

**IRL-Maynooth: Administrative services for business operations**

OJ S 80/2013 24/04/2013

Contract notice

Services

**Directive 2004/18/EC****Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: The Teaching Council

Postal address: Block A Maynooth Business Campus, Co. Kildare

Town: Maynooth

Country: Ireland

For the attention of: Harry McGeary

E-mail: [harry.mcgeary@teachingcouncil.ie](mailto:harry.mcgeary@teachingcouncil.ie)

Telephone: +353 16517975

**Additional information can be obtained from:**

the abovementioned address

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

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address**I.2. Type of the contracting authority**

Regional or local agency/office

**I.3. Main activity**

Education

**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**

Managed Services 2013 - Provision of Contact Centre and Administration Services.

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

Services

NUTS code

**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 provision of an in-sourced, managed services arrangement, hosted within the Teaching Council's premises in Maynooth. The service will be dedicated to providing a range of

administration activities, to include:

— Telephone call handling relating to application status; requests for forms; renewals; complaints; general queries etc.

— Email and correspondence relating to straightforward and routine items.

— Administration activity relating to:

- Processing registrations;
- Coordinating Garda vetting;
- Ongoing monitoring and follow up of registration conditions;
- Maintaining and updating register;
- Post room.

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

75112000 Administrative services for business operations, 75100000 Administration services, 79510000 Telephone-answering services, 79512000 Call centre

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

The procurement is covered by the Government Procurement Agreement: no

#### **II.1.8. Lots**

This contract is divided into lots: yes

Tenders may be submitted for one lot only

#### **II.1.9. Information about variants**

Variants will be accepted: no

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

#### **II.2.1. Total quantity or scope**

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

Options: no

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

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

Information about lots

Lot No: 1

Lot title: Provision of Contact Centre and Administration Services

#### **1) Short description**

#### **2) CPV code(s)**

75112000 Administrative services for business operations, 75100000 Administration services, 79510000 Telephone-answering services, 79512000 Call centre

#### **3) Quantity or scope**

#### **4) Indication about different time frame or duration**

#### **5) Additional information about lots**

## **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**

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

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

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

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

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

Execution of the service is reserved to a particular profession: no

**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: no

**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**

Lowest price

**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**

no

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

Payable documents: no

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

28.5.2013 - 10:00

**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**

**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: no

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

The procurement is related to a project and/or programme financed by European Union funds:  
no

**VI.3. Additional information**

To receive more information about this tender, including any amendments and/or clarifications and to request any clarifications and/or to respond to this tender, you must register your interest to this tender on the following site: [https://irl.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=64952&B=ETENDERS\\_SIMPLE](https://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=64952&B=ETENDERS_SIMPLE)

**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**

22.4.2013