98963-2022 - Result

See the notice on TED website

Ireland-Cork: Call centre
OJ S 38/2022 23/02/2022
Contract award notice
Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Central Statistics Office
National registration number: N/A
Postal address: Skehard Road, Mahon
Town: Cork
NUTS code: IE Éire / Ireland
Postal code: Cork
Country: Ireland
Contact person: Olivia Brady
E-mail: Olivia.Brady@cso.ie
Telephone: +353 18951345
Internet address(es):
Main address: www.cso.ie
Address of the buyer profile: https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/285

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Provision of Call Centre Helpline Services
Reference number: CENFIELD2022

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Provision of a Public Call Centre Helpline Service for Census 2022

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement
Value excluding VAT: 35 540,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)
72253000 Helpdesk and support services, 72253100 Helpdesk services, 79510000 Telephone-answering services, 79511000 Telephone operator services

II.2.3. Place of performance
NUTS code: IE Éire / Ireland
Main site or place of performance: Dublin

II.2.4. Description of the procurement
Provision of a Public Call Centre Helpline Service for Census 2022

II.2.5. Award criteria
Quality criterion - Name: Quality of Overall Service Provision / Weighting: 20%
Quality criterion - Name: Quality of Team proposed / Weighting: 20%
Quality criterion - Name: Contract Management / Weighting: 20%
Cost criterion - Name: Total Overall Cost / Weighting: 35%
Cost criterion - Name: Extension Cost / Weighting: 5%

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

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure
Notice number in the OJ S: 2021/S 199-519285

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

Contract No: 1

Title:
Provision of Call Centre Helpline Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract
15/02/2022

V.2.2. Information about tenders
Number of tenders received: 3
Number of tenders received from tenderers from other EU Member States: 0
Number of tenders received from tenderers from non-EU Member States: 0
Number of tenders received by electronic means: 3
The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor
Official name: Key Answering Systems Ltd. T/a Arema Connect
National registration number: IE 6366705L
Postal address: Head Office: 1G The Atrium Building, Blackpool,
Town: Co Cork
NUTS code: IE Éire / Ireland
Postal code: T23 T2VY
Country: Ireland
Telephone: +353 214824300
Internet address: https://aremaconnect.com/
The contractor is an SME: yes

V.2.4. Information on value of the contract/lot
Initial estimated total value of the contract/lot: 50 000,00 EUR
Lowest offer: 35 540,00 EUR / Highest offer: 49 500,00 EUR taken into consideration

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body
Official name: High Court
Postal address: Dublin 7
Town: Dublin
Country: Ireland
E-mail: HighCourtCentralOffice@courts.ie
Telephone: +353 18886699
Internet address: www.courts.ie

VI.5. Date of dispatch of this notice
18/02/2022