

Ireland-Dublin: Call centre
OJ S 23/2023 01/02/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Bus Eireann/Irish Bus
National registration number: N/A
Postal address: 21 Phibsboro Road
Town: Dublin 7
NUTS code: IE Éire / Ireland
Postal code: Broadstone
Country: Ireland
Contact person: Ciara Wynne
E-mail: ciara.wynne@buseireann.ie
Telephone: +353 017033412

Internet address(es):

Main address: www.buseireann.ie

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/374>

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/rwlenrance_s.asp?PID=232490&B=ETENDERS_SIMPLE

[PID=232490&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=232490&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/rwlenrance_s.asp?PID=232490&B=ETENDERS_SIMPLE

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

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Transport

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

School Bus Call Centre

Reference number: BE.SE.05.01.2023

II.1.2.

Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Provision of services for School Bus Call Centre

II.1.5. Estimated total value

Value excluding VAT: 1 200 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

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

79512000 Call centre

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

Provision of services for School Bus Call Centre

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: 1 200 000,00 EUR

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

up to 2 x 1yr extensions

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**

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

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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

IV.1.5. Information about negotiation

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: 21/01/2025 Local time: 00:00

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

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

3years

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Bus Eireann

Town: Dublin

Country: Ireland

VI.5. Date of dispatch of this notice

27/01/2023