

**Ireland-Blackrock: Call centre**  
**OJ S 28/2020 10/02/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Bord Altranais agus Cnáimhseachais na hÉireann/Nursing and Midwifery Board of Ireland

National registration number: N/A

Postal address: 18/20 Carysfort avenue, Co. Dublin

Town: Blackrock

NUTS code: IE Éire / Ireland

Country: Ireland

Contact person: Procurement

E-mail: [procurement@nmbi.ie](mailto:procurement@nmbi.ie)

Telephone: +353 16398500

**Internet address(es):**

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

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/454>

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

Body governed by public law

**I.5. Main activity**

Health

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Provision of Customer Call Centre and Processing Services

Reference number: CCCPS16

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

NMBI management wish to exploit the contact centre expertise of operators to provide support that will contribute to a more effective and efficient handling and throughput of primarily overseas applications. The objective of the project is to establish a telephone call and email handling support service to provide support to the NMBI processing of overseas application for

registration, taking payments from Nurses/Midwives and recording payment details. Operators may also be required to assist with processing work in times of peak demand and their rates for this work should be quoted separately.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 15,41 EUR

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

79342300 Customer services, 79342320 Customer-care services

#### **II.2.3. Place of performance**

NUTS code: IE Éire / Ireland

Main site or place of performance: Blackrock, Co Dublin.

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

NMBI management wish to exploit the contact centre expertise of operators to provide support that will contribute to a more effective and efficient handling and throughput of primarily overseas applications. NMBI is looking for an operator that has the appropriate resources available and has the range of call centre competencies on hand to enhance the existing service provided by NMBI.

The contract will be for a period of 3 years with an option to extend for a further year.

The objective of the project is to establish a telephone call and email handling support service to provide support to the NMBI processing of overseas application for registration, taking payments from Nurses/Midwives and recording payment details with NMBI's secure payment processor, responding to mailings regarding annual retention fees, transfer of balance information files from NMBI to the call centre provider on a daily basis, if required. Operators may also be required to assist with processing work in times of peak demand and their rates for this work should be quoted separately.

#### **II.2.5. Award criteria**

Quality criterion - Name: As per RFP / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

#### **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 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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2016/S 147-265847](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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**Contract No:** 1

**Title:**

Provision of Customer Call Centre and Processing Services

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

02/01/2020

##### **V.2.2. Information about tenders**

Number of tenders received: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: no

##### **V.2.3. Name and address of the contractor**

Official name: RigneyDolphin Group

National registration number: IE65925471

Postal address: Units 10/11 IDA Industrial Estate, Cork Road, Waterford

Town: Waterford

NUTS code: IE Éire / Ireland

Country: Ireland

E-mail: [kevin.kehoe@rigneydolphin.ie](mailto:kevin.kehoe@rigneydolphin.ie)

Telephone: +353 51590000

Fax: +353 51590000

Internet address: <http://www.rigneydolphin.ie>

The contractor is an SME: no

##### **V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 15,41 EUR

##### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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

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

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

Official name: High Court  
Postal address: Ground Floor Inns Quay  
Town: Dublin  
Country: Ireland  
E-mail: [highcourtcentraloffice@courts.ie](mailto:highcourtcentraloffice@courts.ie)

### **VI.4.4. Service from which information about the review procedure may be obtained**

Official name: High Court  
Postal address: Ground Floor Inns Quay  
Town: Dublin  
Country: Ireland  
E-mail: [highcourtcentraloffice@courts.ie](mailto:highcourtcentraloffice@courts.ie)

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

05/02/2020