

**Ireland-Sligo: Call centre**  
**OJ S 10/2020 15/01/2020**  
**Contract notice**  
**Services**

**Legal Basis:**  
Directive 2014/24/EU

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: Department of Employment Affairs and Social Protection

National registration number: N/A

Postal address: College Road

Town: Sligo

NUTS code: IE Éire / Ireland

Postal code: IE

Country: Ireland

Contact person: Donn Maguire

E-mail: [donn.maguire@welfare.ie](mailto:donn.maguire@welfare.ie)

Telephone: +353 17042095

#### Internet address(es):

Main address: <http://www.welfare.ie>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/349>

### I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: [http://irl.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=160682&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=160682&B=ETENDERS_SIMPLE)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [http://irl.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=160682&B=ETENDERS\\_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=160682&B=ETENDERS_SIMPLE)

Tenders or requests to participate must be submitted to the abovementioned address

### I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

### I.5. Main activity

Social protection

## Section II: Object

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### II.1. Scope of the procurement

#### II.1.1. Title

The Provision of Consultancy to Support the Planning, Design and Configuration of a New Pilot Customer Contact Centre and Related Consultancy Supports

#### II.1.2.

**Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The provision of expert consultancy to DEASP to support the design, structure and processes for new and existing customer contact centres within DEASP, with a view to delivering measureable improvements in the quality of the customer experience provided by DEASP.

**II.1.5. Estimated total value**

Value excluding VAT: 360 000,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description****II.2.2. Additional CPV code(s)**

64210000 Telephone and data transmission services, 64214200 Telephone switchboard services, 64220000 Telecommunication services except telephone and data transmission services, 79500000 Office-support services, 79511000 Telephone operator services

**II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

**II.2.4. Description of the procurement**

The provision of expert consultancy to DEASP to support the design, structure and processes for new and existing customer contact centres within DEASP, with a view to delivering measureable improvements in the quality of the customer experience provided by DEASP.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 120 000,00 EUR

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The contracting authority reserves the right to extend the term for a period or periods of up to 1 year with a maximum of 2 such extension or extensions on the same terms and conditions, subject to the contracting authority's obligations at law.

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: no

**II.2.13.**

## **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

### **IV.2. Administrative information**

#### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 14/02/2020 Local time: 15:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 12 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 14/02/2020 Local time: 15:00

Place:

Online Tender Box

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

### **VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: High Court

Postal address: Four Courts, Inns Quay

Town: Dublin 7

Country: Ireland

**VI.5. Date of dispatch of this notice**

13/01/2020