for Threshold Telephony and Contact Services

Introduction

Threshold is a national housing charity with offices in Dublin, Cork, Limerick and Galway. We are committed to preventing homelessness and protecting the rights of tenants primarily in the private rented sector. For over four decades, Threshold has been a cornerstone for tenants, offering advice, legal representation, and advocacy to ensure fair and sustainable housing solutions.

Background

The earlier people become aware of their rights and responsibilities in the private rental sector, know how and where to access support, and take action in accessing the support available, the more likely they will be prevented from suffering from housing issues such as poor mental and physical health, relationship issues, performance issues in the workplace, relocation, or accessing emergency housing services.

To assist tenants with their housing queries or difficulties, Threshold handle a variety of different types of queries from clients, via phone, e-mail, face to face, and other means. These queries vary from simple requests for information, through tenancy protection supports, to a request for support at full representation cases brought to the Residential Tenancies Board (RTB) and / or Workplace Relations Commission (WRC).

The following are examples of some types of requests that Threshold can receive:

1. **Illegal eviction in progress** –Threshold can receive calls which require urgent action and escalation. Other examples that can fit in this category are “child at risk” categories where for example a small child is not in safe accommodation and night is approaching
2. **Student support** – Threshold receives many calls from young adults and other students who are in informal accommodation. These calls are often requests for advice and timeliness of response is important
3. **Requests for information or advice on how to act.** Threshold can receive calls from tenants who have a particular query about their tenancy but do not wish to raise a case for further action
4. **Requests which result in a requirement for further action.** These calls require a CRM case to be opened and for that case to be able to access all media comms created during the life of that case (within timeout rules), including recorded calls, emails, whatsapp/sms messages and face to face meetings.

Please see full Tender Document attached below

Submission Instructions

Proposals must be submitted in PDF format via email to Cormac Lally, Chief Operating Officer acormac.lally@threshold.ie (<mailto:cormac.lally@threshold.ie>) by the deadline of **5.30pm on February 28th, 2025**. For any inquiries related to the tender document or the telephony project, please contact Cormac Lally, Chief Operating Officer at cormac.lally@threshold.ie (<mailto:cormac.lally@threshold.ie>)

Timeline

- **Tender Release Date: 24 January, 2025**
- **Deadline for Questions: 14 February, 2025 by 5:30pm**

- **Proposal Submission Deadline:** 5.30pm, 28 February, 2025
- **Evaluation Period:** 14 March, 2025
- **Decision Announcement:** 18 March, 2025
- Contract Finalisation: **28 March**, 2025
- **Project Commencement:** Q2, 2025 – to be determined
- **Project Completion:** to be determined

Region

Nationwide

Date Entered/Updated

24th Jan, 2025

Expiry Date

28th Feb, 2025

Attachment**Size**

[RFT for Threshold telephony and contact services final
2.pdf](#)

240.29
KB

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