

IRL-Dublin: documentation services  
OJ S 73/2012 14/04/2012  
Contract notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: Financial Services Ombudsman Bureau  
Postal address: 3rd Floor, Lincoln House, Lincoln Place  
Town: Dublin 2  
Country: Ireland  
For the attention of: Diarmuid Byrne  
Telephone: +353 16318561

#### Internet address(es):

General address of the contracting authority: [www.financialombudsman.ie](http://www.financialombudsman.ie)  
Address of the buyer profile: [http://www.etenders.gov.ie/search/Search\\_AuthProfile.aspx?ID=AA9401](http://www.etenders.gov.ie/search/Search_AuthProfile.aspx?ID=AA9401)

#### Additional information can be obtained from:

Official name: Financial Services Ombudsman Bureau  
Postal address: 3rd Floor, Lincoln House  
Town: Lincoln Place  
Postal code: Dublin 2  
Country: Ireland  
For the attention of: Diarmuid Byrne  
E-mail: [diarmuid.byrne@financialombudsman.ie](mailto:diarmuid.byrne@financialombudsman.ie)  
Telephone: +353 16318561  
Internet address: [www.financialombudsman.ie](http://www.financialombudsman.ie)

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

Official name: Questionnaire available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie)  
Country: Ireland  
Contact person: Achilles Procurement Services Ltd.  
For the attention of: Jeanne Copeland  
E-mail: [info@achilles.ie](mailto:info@achilles.ie)  
Telephone: +353 14020114

**Tenders or requests to participate must be submitted:** Official name: See questionnaire available from [www.etenders.gov.ie](http://www.etenders.gov.ie)

Country: Ireland  
Telephone: +353 14020114

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

Body governed by public law

### I.3. Main activity

Economic and financial affairs

### 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

Appointment onto a panel for external drafting.

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

Services

Service category No 21: Legal services

Main site or place of performance: Dublin.

NUTS code IE021 Dublin

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

The procurement involves the establishment of a framework agreement

#### II.1.4. Information about framework agreement

Framework agreement with several operators

Number Envisaged maximum number of participants to the framework agreement: 25

#### Duration of the framework agreement

Duration in years: 3

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

The FSO wishes to establish a panel of service providers to meet its requirements for external drafting to assist with the investigation of complaints. Successful candidates will be required to formalise consumer complaints and to identify information and evidence to be sought by the financial services ombudsman for the purpose of investigations. Successful candidates will also be required to prepare reasoned opinions as to aspects of the validity and merits of complaints.

Candidates must show an ability to evaluate complex financial products, primarily within the areas of banking, investments and insurance.

For the purposes of setting up the Panel, FSO are inviting applications from suitably qualified service providers who wish to be included on the Panel ("Applicant(s)").

To be appointed onto the Panel, applications will initially be examined by reference to their completeness and compliance with the requirements set out in the questionnaire. All compliant Applications will be assessed in accordance with the qualification criteria set out at Appendix A. The appointment onto the Panel does not constitute a guarantee from FSO to procure any services from those appointed onto the Panel.

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=404992](http://www.etenders.gov.ie/Search/Search_Switch.aspx?ID=404992).

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

79131000 Documentation services, 79100000 Legal services

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

#### 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**

Estimated value excluding VAT:

Range: between 1 500 000 and 3 000 000 EUR

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

Options: yes

Description of options: The panel will be established for 12 months but it will be re-advertised annually for an additional 2 years.

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

This contract is subject to renewal: yes

Number of possible renewals: 2

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

Duration in months: 36 (from the award of the contract)

## **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**

Not applicable.

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

Terms and conditions will apply and will be agreed with the successful panel members.

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

None.

#### **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: As per the qualification questionnaire, available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie).

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

List and brief description of conditions: As per the qualification questionnaire, available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie).

Minimum level(s) of standards possibly required: As per the qualification questionnaire, available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie).

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

Minimum level(s) of standards possibly required:

As per the qualification questionnaire, available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie).

#### **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**

Restricted

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

Envisaged number of candidates: 25

Objective criteria for choosing the limited number of candidates: Candidates must complete qualification questionnaire available to download from [www.etenders.gov.ie](http://www.etenders.gov.ie).

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

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

### **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**

#### **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**

8.5.2012 - 12:00

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

25.5.2012

#### **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**

## Section VI: Complementary information

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### VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published: Duration of the Panel will be 3 years. It will be advertised in April each year and will be open for new members to apply for consideration each year.

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

### VI.3. Additional information

This tender process is not in fact governed by the EU Directive 2004/18/EC due to the non-priority nature of the services being procured and the FSO does not consider itself legally obliged to advertise in the OJEU but is doing so in order to maximise transparency. The Panel will operate for a maximum of three years and will be advertised on an annual basis.

Interested parties must register their interest on the eTenders web site ([www.etenders.gov.ie](http://www.etenders.gov.ie)) in order to be included on the mailing list for clarifications. All information relating to attachments, including clarifications and changes, will be published on the Irish Government procurement opportunities portal ([www.etenders.gov.ie](http://www.etenders.gov.ie)) only. Registration is free of charge.

The contracting authority will not be responsible for any costs, charges or expenses incurred by candidates or tenderers.

Award of any contract will be subject to the approval of the competent authorities.

It will be a condition of admittance to the panel that a tax clearance certificate from the Irish revenue commissions is provided and maintained for the life of the panel.

Admittance to the panel will also be conditional upon formal written acceptance of FSO's terms and conditions.

(ET Ref:404992).

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: The High Court

Postal address: Four Courts, Inns Quay

Town: Dublin 7

Country: Ireland

Internet address: [www.courts.ie](http://www.courts.ie)

**Body responsible for mediation procedures**

Country: Ireland

#### VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Statutory Instrument No. 130 of 2010 (the Irish Remedies Regulations) provides that review procedures are available in the High Court to a person who has or has had an interest in obtaining the framework agreement or a reviewable public contract and alleges that he or she has been harmed or is at risk of being harmed by an infringement of the law in relation to that framework agreement or reviewable public contract.

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

Official name: Please contact a legal advisor

Country: Ireland

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

12.4.2012