

IRL-Dublin: call centre  
OJ S 19/2012 28/01/2012  
Contract notice  
Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: National Consumer Agency  
Postal address: 4 Harcourt Road  
Town: Dublin 2  
Country: Ireland  
For the attention of: Paul Cannon  
Telephone: +353 14025500  
Fax: +353 14025501

**Internet address(es):**

General address of the contracting authority: [www.nca.ie](http://www.nca.ie) or [www.consumerconnect.ie](http://www.consumerconnect.ie)  
Address of the buyer profile: [http://www.etenders.gov.ie/search/Search\\_AuthProfile.aspx?ID=AA9641](http://www.etenders.gov.ie/search/Search_AuthProfile.aspx?ID=AA9641)

**Additional information can be obtained from:**

Official name: National Consumer Agency  
Postal address: 4 Harcourt Road  
Town: Dublin 2  
Country: Ireland  
For the attention of: Paul Cannon  
Telephone: +353 14025500  
Fax: +353 14025501  
Internet address: [www.nca.ie](http://www.nca.ie) or [www.consumerconnect.ie](http://www.consumerconnect.ie)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

Official name: National Consumer Agency  
Postal address: 4 Harcourt Road  
Town: Dublin 2  
Country: Ireland  
For the attention of: Paul Cannon  
Telephone: +353 14025500  
Fax: +353 14025501  
Internet address: [www.nca.ie](http://www.nca.ie) or [www.consumerconnect.ie](http://www.consumerconnect.ie)

**Tenders or requests to participate must be submitted:** Official name: National Consumer Agency

Postal address: 4 Harcourt Road  
Town: Dublin 2  
Country: Ireland  
Contact person: Corporate Services  
For the attention of: Paul Cannon

Telephone: +353 14025500  
Fax: +353 14025501  
Internet address: www.nca.ie or www.consumerconnect.ie

**I.2. Type of the contracting authority**

National or federal agency/office

**I.3. Main activity**

Other: Consumer protection

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title attributed to the contract by the contracting authority**

Tender for the provision of contact management services.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 27: Other services

Main site or place of performance: Ireland.

NUTS code IE Éire / Ireland

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

The notice involves a public contract

**II.1.4. Information about framework agreement**

**II.1.5. Short description of the contract or purchase(s)**

The National Consumer Agency (NCA) wishes to contract for a specialist provider of contact centre services to assist it in the execution of its operations and statutory functions, mainly in the area of information for consumers in relation to their rights when buying goods and services and also on personal finance.

Note: To register your interest in this notice and obtain any additional information please visit the eTenders web site at [http://www.etenders.gov.ie/Search/Search\\_Switch.aspx?ID=373132](http://www.etenders.gov.ie/Search/Search_Switch.aspx?ID=373132).

**II.1.6. CPV code(s)**

79512000 Call centre

**II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

**II.1.8. Lots**

This contract is divided into lots: no

**II.1.9. Information about variants**

Variants will be accepted: no

**II.2. Scope of the procurement**

**II.2.1.**

### **Total quantity or scope**

Candidates are asked to submit a tender on the basis of call levels at 70 000, and emails at 7 000 per annum. All costings are to be based on the operating days and hours as set out in Section 2 – contact centre service requirements.

### **II.2.2. Information about options**

Options: no

### **II.2.3. Information about renewals**

This contract is subject to renewal: no

### **II.3. Duration of the contract or time limit for completion**

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

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

#### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

#### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: no

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: (1) All candidates will be required to produce a certificate or declaration demonstrating that they are not bankrupt or the subject of an administration order, are not being wound-up, have not granted a trust deed, are not the subject of a petition presented for sequestration of their estate, have not had a receiver, manager or administrator appointed and are not otherwise apparently insolvent;

(2) All candidates will be required to produce a certificate or declaration demonstrating that the candidate, their directors, or any other person who has powers of representation, decision or control of the candidate has not been convicted of conspiracy, corruption, bribery, or money laundering. Failure to provide such a declaration will result in the candidate being declared ineligible and they will not be selected to participate in this procurement process;

(3) All candidates will be required to produce a certificate or declaration demonstrating that they have not been convicted of a criminal offence relating to the conduct of their business or profession;

(4) All candidates will be required to produce a certificate or declaration demonstrating that they have not committed an act of grave misconduct in the course of their business or profession;

(5) All candidates must comply with the requirements of the State in which they are established, regarding registration on the professional or trade register;

(6) Any candidate found to be guilty of serious misrepresentation in providing any information required, may be declared ineligible and not selected to continue with this procurement process;

(7) All candidates will have to demonstrate that they are licensed, or a member of the relevant organisation, in the State where they are established, when the law of that State prohibits the provision of the services, described in this notice, by a person who is not so licensed or who is not a member of the relevant organisation;

(8) All candidates will be required to produce a certificate or declaration demonstrating that they have fulfilled obligations relating to the payment of social security contributions under the law or of the relevant State in which the candidate is established;

(9) All candidates will be required to produce a certificate or declaration demonstrating that they have fulfilled obligations relating to the payment of taxes under the law or of the relevant State in which the economic operator is established.

### **III.2.2. Economic and financial ability**

List and brief description of conditions: (1) All candidates will be required to provide a reference from their bank;

(2) All candidates will be required to provide evidence of relevant professional risk indemnity insurance;

(3) All candidates will be required to provide a statement, covering the 3 previous financial years including the overall turnover of the candidate and the turnover in respect of the activities which are of a similar type to the subject matter of this notice;

(4) All candidates will be required to provide statements of accounts or extracts from those accounts relating to their business.

### **III.2.3. Technical and professional ability**

List and brief description of conditions:

(1) Details of the educational and professional qualifications of their managerial staff; and those of the person(s) who would be responsible for providing the services or carrying out the work or works under the contract;

(2) A check may be carried out by the contracting authority or by a competent official body of the State in which the candidate is established, to verify the technical capacity of the candidate; and if relevant, on the candidates study and research facilities and quality control measures.

### **III.2.4. Information about reserved contracts**

#### **III.3. Conditions specific to services contracts**

##### **III.3.1. Information about a particular profession**

##### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

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

Open

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

## **IV.2. Award criteria**

### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

## **IV.3. Administrative information**

### **IV.3.1. File reference number attributed by the contracting authority**

### **IV.3.2. Previous publication concerning this procedure**

Notice on a buyer profile

Notice number in the OJ S: [2008/S 244-325265](#) of 16.12.2008

### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

### **IV.3.4. Time limit for receipt of tenders or requests to participate**

20.3.2012 - 12:00

### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

### **IV.3.8. Conditions for opening of tenders**

Date: 21.3.2012 - 12:00

Place:

NCA Corporate Services Unit.

## **Section VI: Complementary information**

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

### **VI.2. Information about European Union funds**

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

Please see attached RFT for full details.  
(ET Ref:373132).

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

#### **VI.4.1. Review body**

#### **VI.4.2. Review procedure**

#### **VI.4.3. Service from which information about the review procedure may be obtained**

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

25.1.2012

